



# LOS ANGELES COUNTY OPERATIONAL AREA

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# ANIMAL EMERGENCY RESPONSE ANNEX

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**APPROVED: MARCH 25, 2010**

## LETTER OF PROMULGATION

TO: OFFICIALS, EMPLOYEES, AND RESIDENTS OF LOS ANGELES COUNTY

Preservation of life and property is an inherent responsibility of local, state, and federal government. The County of Los Angeles developed this Animal Emergency Response Annex to ensure the most effective allocation of resources for the maximum benefit and protection of the public and their animals in time of emergency.

While no plan can guarantee prevention of death and destruction, well-developed plans, carried out by knowledgeable and well-trained personnel, can minimize losses. The Animal Emergency Response Annex establishes the County's emergency policies and procedures in relation to the evacuation, care and sheltering of household pets, service animals and livestock. This Annex provides for the coordination of planning efforts among the various emergency departments, agencies, special districts, and jurisdictions that comprise the Los Angeles County Operational Area. The Animal Emergency Response Annex conforms to the requirements of the National Incident Management System (NIMS) and the California Standardized Emergency Management System (SEMS).

The Animal Emergency Response Annex is an extension of the Operational Area Emergency Response Plan (OAERP). The objective of the OAERP is to incorporate and coordinate all County facilities and personnel, along with the jurisdictional resources of the cities and special districts within the County, into an efficient organization capable of responding to any emergency using SEMS, mutual aid and other appropriate response procedures.

The Animal Emergency Response Annex will be reviewed and exercised periodically and revised as necessary to meet changing conditions.

The Los Angeles County Board of Supervisors gives its full support to the Animal Emergency Response Annex and urges all officials, employees, and residents, individually and collectively, to share in our commitment to the effective preparedness and response for disasters that may have an adverse impact on animals.

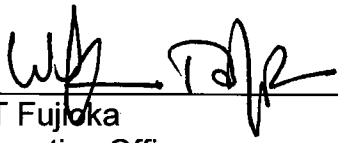
This letter promulgates the Animal Emergency Response Annex, which becomes effective upon approval by the Los Angeles County Board of Supervisors.

Signed \_\_\_\_\_ Date: \_\_\_\_\_  
Gloria Molina, Chair  
Los Angeles County Board of Supervisors

## APPROVAL BY THE COUNTY OF LOS ANGELES EMERGENCY MANAGEMENT COUNCIL

The County of Los Angeles Emergency Management Council, created by Section 2.68.160 of the Emergency Ordinance, and comprised of key County departments, is responsible for overseeing the preparedness activities of County departments. This includes preparation of plans, emergency and disaster-related training of County employees, and related emergency preparedness activities.

The EMC has reviewed and approved the OA Emergency Response Plan – Animal Emergency Response Annex. Significant revisions to the Animal Emergency Response Annex will be submitted to the EMC for approval.

Signed  \_\_\_\_\_  
William T Fujoka  
Chief Executive Officer  
Chairman, Emergency Management Council

Date: 3-25-10

## ANIMAL EMERGENCY RESPONSE ANNEX REVIEW

The Animal Emergency Response Annex will be reviewed every three years and as necessary for any updates.

Review Date	Nature of Update(s) (if any)	Page(s) Affected	Reviewer



## EXECUTIVE SUMMARY

The Los Angeles County Operational Area (OA) Animal Emergency Response Annex (Annex) outlines the policies and procedures necessary to deal with the impact of a disaster on citizens and their pets and other animals in the areas of evacuation, care and shelter. **The Los Angeles County OA Emergency Response Plan – Animal Emergency Response Annex is not meant to stand alone, but is intended to be used in support of, and in conjunction with State, County and city plans, and their responding agencies’ standard operation procedures.** The policies, procedures, and concepts identified in this Annex follow the guidelines established by the following:

- United States Department of Homeland Security’s National Incident Management System (NIMS)
- California Standardized Emergency Management System (SEMS)
- United States Department of Homeland Security’s Pets Evacuation and Transportation Standards Act of 2006.

A team from the Los Angeles County Department of Animal Care & Control (DACC) and the Department of Public Health (DPH), in collaboration with the Office of Emergency Management (OEM) and local animal emergency response agencies, developed this Annex.

## **ANNEX OVERVIEW**

The Los Angeles County OA Animal Emergency Response Annex consists of eight sections. Each section has a specific purpose, as stated below.

### **Section 1 – Introduction**

This Section contains formal language outlining the purpose, scope, mission statement, legal authorities and potential hazards to animals in the OA.

### **Section 2 - Operations**

This Section outlines the operational priorities, concept of operations, and the sequence of operational activities for an emergency event with an impact on animals in the OA.

### **Section 3 – Organizational Structure**

This Section identifies the organizational structure for the OA’s animal emergency response and recovery efforts. This Section also identifies the various animal emergency response organizations at different levels of government during preparedness, response, and recovery phases.

### **Section 4 – Roles and Responsibilities**

This Section defines the various roles and responsibilities of County departments and agencies in carrying out this Annex.

### **Section 5 – Planning & Intelligence**

This Section details the roles and responsibilities of County personnel related to planning and intelligence in the event of an OA animal emergency response.

### **Section 6 – Finance, Administration & Recovery (FAR)**

This Section outlines the finance and administrative roles and responsibilities related to an emergency response.

### **Section 7 – Training and Exercises**

This Section outlines the elements and considerations for an animal emergency response training program for personnel, public education programs, and exercises.

### **Section 8 – Maintenance**

This Section outlines the policy and responsibilities for ongoing management and maintenance of this Annex.

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## **SECTION 1: INTRODUCTION**

### **1.1 BACKGROUND**

It is estimated that more than half of Los Angeles County households include domestic animals. Any natural or human-made disaster may result in potential public health and safety threats and may cause the displacement and evacuation of large numbers of people and their animals.

### **1.2 PURPOSE**

This Annex is intended to outline the basic concepts and policies for providing a coordinated emergency response to any disaster in the OA that may adversely affect animals and their owners. This Annex serves as the unifying document for the emergency plans of the County of Los Angeles, cities, and independent animal control agencies, and provides the framework for the Operational Area's coordinated animal emergency response system. This Annex seeks to address the needs of owners and their animals during a disaster, and includes clear guidance and coordinating principles for all relevant agencies, organizations, and volunteers, in an effort to assist local jurisdictions in the rescue, transport, shelter, care and disease control of household pets, livestock and service animals during emergency situations. This Annex also provides a framework for animal disease control during an OA emergency in coordination with local, State and Federal authorities.

### **1.3 SCOPE**

- To provide a coordinated animal emergency response system compliant with SEMS, NIMS and all relevant County, State and Federal laws.
- To protect the health and safety of the public throughout the County of Los Angeles.
- To provide for the immediate care, control and safety of animals throughout the OA.
- To minimize animal suffering, loss of life, and potential disability by ensuring a timely and coordinated animal emergency response program.
- To provide for the care and shelter of animals brought to shelters or housed by volunteers.
- To provide a system for identifying and reuniting animals with their owners after the emergency event.
- To expand the capacity and scope of OA animal emergency response operations, when necessary, by partnering with volunteer agencies and other jurisdictions.

## 1.4 ASSUMPTIONS

This Annex is based on the following assumptions:

- Natural or human-made disasters could affect the well-being of domesticated and non-domesticated animals.
- The sheltering and protection of animals is the primary responsibility of the animal owners.
- The owners of pets, service animals or livestock will take reasonable steps to shelter and provide for animals during an emergency.
- In an emergency evacuation, many people will not evacuate without their animals, or will delay their own evacuation in an attempt to prepare for their animals left behind.
- People will want to evacuate and remain with their pets for the duration of the disaster.
- Individuals with disabilities requiring service animals will remain with their animals throughout the disaster.
- The OA will plan for responding to emergencies involving animals utilizing local resources first.
- Public information will be provided through various media outlets to inform the public prior to, during and after an emergency response. Information will include, but not be limited to: emergency planning for people with animals, sheltering options, evacuation, disease prevention and animal recovery information.
- Animal protection planning will ensure the proper care and recovery of animals affected during an emergency, including measures to identify care and shelter, communicating information to the public and proper animal release and disposition.
- As needed, the OA 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. Shelters will be established in an effort to assist evacuated residents who need emergency sheltering for their household pets.
- This Annex reflects the organizational structure of the SEMS and the NIMS as outlined in the OAERP.

## 1.5 RESPONSIBILITIES

The responsibilities for developing, implementing, maintaining, and supporting this Annex are as follows:

- OEM is responsible for maintaining this Annex as part of the Los Angeles County Emergency Response Plan.
- The DACC and the DPH, in coordination with local animal care and control partners, are responsible for reviewing and updating this Annex.
- All animal emergency response entities are responsible for incorporating key operational elements of this Annex into their departmental emergency response plans.

## 1.6 MISSION

To execute an effective OA emergency response in the event of a significant incident that may have an adverse impact on animals and their owners.

## 1.7 RELATIONSHIP TO OTHER PLANS

*The Los Angeles County OA Emergency Response Plan – Animal Emergency Response Annex is not meant to stand alone, but is intended to be used in support of and in conjunction with State, OA/County, city, and special districts’ emergency response plans, and their responding agencies’ standard operation procedures.*

This Annex is consistent with and augments the OA Emergency Response Plan, the CEOC Standard Operating Procedures (SOP) and the County of Los Angeles All-Hazards Mitigation Plan (LHMP).

The OAERP outlines broad emergency response concepts with appendices detailing emergency response for each hazard faced by the County, including earthquakes, tsunamis and floods. This document is an annex to the OAERP. This Annex is to be used in conjunction with the CEOC SOP as an operational document. County departments and agencies with assigned tasks outlined in the OAERP, CEOC SOP, and in this Annex are responsible for developing specific mitigation, preparedness, response and recovery procedures and checklists to support these plans.

**Table 1: Los Angeles County OA Animal Emergency Response Annex Associated Plans, Policies, and Procedures**

COUNTY/OA	
	Responsible Entities
Los Angeles County OA Animal Emergency Response Annex	OEM, DACC, DPH
Los Angeles County OA Emergency Response Plan (OAERP)	OEM
Los Angeles County OA Emergency Operations Center Standard Operating Procedures (CEOC SOP)	OEM
Los Angeles County All-Hazard Mitigation Plan	OEM
Los Angeles County OA Disaster Information Reporting Procedures	OEM
Sheriff Evacuation Plan	Sheriff
Sheriff Alert and Warning Plan	Sheriff
Public Works Flood Plan	Public Works
DPH All-Hazards Emergency Response Plan	DPH
Department of Animal Care & Control (DACC) Emergency Response Plan	DACC
Department of Public Social Services (DPSS) Care and Shelter	DPSS

## 1.8 AUTHORITIES

### Federal

#### **Pets Evacuation and Transportation Standards Act of 2006**

Amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act (the Stafford Act) to ensure that state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency. Specifically, the PETS Act ensures that state and local plans address the rescue, care, shelter, and essential needs of individuals and their pets and animals. The Act also states that financial contributions can be made to states and local authorities for animal emergency preparedness purposes, including the procurement, construction, leasing, or renovating of emergency shelter facilities and materials that will accommodate people with pets and service animals<sup>1</sup>.

#### **FEMA Disaster Assistance Policy 9523.19**

Identifies the expenses related to state and local governments' emergency pet evacuation and sheltering activities that are eligible for reimbursement following a major disaster declaration under Category B, Emergency Protective Measures, and provisions of the Public Assistance Program. The terms household pet, service animal, and congregate household pet shelters are defined. The policy details eligible reimbursements related to shelter facilities, supplies and commodities, eligible labor, equipment, emergency veterinary services, transportation, shelter safety and security, cleaning and restoration, and the removal and disposal of animal carcasses<sup>2</sup>.

**Emergency Support Function (ESF #6, 8, 9, 11, and 14)**<sup>3</sup> Federal Emergency Support Functions (ESF) provide the structure for coordinating Federal interagency support for a Federal response. The ESFs outline the mechanisms for grouping functions most frequently used to provide Federal support to States and Federal-to-Federal support, both for declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents. Animal emergency response issues are included in ESF # 6, 8, 9, 11 and 14 and address the following areas:

- Implementation of an integrated Federal, State, tribal, and local response to an outbreak of a highly contagious or economically devastating animal/zoonotic disease, or an outbreak of a harmful or economically significant plant pest or disease;
- Providing for the safety and well-being of household pets; and

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<sup>1</sup> United States Congress. Pets Evacuation and Transportation Act of 2006. Public Law 109-308. Approved January 3, 2006. ([www.govtrack.us/congress/bill.xpd?bill=h109-3858](http://www.govtrack.us/congress/bill.xpd?bill=h109-3858)).

<sup>2</sup> Federal Emergency Management Agency, Disaster Assistance Directorate. Disaster Assistance Policy 9523.19: Eligible Costs Related to Pet Evacuations and Sheltering, 2007. ([http://www.fema.gov/government/grant/pa/9523\\_19.shtm](http://www.fema.gov/government/grant/pa/9523_19.shtm)).

<sup>3</sup> Federal Emergency Management Agency. Emergency Support Function. January 2008. (<http://www.fema.gov/pdf/emergency/nrf/nrf-esf-11.pdf>).



- Supporting animal/veterinary issues in natural disasters as coordinated by USDA's Animal and Plant Health Inspection Service (APHIS).

**Americans with Disabilities Act of 1990**

Provides enforceable standards to eliminate discrimination towards people with disabilities. This law defines service animals as animals that are individually trained to provide assistance to an individual with disabilities. A person with a disability cannot be asked to remove their service animal from the premises unless: (1) the animal is out of control and the animal's owner does not take effective action to control it, or (2) the animal poses a direct threat to the health or safety of others. State and local governments must comply with Title II of the ADA in the emergency- and disaster-related programs, services, and activities they provide.<sup>4</sup>

**Local**

**Los Angeles County Emergency Ordinance**

**Chapter 2.68**

In accordance with the State's SEMS and the County's Emergency Ordinance, this Annex is applicable to all County departments, cities, unincorporated areas and special districts.

**Los Angeles County Ordinance**

**Title 2, Administration 2.77.050**

The director of public health, either directly or through a duly authorized representative, shall perform all duties now or hereafter delegated to the county veterinarian by Ordinance 4099 or any other ordinance of the county or any state statute or regulation. (Ord. 2006-0040 § 17, 2006.)

**Los Angeles County Ordinance**

**Title 10, Division 2. Animal Health 10.48.040, 10.64.030, 10.68.020**

The director of public health, acting in cooperation with the [State Veterinarian of the California Department of Food & Agriculture]<sup>5</sup> is responsible for enforcing all State laws and all orders and ordinances of the board of supervisors of the county of Los Angeles pertaining to the health and sanitary surroundings of the animals in the County. Responsibilities applicable to emergency response for controlling and eradicating animal diseases and/or animal diseases that pose a risk to public health include:

- Investigate within the state of California any reported outbreak of contagious, infectious or communicable disease, the presence of which in the State may constitute a menace to the health of animals in the County of Los Angeles.

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<sup>4</sup> United States Department of Justice. Americans with Disabilities Act. (<http://www.ada.gov/>).

<sup>5</sup> Los Angeles County Ordinance refers to the State Veterinarian of the CDFA as the Chief of the Division of Animal Industry, California Department of Agriculture. This language has been updated for inclusion in this Plan only.

- Establish, maintain and enforce quarantines, sanitary, testing and immunizing measures or to promulgate such rules and regulations as the director of public health may deem proper and necessary.
- Regulate the movement of animals from stockyards, corrals and feed yards.
- Supervise examination and testing of animals or premises for the presence of contagious, infectious or communicable diseases.
- Provide for the sanitation of plants and premises upon which animals are kept or upon which such slaughtering and preparation are conducted.
- Provide for the identification and disposition of diseased animals, meats and meat products.

**Title 10, Division 2. Animal Health 10.64.020**

It is hereby made the duty of any person suspecting or having knowledge of the presence of any infectious diseases in animals to report same to the director of public health. It shall be the duty of any person owning or having control of animals to assist the director of public health to enforce the provisions of this Division 2, to obey all orders of the director of public health made for the control and eradication of infectious diseases, the sanitation of premises, destruction of animals, and disposal of carcasses, manure, offal, refuse, condemned meat and meat products. (Ord. 8962 § 1 (part), 1965; Ord. 8397 § 1 (part), 1963; Ord. 1415 Art. 3 § 42, 1926.)

## 1.9 THREAT TO THE COUNTY OF LOS ANGELES

This section supplements the hazard summary and assessment found in the OAERP and the Los Angeles County All-Hazard Mitigation Plan. The County of Los Angeles All-Hazards Mitigation Plan (AHMP) describes and prioritizes, by degree of risk, each of the threats faced by the County.

Although each city is responsible for the completion of their own mitigation plan, the County AHMP addresses many mitigation goals and strategies that cross jurisdictional boundaries. The County provides services to all residents, and the Animal Care & Control (DACC), Sheriff and Fire departments provide contracted services to a number of cities.

**Table 1: County of Los Angeles Hazards and Their Relative Priority**

<b>High Risk Priority Hazards</b>	<b>Moderate Risk Priority Hazards</b>	<b>Low Risk Priority Hazards</b>
<ul style="list-style-type: none"> <li>• Earthquake</li> <li>• Wildland Urban Interface or Intermix Fire</li> <li>• WMD Terrorism</li> <li>• Utility Loss</li> <li>• Flood</li> <li>• Drought</li> <li>• Biological/Health</li> <li>• Waste Water and Water</li> <li>• Economic Disruption</li> <li>• Data/ Telecommunications</li> <li>• Civil Unrest</li> </ul>	<ul style="list-style-type: none"> <li>• Large Venue Fires</li> <li>• Transportation Incidents, rail/air/pipeline</li> <li>• Hazardous Materials</li> <li>• Radiological Incident/Accident</li> <li>• Special Events</li> <li>• Dam Failure</li> <li>• Landslides</li> <li>• Transportation/loss of ability</li> <li>• Explosion</li> <li>• Severe Weather</li> </ul>	<ul style="list-style-type: none"> <li>• Biological/Agriculture</li> <li>• Tsunami</li> <li>• Sinkholes/subsidence</li> <li>• Rise in Ground Water</li> <li>• Mine Safety</li> <li>• Volcano</li> <li>• Tornados</li> </ul>

## **SECTION 2: OPERATIONS**

### **2.1 OPERATIONAL PRIORITIES**

The County of Los Angeles gives consideration to the following issues to assist in animal emergency response operations prioritization:

- Protecting human and animal life, the environment, and property.
- Meeting the immediate needs of the population with household pets, service animals, livestock and other animals including rescue, medical treatment, and shelter for humans and animals.
- Temporary restoration of facilities essential to the health, safety, and welfare of the animal population.
- Mitigating hazards that develop as a result of the emergency.

### **2.2 DEFINITIONS**

Appendix A provides animal-related terminology to ensure consistency of usage among emergency management and response personnel.

### **2.3 CONCEPT OF OPERATIONS**

- This plan was developed in compliance with all Federal, State and Local laws relating to the care, treatment and impound of animals.
- This plan provides for the medical treatment of sick and injured animals during an emergency.
- This plan provides for the public sheltering of animals during an emergency.
- This plan provides for care and shelter of service animals required by individuals with disabilities.
- This plan provides a framework for addressing animal health emergencies and zoonotic disease, including: consultation with partners; advising the public; and working to identify, control and eradicate serious animal health threats.

### **2.4 OPERATIONAL AREA**

In accordance with SEMS, the County of Los Angeles serves as the lead agency for the Los Angeles County Operational Area (OA) and is the OA coordinator for all cities and special districts within the County's boundaries. The Board of Supervisors is the OA's governing body and the Chair is the OA Coordinator. The County Emergency Operations Center (CEOC) serves as the OA Emergency Operations Center. This Annex addresses animal emergency response within the OA. *[For more information refer to the OAERP.]*

## **2.5 SEQUENCE OF OPERATIONAL ACTIVITIES**

### **Pre-Event Planning**

Those agencies within the OA with jurisdiction over animal control, health and welfare will take the necessary steps to adequately plan and prepare for potential disasters or emergencies through implementation of this Annex.

### **Public Awareness & Education**

This Annex views pre-disaster awareness and education programs to prepare the public as equal in importance to all other preparation for emergencies. This program will be coordinated among Local, State and Federal officials. Specifically, the Department of Animal Care & Control (DACC) will work with its partners to educate owners of household pets, livestock and service animals on how to be prepared in case of an emergency. Public information will be provided through various media outlets to inform the public prior to an emergency response. Information will include, but not be limited to: emergency planning for people with animals, sheltering options, procedures for potential evacuation and animal recovery. [See Appendix N: *Emergency Preparedness for Household Pets and Horses*]

The Los Angeles County Department of Animal Care & Control's Volunteer Equine Response Team (LACDACCERT) will work to educate large animal owners on how to be prepared in case of an emergency. [See Appendix B: *LACDACCERT Policies and Procedures*]

### **Shelter Identification**

This Annex recognizes the importance of pre-event identification of private emergency shelter options for household pets. Prior to an emergency, DACC will develop and maintain agreements with commercial shelters to provide temporary shelter to household pets in the event of an emergency evacuation. DACC, in coordination with OA partners, will develop and maintain a database of individuals and rescue organizations qualified to foster household pets during a disaster requiring evacuation.

### **Supplies & Inventory**

Prior to an emergency incident, DACC will identify and maintain a listing of sources for supplies related to care and shelter of equine and household pets. DACC OA partners will assist in the identification and maintenance of such supplies.

## **2.6 Organizational Emergency Response Levels**

This Annex conforms to the organizational response levels as outlined in SEMS. These five response levels will be activated sequentially, as needed, for an emergency: field,

local, OA, regional, and State. Requests for assistance move from the level closest to the incident, up to the next higher governmental level, until the request is filled. These levels serve as the foundation by which resources from all levels of government can be deployed rapidly to support emergency operations.

### **Field Response**

At the field response level, responsibility for animal emergency response belongs to the respective animal control agency for the affected area of the county. The animal control agency should be under the command of an appropriate authority and carry out tactical decisions and activities in direct response to an incident or threat within their jurisdictions. SEMS regulations require the use of the ICS at the field response level. Field coordination occurs at the Incident Command Post (ICP). An animal control representative should be part of the ICP whenever an incident is likely to impact animals and their owners. If the incident requires additional support, the field level will request support from the local government level.

### **Local Government Response**

Local government response includes all local governments (county, city, or special districts) within the boundaries of the County of Los Angeles. Local governments are responsible for managing the overall emergency response and recovery activities within their jurisdiction, including animal emergency response. In SEMS, the local government emergency management organization and its relationship to the field response level may vary depending upon factors related to geographic size, population, function and complexity. Local government response should involve City Emergency Operations Centers. For emergencies that impact the unincorporated area communities of the county or cities under contract with DACC, the county emergency organization and the County Emergency Operations Center (CEOC) carry out the Local Government SEMS level responsibilities for the impacted community(ies) in addition to the SEMS OA coordination responsibilities.

### **Operational Area Response**

The OA is responsible for managing and coordinating information, resources and priorities among local governments within the OA and between the State regional level and the local government level. The OA uses multi-agency and inter-agency coordination to facilitate decisions for overall OA level emergency response activities.

### **Regional Response**

The Regional level manages and coordinates information and resources among OAs. The regional level includes:

Mutual Aid Region - Provides for the effective application and coordination of mutual aid and other emergency-related activities.

The California Emergency Management Agency (CalEMA) Administrative Region  
– Manages and coordinates information and resources among OAs within mutual aid regions, and between OA's and State agencies.

During emergencies, CalEMA Regional Emergency Operations Centers (REOC) manage and coordinate information and resources among OA's within mutual aid regions, and between OA's and State agencies. The REOC performs the role of the multi-agency coordination entity for its level as described in NIMS.

### **State Response**

The State manages and coordinates information and resources among CalEMA administrative regions for support during emergency response activities. Some emergency responses may be led by designated State agencies having jurisdictional authority at the State level for those emergencies. The State Operations Center (SOC), located in Sacramento, serves as the coordination and communication link between State agencies and the Federal disaster response system. The SOC performs the role of the multi-agency coordination entity for its level as described in NIMS.

### **California Emergency Organization**

The five SEMS organization levels, together with the private sector, are collectively referred to as the *California Emergency Organization*, of which, the County of Los Angeles is a part.

The private sector also plays an important role in the California Emergency Organization. Business and industry own or have access to substantial response and support resources. In addition, community-based organizations (CBO's), or non-governmental organizations (NGOs) provide valuable resources before, during, and after a disaster.

## **2.7 Plan Activation**

### **Activation of County Emergency Operations Center (CEOC)**

The CEOC will be activated whenever there is a need to coordinate the emergency response of County departments, agencies, and local jurisdictions in a significant event with an impact on the OA. The CEOC provides a facility for centralized emergency management, interagency communications and coordination during a major emergency or disaster, which facilitates appropriate response by the Director of Emergency Operations, Emergency Management Staff and representatives from organizations who are assigned emergency management responsibilities. Each entity comprising the CEOC is responsible for planning, organizing, training, and other activities necessary to carry out assigned tasks.

## **Activation Authority**

This Annex shall be activated in the event of an emergency in the OA by:

1. The Director of the Los Angeles County Department of Animal Care and Control (DACC) or designee upon activation of the Los Angeles County Emergency Operations Center (CEOC); or
2. The Director of Public Health (DPH), or designee, in the event of an animal health emergency or zoonotic disease outbreak.

## **Activation of Animal Care & Health Unit**

Coordination of the OA's animal emergency response is the responsibility of the Animal Care & Health Unit Leader at the CEOC. Upon activation of the CEOC, trained DACC personnel will assume the responsibilities of the Animal Care & Health Unit. In the event of an animal disease outbreak or zoonotic disease, Department of Public Health Veterinary Public Health (DPH VPH) will share responsibility for the Animal Care & Health Unit.

The Animal Care & Health Unit reports to the Care and Shelter of the CEOC. All CEOC staff is under the direction of the Sheriff, as Director of Emergency Operations, during the emergency response phase, and the CEO, as Director of Recovery Operations, during the recovery phase.

## **2.8 Animal Evacuation**

Animal owners are responsible for the basic care and sheltering of their pets and animals during a major disaster or emergency. When warned of an upcoming emergency or pending evacuation, it is assumed that owners of pets, service animals and livestock will take precautions to protect and care for their animals.

## **Household Pets**

### **Stray and Lost Household Pets**

Lost, stray, or animals incapable of being cared for by their owners, may endanger themselves or the public and are the responsibility of the local animal care and control agency or DACC. These animals will be sheltered, fed, and if possible, returned to their owners. If the animals cannot be returned to their owners, their disposition will conform to State law. In some cases, the animals may be euthanized according to State law, if there is no other alternative.



## **Horses/Livestock**

### **Evacuated and Stray or Lost Livestock and Horses**

It is the responsibility of horses/livestock owners to have in place appropriate evacuation plans in the event of a disaster. DPH VPH will serve in a coordinating role and provide oversight and direction related to the movement of diseased animals and/or animals that pose a public health risk, with the appropriate agencies. The DACC and local animal control agencies will coordinate with the California Department of Food and Agriculture (CDFA), if applicable.

### **DACC Volunteer Equine Response Operations**

The DACC Volunteer Equine Response Team (LADACCERT) is comprised of a group of qualified, trained and certified volunteers to augment department resources through the safe evacuation of livestock from areas experiencing or at risk of a disaster or emergency under the authority and activation of the DACC. Refer to the LADACCERT Policy and Procedures Manual outlines information specific to equine evacuation and sheltering. (See Appendix B: *LADACCERT Policy and Procedures*)

## **Wildlife & Exotic Animals**

Wildlife and exotic animal shelter and rescue are not a main focus of this plan and are the responsibility of many regulatory agencies that oversee the possession of wildlife and exotic animals. The California Department Fish & Game (CDFG) will likely be a consulting participant on such issues in communication and coordination with other regulatory agencies such as the U.S. Department of Agriculture / APHIS Division, U.S. Fish and Wildlife Service, DACC, and any of several cities that further regulate and permit keeping animals not normally domesticated in this state.<sup>6</sup>

CDFG maintains record of facilities it permits. Records of exhibitors of exotic and native species are kept by the CDFG's License and Revenue Branch in Sacramento but are not considered public records. CDFG has personnel trained and experienced in chemical restraint of native wildlife.

All private facilities housing exotic or wild animals should have in place an evacuation plan of an emergency. The OA will provide support to control and rescue wild and exotic animals as resources allow.

All responses related to wildlife will be coordinated with the CDFG as staff resources allow which:

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<sup>6</sup> County Code 10.28.060 required a license for certain activities and animals: See Appendix M.

- May be available to assist permitted facilities in the location of suitable alternative housing for their restricted species.
- May conduct warnings and assist in the evaluation of confined wildlife and exotic animals including, but not limited to, those held under CDFG permits. AZA accredited facilities (mainly zoos) are outside CDFG jurisdiction.
- May coordinate the use of specialized personnel and equipment to recapture potentially dangerous escaped captive wildlife and exotic animals. May assist with the assessment of lost or escaped captive wildlife, exotic animals, oil-soaked birds or other species as deemed appropriate. Emergencies caused by or closely related to an oil spill in the marine environment, or threatening the marine environment, will be responded to by the CDFG's OSPR, (Office of Spill Prevention and Response) unit. OSPR a close working relationship with the organizations and facilities that specialize in capture, holding, and treatment of oiled wildlife and birds.

As far as animal recaptures, CDFG officers are equipped and trained for the chemical immobilization of the native wildlife species that are sometimes involved in semi-urban incidents requiring CDFG intervention. This is almost exclusively deer, bears, and mountain lions.

## **Search and Rescue**

Every effort will be made to rescue abandoned or stray household pets and service animals from the disaster area within reasonable safety limits for rescue and animal care workers to prevent owners from prematurely re-entering the area.

## **Transportation of Pets**

Coordination of transportation from the scene to operational animal facilities is the responsibility of local animal control agencies in coordination with the OA Animal Care & Health Unit Leader. During transportation, provisions will be made to consign each household pet to a carrier or cage that provides adequate ventilation, compatible grouping, and an appropriate amount of space.

Due to health and safety concerns, household pets are not allowed on emergency transportation vehicles being used to evacuate citizens from potential disaster areas. DACC will be exploring the feasibility of allowing small caged animals on public transportation in the event of an emergency. Federal law requires that all service animals be allowed to accompany a disabled individual on public and private transportation vehicles.

## **2.9 Care & Shelter Operations**

### **Animal Identification System**

The DACC and its shelter partners will develop and execute a standardized process for animal identification and reunification within the emergency shelter system during emergencies. This system will include a process to document all animals housed at a County shelter for reunification with pet owners. Records will also be kept for deceased and unclaimed animals.

### **Triage**

At each shelter housing displaced animals, a licensed veterinarian, or Registered Veterinarian Technician (RVT) under the supervision of a veterinarian, will perform triage as animals enter shelter facilities to assess disposition to hospital or quarantined area.

### **Sheltering**

The sheltering and protection of companion animals are the primary responsibility of their owners. When owners are unable to provide for the care and needs of their household pets and service animals, the local jurisdictions will provide assistance as outlined in the Pets Evacuation and Transportation Standards Act of 2006 (PETS) and FEMA DAP 9523.19.

Shelters will be operated following the Incident Command System (ICS) guidelines. While there is currently no national standardized system for defining emergency pet shelter staff teams, all County shelters will adhere to a strictly defined chain of command defined by DACC.

The American Red Cross (ARC) provides care, shelter and Welfare Inquiry assistance for victims of natural disasters. Evacuated individuals who require the use of a service animal are allowed under federal law to co-locate with their service animal at human shelters. [See Sec 2.10 - Service Animals of Individuals with Disabilities Section.]

In some instances, impromptu shelters may be created that are not under the jurisdiction of DACC or its partners, resulting in co-location sheltering of displaced people and their pets. Impromptu shelters will be subject to a shelter assessment performed by DPH VPH to ensure public health standards are maintained. DACC will also be conducting assessments of impromptu shelters to ensure the safe and humane housing of animals.

[See *Emergency Animal Shelter Assessment* Section below]

## Use of Existing Boarding Facilities

During citizen evacuations to human shelters during a disaster, it may become necessary for citizens to place their pets at private boarding kennels, veterinary hospitals or clinics as close to the human shelter as possible. To facilitate this process, DACC will maintain an up-to-date list of animal boarding facilities, veterinary hospitals, and pet-friendly hotels. Efforts are in place to identify facilities that allow for discounted boarding of pets. [See Appendix C: *Directory of Animal Emergency Boarding Options.*]

## DACC Emergency Animal Shelters

In some instances, emergency shelters or *ad hoc* facilities created for the purpose of sheltering displaced animals are needed during a disaster. In advance of a disaster, DACC will conduct pre-disaster shelter inspections and have agreements in place with pre-identified facilities that could be converted to Emergency Animal Shelters. [See Appendix D: *List of County of Los Angeles Pre-Identified Animal Emergency Shelters.*]

In the event an animal is relinquished at an emergency shelter, the owner will be required to sign a release form, provide proof of vaccinations, and provide updated contact information if different than microchip. If there are no records, the animal will be screened by veterinary staff to determine whether the animal may enter the shelter or be placed in a veterinary hospital or quarantine area.

## Shelter Operations

The Animal Care & Health Unit at the CEOC coordinates shelter care for animals rendered homeless as a result of an emergency, in conjunction with local animal control agencies and volunteer organizations.

## Emergency Animal Shelter Assessment

During an emergency, both the DACC and the Department of Public Health (DPH) will conduct shelter assessments. The DPH utilizes the *Veterinary Public Health Assessment for Animal Shelters* for rapid assessment of animal shelter conditions. The tool will be used at the following shelter types depending on the scope of the disaster:

- 1) An existing city, county, or private animal shelter
- 2) A temporary animal shelter (i.e. mobile truck with cages or stand-alone outdoor-tented animal shelter in a park)
- 3) A pet-friendly shelter where both people and their pets are housed together in the same facility (either pre-planned or impromptu).

The DACC utilizes the *Animal Facilities Checklist* to ensure the safe and humane housing of animals in emergency shelters. [See Appendices E & F for assessment tools.]

## **Emergency Feeding**

The DACC will work with its public and private partners to identify sufficient food and potable water supplies for all emergency shelters.

## **Veterinary Care**

Local animal care and control agencies are responsible for coordinating veterinary care for their jurisdictions. Agencies should identify volunteer veterinarians in advance of a disaster response. [See highlighted sections of Appendices J-1 & J-2 for veterinary hospitals, DVMs, RVTs, and Wildlife Center resource contact information.]

Efforts are currently underway to encourage veterinary practice teams (DVMs, RVTs, etc.) to join the California Veterinary Medical Reserve Corps (CAMRC) program which is coordinated by the CVMA and supported by CVMF, CDFA, USDA, UCD, WesternU, CDPH, CalEMS, California Disaster Health Care Volunteers, and other agencies. Another option is to enter a formal agreement (MOU with the state) and partner with the AVMA Veterinary Medical Assistance Teams™ (VMATs) to assist with emergency veterinary care throughout the OA. This Annex will be amended to reflect current practices when they are adopted within the OA.

## **Care of Animals Left in Evacuated Areas**

Pet owners are responsible for evacuating and caring for their pets when required. DACC and local animal control agencies will make every effort to provide care and feeding, and will attempt rescue of any animals left within the evacuated areas.

On-going public education efforts and event-specific news releases will be used to ensure that the public understands that they should evacuate with their pets during a disaster.

## **2.10 Service Animals of Individuals with Disabilities**

This Annex takes into consideration the needs of individuals with disabilities relying on service animals. The Americans with Disabilities Act (ADA) protects the rights of all individuals with disabilities and requires that State and local governments comply with Title II of the ADA in the emergency- and disaster-related programs, services, and activities they provide.

### **Definition of Service Animals**

The ADA currently defines “service animals” as animals that perform some of the functions and tasks that an individual with a disability cannot perform for him or herself.

Service animals are not considered household pets. Some examples of service animal functions include:

- Assist individuals who are blind;
- Alert individuals with hearing impairments to sounds;
- Pull wheelchairs or carry and pick up things for individuals with mobility impairments; and
- Assist individuals with mobility impairments with balance.

ADA guidelines defining “service animals” are currently under review by the Department of Justice and may be revised; this Annex will be updated accordingly.

In all instances, only two questions may be asked to determine if an animal is a service animal:

- (1) Is this animal a service animal required because of a disability?
- (2) What tasks or work has this animal been trained to perform?

If the answers to these questions reveal that an animal has been trained to provide assistance to a person with a disability, that person should be able to access services, programs, activities, and facilities while accompanied by his service animal. Service animals do not require certification, identification cards or licenses, special equipment, or professional training.<sup>7</sup>

## **Transportation of Service Animals**

Individuals accompanied by service animals must also be allowed access to public and private transportation under federal law. Under the ADA, a customer with a service animal cannot be segregated from other customers and the service animal must be permitted to accompany its owner on the vehicle. However, service animals may not block aisles or exits or otherwise interfere with other customers reaching them.

## **Emergency Sheltering of Service Animals**

Evacuated individuals who require the use of a service animal are allowed under federal law to co-locate with their service animal at human shelters. A service animal may only be prohibited from a shelter when that animal’s behavior poses a direct threat to the health and safety of others. However, each situation should be handled carefully and on an individual basis.<sup>8</sup>

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<sup>7</sup> ADA Best Practices Tool Kit for State and Local Governments, Chapter 7 (2007).  
<http://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm>.

<sup>8</sup> <http://www.ada.gov/gasrvc.htm>.

## **Training**

To ensure that individuals with disabilities using service animals are able to remain with their service animals throughout an emergency response, efforts should be made by DACC and all local response agencies to teach first responders, emergency shelter staff, volunteers, and third parties who perform emergency- and disaster-related functions that people with disabilities should not be separated from their service animals even in places where pets are typically not allowed.

## **2.11 Animal Disease Control**

### **Detection, Confirmation and Control of Animal Disease and/or Mortality Event**

The Department of Public Health (DPH) serves as the lead local response agency responsible for monitoring and addressing any natural or human-made disaster may have an adverse impact on animal health or that may present a zoonotic threat to the public. DPH is responsible for investigating any reported outbreak of contagious, infectious or communicable disease, the presence of which in the State may constitute a menace to the health of animals in the OA. The DPH is also responsible for controlling and eradicating infectious disease in conjunction with efforts by the CDFA and USDA.

During an emergency, DPH will:

- Work in coordination with local animal control agencies to leverage their efforts to monitor and control animal disease;
- Regulate the movement of livestock and ensure all permanent and temporary animal shelters maintain sanitary conditions;
- Enforce necessary quarantines, testing and immunizing measures to ensure sanitary conditions; and
- Advise the public of any animal disease outbreaks and mitigation steps.

### **Reporting Requirements**

Los Angeles County Code (10.64.020) requires that any person suspecting or having knowledge of infectious disease in animals is to report this information to the Director of Public Health.

All veterinarians, all persons in charge of kennels and all persons making a business of having charge, custody or control of animals, who have knowledge of or have reason to suspect that an animal is infected with tuberculosis, glanders, anthrax, rabies, actinomycosis, cysticercosis, trichinosis, tuleraemia and coccidiosis, or any other infectious disease which might become epidemic and transmissible to mankind, shall, within 24 hours, make a report to local, state, and federal public health authorities.

All “suspect” foreign animal disease (FAD) observers are requested to report to the CDFA Ontario District Office immediately if a “suspect” FAD is detected. If they are unable to reach a CDFA district official, then observers are to contact the CDFA headquarters. It is critical to report as soon as a “suspect” disease is noticed so that CDFA may investigate. [See Appendix G: *CDFA Map and District Office Information.*]

## **2.12 Communications**

This Annex recognizes that maintaining effective communication among responders during a disaster is critical to ensuring an efficient emergency response effort. During an emergency that requires activation of the CEOC, all communication will be coordinated through the Animal Care & Health Unit at the CEOC to ensure consistency of messaging.

## **2.13 Public Information**

The County of Los Angeles is committed to a proactive public information program to prepare the public for threats that may have an adverse impact on animals. Such programs should encourage consistent information between the State, County, local jurisdictions and communities-at-risk. Local jurisdictions should develop comprehensive programs, based upon need assessments.

Public information efforts will include, but not be limited to the following topics: emergency planning for people with animals, rights of disabled individuals requiring service animals, sheltering options, evacuation, disease prevention and animal recovery information.

Communities can use brochures, single-page instructions, periodic warning system tests, electronic and print media information, signs, and emergency response exercises to maintain awareness and instill effective response behavior. When feasible, materials will be translated into other languages to reach non-English speaking community members. Public education programs should include specialized institutions such as schools, hospitals, convalescent-care facilities, and non-English speaking community organizations.

During the response and recovery phases of an emergency, public information statements will be coordinated and disseminated by the CEOC PIO on the following topics:

- Logistical information to the public about transportation and shelter locations for domesticated animals and livestock during emergencies;
- Information about legal rights of individuals with disabilities accompanied by service animals during an emergency; and



- Animal disease information, including information on eradication and proper decontamination of pets.

## 2.14 Recovery

### Disposition of Household Pets/Livestock

DACC will implement procedures to identify owners of lost, strayed, and homeless animals. When unable to return animals to rightful owners, DACC will support efforts to identify an adoptive home for the animals.

When animals such as companion pets cannot be adopted or fostered, or an owner cannot be found, the animal may be placed in a DACC animal shelter and disposition will conform to State law.

### Wild & Exotic Animals

Wildlife and exotic animal shelter and rescue are not a main focus of this plan and are the responsibility of many regulatory agencies that oversee the possession of wildlife and exotic animals. California Department of Fish & Game (CDFG) will likely be a consulting participant on such issues in communication and coordination with other regulatory agencies. CDFG's website has a list of licensed rehabilitators.

### Disposal of Deceased Animals

In order to reduce the chance of the spread of disease and to protect the public health, DPH VPH will provide oversight and direction with local jurisdictions for coordinating the pick up and removal of dead animals. According to 2009 policy guidelines issued by the American Veterinary Medical Association (AVMA), mass animal casualties due to fatal injuries sustained from disasters will not pose an immediate health risk for humans in most circumstances. Based on this guideline, the OA emergency response will take into consideration the available resources and priorities of each disaster before diverting resources for immediate carcass removal.

In the event of a natural disease outbreak or bioterrorism event, carcasses will be removed by agencies with appropriate authority. DPH VPH, in coordination with municipal sanitation departments, will have oversight over mass burial. If a disease outbreak occurs in livestock, DPH VPH will oversee carcass removal and will work in coordination with CDFA and/or USDA.<sup>9</sup>

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<sup>9</sup> For a summary of CDFA guidance on disposal of animal carcasses, refer to: [http://cdfa.ca.gov/ahfss/Animal\\_Health/Animal\\_Disposal\\_Guidelines.html](http://cdfa.ca.gov/ahfss/Animal_Health/Animal_Disposal_Guidelines.html).

## **SECTION 3: ORGANIZATIONAL STRUCTURE**

### **3.1 County Emergency Organization**

The goal of the County Emergency Organization is to provide for effective coordination and management of emergency operations within the OA. The County Emergency Organization represents all available resources within the County that may be applied in disaster response and recovery phases, and includes the CEOC.

The CEO, as Director of the County Emergency Organization, has authority for organizing, directing and coordinating the County Emergency Organization. During the response phase of a major disaster, the County's Emergency Organization is directed by the Sheriff, who serves as the Director of Emergency Operations.

### **3.2 CEOC Animal Care & Health Unit**

The Animal Care & Health Unit reports to the Care & Shelter Branch (Operations) at the CEOC. This position is responsible for the following activities:

- Coordinate local animal care and control agencies responding to the emergency response;
- Coordinate emergency animal control operations within the unincorporated areas of the County and Contract Cities;
- Coordinate emergency response within the OA;
- Make decisions about resource allocation and logistics in accordance with CEOC priorities in the Event and Incident Action plans;
- Maintain active liaison with Fire, law enforcement, other animal control agencies, , other animal control agencies, and public and private shelter representatives;
- Coordinate volunteer response, supply requests, donations and distribution, and shelter coordination and oversight;
- Coordinate response to animal disease outbreak during the course of an emergency;
- Coordinate response to the identification of a foreign animal disease, a serious zoonosis, or a bioterrorism event; and
- Coordinate animal health care and safety mutual aid within the OA and between the OA & Southern Region EOC.

[See Appendix H - *Animal Care and Health Unit Supervisor Checklist.*]

### 3.3 Multi-Jurisdictional Coordination

During a disaster, coordination among jurisdictions is often relied upon to ensure timely and efficient response. The following agencies may be called upon to play a key role in many disasters:

#### California Department of Food & Agriculture

During emergency response, the CDFA will assist the OA when requested by the State Operations Center (SOC). CDFA may be tasked to assist during an emergency response with resource coordination and serve as a subject matter expert on animal disease prevention, carcass removal and other animal disease related issues as requested by the SOC.<sup>10</sup> In the event of an occurrence of an unknown animal disease that is “suspect” to be a foreign animal disease outbreak, the CDFA will respond in coordination with the USDA.

#### California Department of Fish & Game

The CDFG coordinates with non-government organizations to address wildlife and exotic animal shelter and rescue in the event of an emergency. Wildlife situations requiring human intervention or rescue due to an emergency are very rare. The responses, if any, will be evaluated and a course of action determined on a case by case basis. Exotic restricted species present unique and difficult problems. As the CDFG, in general, is not trained or equipped for their capture, transportation, or housing, these tasks have historically been left to the permittees. CDFG enforcement might become involved if it was made aware of a situation where the public was unreasonably endangered by an exotic animal or the actions of its keepers.

#### Non-Governmental Organizations

In the event a disaster exceeds the capacity of the OA animal emergency response system to respond, additional non-governmental resources will be utilized. DACC and its partners will work prior to an emergency event to develop partnerships with local, statewide and national non-profit animal emergency response entities. The Animal Care & Health Unit at the CEOC will serve as a coordinator of response activities with many non-governmental and private sector organizations. [See Appendix I: *Animal Emergency Response Partner Organizations*.]

A written agreement, including Memoranda of Understanding (MOUs), between the DACC and all non-governmental disaster responders providing emergency response resources should be signed prior to response in a disaster to formalize the

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<sup>10</sup> For information on CDFA’s emergency response to foreign animal disease, refer to the *CDFA Foreign Animal Disease Emergency Response Executive Overview* located at: <http://cdfa.ca.gov/ahfss/#>.

understanding that they will assist in the animal disaster response. Mutual aid agreements among the various animal control agencies should also be established.

### **3.4 Volunteer Mobilization**

The DACC Volunteer Program will hold primary responsibility for the identification, coordination and utilization of volunteers in the event of an emergency. Volunteers will be placed on shifts as needed to complement or supplement on-duty personnel.

#### **Equine & Large Animals**

The DACC Volunteer Equine Response Team (LACDACCERT) is responsible for augmenting department resources through the safe evacuation of livestock from areas experiencing or imperiled by a disaster or emergency under the authority and activation of DACC. The LACDACCERT is a group of qualified, trained and certified volunteers. [Refer to Appendix B: *LACDACCERT Policy and Procedures Manual*.]

#### **Household Pets**

The DACC Director of Volunteer Services will be responsible for the training and certification of qualified volunteers to assist in emergency response for household pets, including rescue and evacuation, shelter operations, veterinary care and other tasks. The training, classification, and utilization of volunteers for household pet emergency response will align with policies and procedures approved and in use by the LACDACCERT.

## **SECTION 4: ROLES AND RESPONSIBILITIES**

The CEOC may activate based upon a threat or actual event. Each CEOC section of the Incident Command Structure must focus on several key response and recovery issues unique to this event. In addition, County departments, cities, and special districts have specific roles and responsibilities, outlined below, in addition to their assignments and functional requirements as outlined in the OAERP and CEOC SOP.

### **4.1 MANAGEMENT SECTION**

The CEOC will activate the appropriate SEMS Sections and staffing assignments based upon a threat or actual event. The County will use multi-agency, multi-discipline coordination in its response to this threat or event. The CEOC will facilitate coordination among all responding agencies and disciplines. CEOC staffing will be augmented to expedite response activities, as necessary.

## **County Sheriff’s Department**

By County ordinance, the Sheriff is the Director of Emergency Operations during declared emergencies. The Sheriff’s Department serves as the CEOC director and manages operations. The Sheriff’s Department is responsible for management of the CEOC operations and provides scheduled briefings for CEOC staff and other emergency response personnel.

## **Chief Executive Office (CEO)**

The County CEO is responsible for issuing guidelines to County departments for capturing emergency-related expenditures, and for directing restoration of County government services. The CEO also serves as the Director of Recovery Operations. The County OEM is part of the CEO and has a number of responsibilities described elsewhere in this Annex.

## **4.2 OPERATIONS SECTION**

Areas of special concern for the Operations Section related to Animal Emergency Response include:

- Coordination with OA animal control agencies on care issues, including care, shelter, and possible public health concerns;
- Coordinating with CalEMA Southern Region for mutual aid and resource requests;
- Coordinating evacuation transportation needs for people and animals;
- Coordinating with DPH on potential public health impacts on people and animals; and
- Coordination with Department of Public Social Services (DPSS) on refuge areas and sheltering needs for people and animals.

## **Animal Care and Health Unit**

The Animal Care and Health Unit is housed in the Care & Shelter Branch of the CEOC. Trained personnel from DACC will staff the Animal Care and Health Unit at the CEOC. In the event of an animal disease outbreak, trained staff from DPH VPH will also staff the unit.

The Animal Care and Health Unit coordinates directly with DACC and 23 other animal control agencies within the county, along with other animal volunteer agencies to provide evacuation, food, potable water, shelter and other basic needs as required to animal disaster victims within the County. This Unit is also responsible for coordinating mutual aid between cities and the County, and communicating additional requests and information to the CalEMA Southern Region EOC.

[See Appendix H: *Animal Care and Health Unit Leader Checklist.*]

The following departments at the CEOC have a planning, coordination or response role related to animal emergency response:

### **Department of Animal Care & Control (DACC)**

The Director of Animal Care & Control reports to the Chief Executive Officer (CEO) and is responsible for: 1) directing emergency animal control operations within the unincorporated areas of the County and Contract Cities, and 2) coordinating emergency operations if one or more jurisdictions are involved.

During emergencies, the DACC:

- Staffs the Animal Care & Health Unit at the CEOC;
- Patrols disaster areas to rescue domestic animals displaced by catastrophic events;
- Provides support to fire and law enforcement agencies responding to the crisis;
- Offers emergency animal housing at its shelters and depending on the circumstances, the Department may also set up temporary emergency animal shelters to assist persons who have taken their pets from evacuated areas; and
- Acts as a support department to the Sheriff.

### **Sheriff's Department**

The Sheriff's Department is responsible for the alert and notification of the cities and citizens of the OA. The Sheriff's role and responsibilities concerning evacuations, including mass and spontaneous evacuations, are expressed in Sheriff's Department policies, the OAERP, and the Los Angeles County Emergency Ordinance.

### **County Fire Department (Fire)**

The Fire Department reports to the CEO and its mission is to protect lives, property, and the environment by providing prompt, skillful, cost-effective fire protection and life safety services. The Los Angeles County Fire Chief, designated as the Region 1 Fire Mutual Aid Coordinator, is primarily responsible for the overall coordination and dispatch of fire and rescue mutual aid resources during major emergencies. Fire will maintain and update information for the Planning and Intelligence Section.

### **Department of Mental Health (DMH)**

The Department of Mental Health reports to the CEO and is the government agency assigned to provide for the psychological and emotional well-being of the community as well as individual victims of an emergency. Mental health support and psychological operations will be essential elements of any emergency response approach. DMH will

coordinate mental health response activities within the OA, including human-animal bonding issues affected by a disaster.

### **Department of Public Health (DPH)**

The Department of Public Health reports to the CEO and provides and coordinates public health services during disaster response conditions. Public health services may include preventive health services, including the control of communicable diseases; coordinating inspection of health hazards in damaged buildings; inspection of vital foodstuffs, water, drugs, and other consumables; mosquito and other vector control; and detection and identification of possible sources of contamination dangerous to the general physical and mental health of the community. The Department also addresses the county veterinarian's role, which includes veterinary public health and animal health emergencies specific to the identification, control, and eradication of animal diseases.

### **Department of Public Social Services (DPSS)**

The Department of Public Social Services reports to the CEO and is the government agency assigned to provide for the emergency care and shelter needs of disaster victims during disasters. DPSS is the OA liaison with private, not-for-profit human services agencies, including Community Based Organizations. DPSS performs their care and shelter mission in partnership with the American Red Cross.

### **Parks and Recreation**

The Department of Parks and Recreation reports to the CEO and will assist with facilities management and care and shelter issues in coordination with DPSS. Potential care and shelter activities include logistical requirements for care and shelter.

### **American Red Cross (ARC)**

Congress mandated the American Red Cross (ARC) to provide care, shelter and Disaster Victim Inquiry assistance for victims of natural disasters. DPSS works in cooperation with the ARC to provide these services following a natural disaster. While animals cannot be housed at ARC shelters (with the exception of service animals), ARC is committed to working with animal emergency response partners to coordinate close proximity of human and animal shelters, when feasible.

## **SECTION 5: PLANNING AND INTELLIGENCE SECTION**

The Animal Care and Health Unit Leader will serve as the liaison to the CEOC Planning and Intelligence Branch throughout animal emergency response and recovery operations. The Unit Leader will work closely with DACC and OA emergency response partners to identify and document response plans to support emergency mobilization, management, demobilization and recovery.

## **SECTION 6: FINANCE, ADMINISTRATION AND RECOVERY (FAR) SECTION**

This Annex conforms with the roles and responsibilities of County personnel to ensure that finance and administrative actions in support of OA Emergency Response and Initial Recovery operations are performed in a manner that will facilitate meeting the requirements of State and Federal guidelines for disaster operations.

### **6.1 Role of Office of Emergency Management (OEM)**

- CEO will staff the various branches of FAR, as necessary.
- During operations, OEM ensures emergency management coordination with the CEOC.
- Designated CEO staff will oversee the administrative function in the CEOC.
- Designated CEO staff will oversee the finance operations within the CEOC with support from other sections of the CEO, including the County Disaster Assistance Team.

All affected County departments, agencies, cities and special districts are responsible for submitting status and damage assessment reports to the OA following an event occurrence via the designated emergency management information system used by the CEOC. CEO will use damage assessment information to initiate standard disaster response and recovery procedures outlined in the CEOC SOP.

## **SECTION 7: TRAINING & EXERCISES**

This Annex recognizes that ongoing training and exercising of this plan are a crucial component for a successful animal emergency response program.

### **7.1 Training**

All agencies involved in animal emergency response in the OA are responsible for training and certifying their departmental personnel to assist in response operations. The CEOC will also incorporate this Annex into all relevant emergency planning exercises.

The DACC Volunteer Program will hold primary responsibility for the identification, coordination, training and utilization of volunteers in the event of an OA emergency. (See Section 3: *Volunteer Mobilization*). Local animal control agencies should also plan on training volunteers. DACC should coordinate and share its training curriculum with local animal care and control agencies to ensure consistency in volunteer response.



The Department of Public Health will coordinate Just In Time (JIT) training to appropriate Disaster Service Workers (DSWs) to address adequate facility sanitation.

Non-governmental agencies providing volunteer assistance in the OA animal emergency response will provide training and certification to their volunteers, in accordance with DACC standards and expectations.

## **SECTION 8: MAINTENANCE**

OEM is responsible for developing and maintaining this Annex. OEM will review the Annex, in coordination with DACC and DPH, every three years, and as necessary provide updates. Key Contact Phone List numbers included in the appendices will be updated as needed and verified on an annual basis.

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# **APPENDIX A DEFINITIONS**

## **Foreign Animal Disease (FAD)**

A biological threat to animals, including household pets, livestock, and wildlife that can present a substantial risk to animal or human health. Foreign animal disease are often caused by highly contagious viruses that can spread, potentially devastating vast populations of animals, and in some cases, may pose a threat to human health. Examples of currently recognized threats include: foot and mouth disease (FMD), some strains of avian influenza (AI), and exotic Newcastle disease (END).

## **Household Pet**

FEMA DAP 9523.19 defines the term household pet as a domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes and can travel in commercial carriers, and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.

## **Service Animal**

The Americans with Disability Act (ADA) defines service animals as those Animals that perform some of the functions and tasks that an individual with a disability cannot perform for him or herself. Service animals are not considered household pets.

## **Zoonotic Disease**

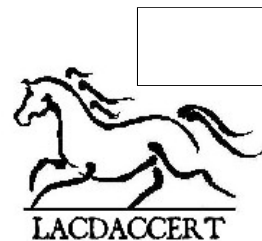
A disease that is transmissible from animals to humans.

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Los Angeles County  
 Department Of Animal Care & Control  
 Equine Response Team



**LACDACCERT Volunteer Application**

Date \_\_\_\_\_

Last Name:		First Name:	
Address:			
City:		State: CA	Zip: _____ Date of Birth: _____
E-mail:			
Home Phone:	( ) _____	Pager:	( ) _____
Work Phone:	( ) _____	Fax:	( ) _____
Cell Phone:	( ) _____	Other:	( ) _____
Employer:		Number of years with employer:	

A valid and current Driver's License,  
 Vehicle and Medical Insurance are REQUIRED for all ERT Volunteers  
 Photocopies MUST be included with this form

Driver's License Number:		<input type="checkbox"/> Class C	<input type="checkbox"/> Class A	Copy included?	
Vehicle Insurance Company Name:		Policy Number:		Copy included?	
Medical Insurance Company Name:		Policy Number:		Copy included?	

Emergency Contacts:

① Name:		Phone#:	( ) _____
Relationship:		Other Phone#:	( ) _____
② Name:		Phone#:	( ) _____
Relationship:		Other Phone#:	( ) _____

References:

Name:		Phone#:	( ) _____
How did you hear about the ERT? <input type="checkbox"/> Friend <input type="checkbox"/> Newspaper <input type="checkbox"/> TV/Radio <input type="checkbox"/> Brochure <input type="checkbox"/> Other			

# LACDACCERT Volunteer Application

## About You:

Have you volunteered with an animal welfare agency before? Where?	
Are you a member of other animal welfare agencies? Please indicate organizations:	
Schooling Completed: <input type="checkbox"/> High School <input type="checkbox"/> Jr. College <input type="checkbox"/> Bachelors <input type="checkbox"/> Masters <input type="checkbox"/> PhD	
Do you currently own horses/livestock? If so, please list:	
Special Training and Qualifications:	
Do you require any special accommodations for any disability?	

## I Have Experience Handling the Following Animals:

<input type="checkbox"/> Horses	<input type="checkbox"/> Donkeys	<input type="checkbox"/> Cattle	<input type="checkbox"/> Pigs	<input type="checkbox"/> Goats	<input type="checkbox"/> Wildlife
<input type="checkbox"/> Dogs	<input type="checkbox"/> Cats	<input type="checkbox"/> Sea Animals	<input type="checkbox"/> Others:		

## Briefly describe your experience with horses and/or livestock:


## I Wish To Be An Active Member In:

<input type="checkbox"/> Animal Evacuation - Driving my own Truck & Horse Trailer	<input type="checkbox"/> Animal Evacuation - Assisting on a Trailer Team
<input type="checkbox"/> Caring for horses that have been evacuated to the Sheltering Site	<input type="checkbox"/> Phone Team
<input type="checkbox"/> HAM Radio Communications - Are you a Licensed HAM?	<input type="checkbox"/> Yes - my HAM Call Sign: <input type="checkbox"/> No, but would like to take the training

## Are you experienced in handling/loading horses:

Under normal conditions?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Under stressful/emergency conditions?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## LACDACCERT Volunteer Application

### Equipment Available For Emergency Operations

<input type="checkbox"/> Truck with Trailer Hitch	<input type="checkbox"/> 4 Horse Trailer	<input type="checkbox"/> Stock Trailer
<input type="checkbox"/> 2 horse Trailer	<input type="checkbox"/> 4 X 4	<input type="checkbox"/> Utility Trailer
<input type="checkbox"/> 3 Horse Trailer	<input type="checkbox"/> Camper/ Motor Home	<input type="checkbox"/> HAM Radio
<input type="checkbox"/> Other Equipment:		
Vehicle make/License Plate#		Trailer make/License Plate#

### Equipment You Are Most Experienced Using:

I agree to purchase any required emergency items, equipment / clothing	<input type="checkbox"/> Yes <input type="checkbox"/> No

### STATISTICAL INFORMATION

Your application may be subject to a complete background review, including a review of any criminal convictions. Applicants may be fingerprinted and processed through State/Federal agencies for this purpose. Disqualification may result from factors considered in the review. Factors such as the relationship between the offense and the position for which you apply will be taken into account.

Have you, as a juvenile or adult, ever been convicted, fined, imprisoned, or placed on probation or suspended, or have you forfeited bail in connection with any offense (except for traffic tickets which involved faulty equipment, parking, hand signals or speeding) in any civil, criminal, or military court of law? (Include convictions dismissed under Penal Code 1203.4 and any major traffic offenses resulting in a warrant). NOTE: This information will be kept confidential.

<input type="checkbox"/> Yes	<input type="checkbox"/> No	If Yes, please explain:	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Are you currently on probation, parole or awaiting trial?	

I declare under penalty of perjury that all statements on this application form and attachments are true and complete to the best of my knowledge. I understand that false, misleading or incomplete information shall be cause for disqualification. NOTE: False statements made under penalty of perjury may also result in criminal prosecution.

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Date



Los Angeles County  
Department of Animal Care and  
Control  
Equine Response Team



**LACDACCERT Volunteer Contract**

I am familiar with all parts of the LACDACCERT manual and agree to abide by all the policies and procedures therein. In addition, I agree to comply with all policies, procedures, rules, regulations, directives and instructions provided by LACDACC lead staff and LACDACCERT lead staff.

I understand and agree to the following:

I agree to perform my assigned duties to the best of my abilities, to accept supervision and to help the LACDACCERT obtain its "goals and objectives."

As a volunteer, I understand that under Labor Code 3352 (l), worker's compensation benefits are not available to me.

The automobile insurance policy purchased by the owner will be primary under the terms of the applicable insurance contract(s) and California Law. I understand that in the event of any type of accident or injury to my person, and for any damages to my personal vehicle(s) and equipment, my personal medical and vehicle insurance will be primary.

I agree to hold Los Angeles County, its officers, agents and employees harmless from injuries sustained during the course of my volunteer assignment and for any damages to my personal vehicle(s) or equipment.

I agree to provide Los Angeles County with copies of my California Driver's License and copies of my health and vehicle insurance policies. I further agree to notify Los Angeles County immediately of any changes in the status of these insurance coverage, changes in my driver's license status and changes in my health or ability to perform my duties as a volunteer.

I understand, if for any reason, I become unable to perform the functions of my volunteer position, I should discontinue my volunteering and advise my supervisor immediately.



Los Angeles County  
Department of Animal Care and Control  
Equine Response Team

**LACDACCERT Volunteer Contract**

(Continued)

I further understand the following as it applies to the LACDACCERT:

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| 1) Activation Policies and Procedures | 7) Media Contacts                     |
| 2) Uniform Requirements               | 8) Public Events                      |
| 3) Carrying of Firearms               | 9) Restricted Activities              |
| 4) Conforming to Laws                 | 10) Termination/Reasons For Dismissal |
| 5) Fund Raising                       | 11) Training Requirements             |
| 6) Insurance Requirements             |                                       |

Any individual who violates dispatch protocol will be required to surrender his/her I. D. Card immediately and be terminated from the group.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Los Angeles County**  
**Department of Animal Care & Control**  
Equine Response Team  
(LACDACCERT)



Training Class Evaluation Letter

Dear \_\_\_\_\_:

Thank you for your participation in the Horse Handling class held \_\_\_\_\_.

The purpose of this training class is to assess each volunteer's current level of experience and ability to perform in accordance with the Los Angeles County Department of Animal Care & Control's (LACDACC) policies, procedures and standards.

LACDACCERT members may be asked to perform under very difficult conditions, including brush fires, floods, earthquakes, trailer accidents and canyon accidents, such as a fallen horse. Safety is the primary concern for all volunteers and therefore evaluations are critical to the success of the program.

The LACDACCERT Coordinator/Senior Instructor is responsible for ensuring that evaluations are fair and consistent and within the guidelines and standards of the LACDACC and the LACDACCERT Program.

All class evaluators are personally trained and selected by the LACDACCERT Coordinator/Senior Instructor. The LACDACCERT Coordinator/Senior Instructor is also responsible for making the final decision on each participant's evaluation. Testing is not meant to keep members out of the LACDACCERT Program, but is used to ensure that those working in potentially dangerous situations are reasonably able to keep themselves and those working with them safe.

While a volunteer may pass a specific class or level of training, the LACDACCERT reserves the right to revoke that status in the event that a volunteer demonstrates dangerous or unsafe conduct or shows an inadequate ability to perform certain tasks.

Qualifications we look for in a LACDACCERT member include: A sense of assurance, confidence, capability and leadership. The ability to take direction, good decision making skills under stressful situations and following, understanding and complying with training procedures and protocols and standards.

As a member of LACDACCERT, we also evaluate:

1. Leadership – people who can take charge of a situation without becoming combative with the horse.
2. Demeanor – people who are assertive and confident and clearly in control of the situation, and not timid, indecisive or fearful.
3. Safety Conscious – people who are clearly in control of their personal space and are aware of personal safety, and fellow members safety, as well as the horse's safety.
4. Control of the Horse – people who are able to clearly tell the horse what they want and where the horse needs to move to and are capable of getting the horse to move to that place.
5. Technique – people that clearly understand horse psychology, people that can get the horse to see the trailer as a desirable place to be and who clearly understand and know how to apply "pressure" and "release" to the horse so the horse understands what is

Evaluation Letter (cont.)

wanted. People who can perform these tasks in a safe manner in accordance with LACDACCERT's approved standards.

6. Effort – People who demonstrate their horse handling skills as well as their ability to be a team player who can make other members feel confident in their abilities.
7. Attitude – People who recognize the importance of being a pro-active participant.

After careful review of your participation in the Horse Handling class, our LACDACCERT Coordinator/Senior Trainer and evaluators have determined you:

**Passed -Advance** -- have met the criteria to qualify as Level 2 and are qualified to take the Trailer Loading Class.

**Passed -Level 2 Sheltering Site** – have met the criteria to qualify as Level 2 and work with horses at a Sheltering Site. However, further training is recommended, and a Passed-Advance evaluation in the Horse Handling class is required, in order to qualify to take the Trailer Loading class.

**Did Not Pass** – further training is recommended, and a Passing evaluation in the Horse Handling class is required, in order to qualify as Level 2 and handle horses at a Sheltering site.

If you would like more information about this evaluation, please feel free to contact our LACDACCERT Coordinator/Senior Instructor.

Sincerely,

MARCIA MAYEDA, DIRECTOR

Mary Lukins,  
LACDACCERT Liaison

Linda Horrell,  
LACDACCERT Coordinator/Senior Instructor

Senior Instructors Comments:

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## **APPENDIX B-2**

### **LACDACC VOLUNTEER MANUAL**



LOS ANGELES COUNTY  
DEPARTMENT OF ANIMAL CARE AND CONTROL  
VOLUNTEER  
EQUINE RESPONSE TEAM



Policy and Procedures Manual

Los Angeles County  
 Department of Animal Care and Control  
 Equine Response Team  
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### Mission Statement – LACDACCERT

The mission of the Los Angeles County Department of Animal Care & Control's Volunteer Equine Response Team (LACDACCERT) is as follows:

The LACDACCERT is a group of qualified, trained & certified volunteers whose purpose is to augment department resources through the safe evacuation of livestock from areas experiencing or imperiled by a disaster or emergency under the authority and activation by the Los Angeles County Department of Animal Care and Control (LACDACC). The group will also work to educate large animal owners on how to be prepared in case of an emergency.

## Objectives/Goals/Tasks – LACDACCERT

### OBJECTIVES /GOALS

1. Provide an organized structure of response based on the SEMS/NIMS and the ICS organizational structure through which Department staff members and LACDACCERT volunteers can operate together effectively and efficiently.
2. Maintain a fully trained cadre of certified volunteers through a consistent and comprehensive training program for all team members, incorporating Department policies, procedures and command structure instruction.
3. Provide and maintain an up-to-date resource list of team members, phone numbers, vehicles and trailer types.
4. The group will work to educate large animal owner's on how to be prepared in case of an emergency.



### Definition of Volunteer - LACDACCERT

- A. A volunteer is any individual, 18 years of age or older, who performs hours of service in a County department for civic, charitable, health, humanitarian, recreational, public safety or general welfare reasons, without promise, expectation or receipt of compensation for services rendered.
  
- B. Individuals shall be considered volunteers only when their services are offered freely and without pressure of coercion, direct or implied, from the County.
  
- C. An individual shall not be considered a volunteer if the individual is otherwise employed by the County to perform the same type of services as those for which the individual proposes to volunteer.

## Utilization of Volunteers - LACDACCERT

### UTILIZATION OF VOLUNTEERS

#### TYPES OF DISASTERS:

1. Level I Disaster - A minor or moderate incident wherein local resources are adequate and available. Individual Incidents, i.e. trailering accidents, livestock recovery, etc. These are of a non-major type incident.
2. Level II Disaster - A moderate to severe emergency wherein local resources may not be adequate and mutual aid may be required a regional or even statewide basis. Examples of Level II disasters are fires, floods, earthquakes etc.
3. Level III Disaster – A Major disaster wherein resources in or near the impacted areas are overwhelmed and extensive State and/or Federal resources are required. A LOCAL EMERGENCY and a STATE EMERGENCY will be proclaimed and a Presidential Deceleration of an EMERGENCY or MAJOR DISASTER will be requested. An example of a Level III disaster is a bio-terrorism attack.

LACDACCERT members cannot enter private property to remove horses & other animals without the owners or caretaker's permission.

## LACDACCERT Classifications - LACDACCERT

LACDACCERT volunteers can qualify for three different levels, depending on the training they have successfully completed.

### Level 1

Volunteers who satisfactorily complete this level will be eligible to assist with communications and paperwork.

### Level 2

Volunteers who satisfactorily complete Level 1 and Level 2 will be eligible to assist with the animals at Sheltering Sites.

### Level 3

Volunteers who satisfactorily complete Level 1, Level 2 and the Level 3 training classes will be eligible to work on a Trailer Team assisting with evacuations. Qualified members may drive their own trailers.

All LACDACCERT personnel will work under the Incident Command System.

## Authorized Positions / Duties - LACDACCERT

### Job Description: Division Coordinator –Volunteer Position

This person is appointed by the Los Angeles County Department of Animal Care & Control.

The Division Coordinator reports directly to the LACDACC Lead Staff.

### Job Requirements:

- 1) Must successfully complete LACDACCERT Level 1, Level 2 & Level 3 Training Courses and other specialty training courses as required.
- 2) Must possess good organizational skills.
- 3) Must possess good communication skills.
- 4) Must possess good motivational skills.
- 5) Must possess good conflict resolution skills.
- 6) Must know the operating procedures for all aspects of the LACDACCERT.
- 7) Must possess above average equine/livestock handling skills.
- 8) Must work with a minimum of direct supervision.
- 9) Must have the ability to make decisions in a stressful environment.
- 10) Must have automobile liability insurance in the minimum amounts prescribed by State Law. (\$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of two or more persons in one accident, \$5,000 property damage)
- 11) Must be able to respond in a timely fashion to all callouts, day or night.
- 12) Must qualify for LACDACC's Vehicle Driver's List.
- 13) Must have personal medical insurance.
- 14) May be required to pass a background check.

### Job Duties:

- 1) Operates as the liaison between LACDACC and the LACDACCERT.
- 2) Attend meetings, training and callouts to coordinate and oversee operations.
- 3) Insure that all safety procedures and LACDACC policies and procedures are followed.
- 4) Make sure all orders from LACDACC Administration are followed.
- 5) Attend volunteer orientations, conduct initial interviews, give out and receive applications and notify applicants of acceptance or rejection.
- 6) Make sure all paperwork on newly accepted members is completed properly and forwarded to LACDACC Administration.

Authorized Positions / Duties - LACDACCERT

Job Description: Division Coordinator-Volunteer Position (Continued)

- 7) Assist with the inventory of LACDACC emergency equipment, issuance of equipment and proper record keeping.
- 8) Make schedules and keep logs of all meetings and training sessions.
- 9) Responsible for all LACDACCERT personnel records.
- 10) Insure all assignments are made and duties carried out.
- 11) Insure all LACDACCERT duties are in concurrence with LACDACC's policies and procedures and with the LACDACC's best interests.
- 12) Perform other tasks as assigned by proper authority.
- 13) Coordinate and participate in educating large animal owners of their need to be prepared for disasters and emergencies.
- 14) Insure all LACDACCERT members have proper uniforms and equipment before going into evacuation areas.
- 15) Assist with the set-up and operation of the staging area.
- 16) Insure all LACDACCERT members are utilizing vehicles, which are in good working condition & adequate to perform the required functions.
- 17) Assist in evaluating LACDACCERT training classes.

## Authorized Positions / Duties - LACDACCERT

### Job Description: Assistant Division Coordinator-Volunteer Position

This person is appointed by the Division Coordinator with the approval of the Los Angeles County Department of Animal Care & Control.

The Assistant Division Coordinator assist the division Coordinator. They report directly to the LACDACCERT Division Coordinator, and/or LACDACC Lead Staff in the Division Coordinators absence.

### Job Requirements:

- 1) Must successfully complete LACDACCERT Level 1, Level 2 & Level 3 Training Courses and other specialty training courses as required.
- 2) Must possess good organizational skills.
- 3) Must possess good communication skills.
- 4) Must possess good motivational skills.
- 5) Must possess good conflict resolution skills.
- 6) Must know the operating procedures for all aspects of the LACDACCERT.
- 7) Must possess above average equine/livestock handling skills.
- 8) Must work with a minimum of direct supervision.
- 9) Must have the ability to make decisions in a stressful environment.
- 10) Must have automobile liability insurance in the minimum amounts prescribed by State Law. (\$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of two or more persons in one accident, \$5,000 property damage)
- 11) Must be able to respond in a timely fashion to all callouts, day or night.
- 12) Must qualify for LACDACC's Vehicle Driver's List.
- 13) Must have personal medical insurance.
- 14) May be required to pass a background check.

### Job Duties:

- 1) Assist the Division Coordinator with the administrative duties of LACDACCERT.
- 2) Organize, plan and carry out directives from the Division Coordinator.
- 3) Attend meetings, training and callouts to coordinate and assist in operations.
- 4) Help to ensure that all safety procedures and LACDACC policies and procedures are followed.
- 5) Help to insure that all orders from LACDACC Administration are followed.
- 6) Attend volunteer orientations, conduct initial interviews, give out and receive applications and notify applicants of acceptance or rejection in the absence of the Division Coordinator.
- 7) Help ensure all paperwork on newly accepted members is completed properly and forwarded to LACDACC Administration.
- 8)

Authorized Position / Duties - LACDACCERT

Job Description: Assistant Division Coordinator-Volunteer Position (Continued)

- 8) Assist with the inventory of LACDACC emergency equipment, issuance of equipment and proper record keeping.
- 9) Make schedules and keep logs of all meetings and training sessions.
- 10) Assist in maintaining all LACDACCERT personnel records.
- 11) Help to insure all assignments are made and duties carried out.
- 12) Assist with insuring all LACDACCERT duties are in concurrence with LACDACC's policies and procedures and with the LACDACC's best interests.
- 13) Perform other tasks as assigned by proper authority.
- 14) Help coordinate and participate in educating large animal owners of their need to be prepared for disasters and emergencies.
- 15) Help to insure all LACDACCERT members have proper uniforms and equipment before going into evacuation areas.
- 16) Assist with the set-up and operation of the staging area.
- 17) Assist with insuring all LACDACCERT members are utilizing vehicles, which are in good working condition & adequate to perform the required functions.
- 18) Assist in evaluating LACDACCERT training classes.

## Authorized Positions / Duties - LACDACCERT

### Job Description: Core Members -Volunteer Position

Core Members are appointed by the Division Coordinator with the approval of LACDACC. LACDACCERT Core Members help to lead the LACDACCERT.

Core Members report directly to the LACDACCERT Division Coordinator.

### Job Requirements:

- 1) Must successfully complete LACDACCERT Level 1, Level 2 & Level 3 Training Courses and other specialty training courses as required.
- 2) Must possess good organizational skills.
- 3) Must possess good communications skills.
- 4) Must possess good motivational skills.
- 5) Must possess good conflict resolution skills.
- 6) Must know the operating procedures for all aspects of the LACDACCERT.
- 7) Must have a working knowledge of equine/livestock care.
- 8) Must work with a minimum of direct supervision.
- 9) Must be able to respond in a timely fashion to all callouts, day or night.
- 10) Must qualify for LACDACC's Vehicle Driver's List.
- 11) Must have automobile insurance in the minimum amounts prescribed by State Law. (\$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of two or more persons in one accident; \$5,000 property damage.)
- 12) Must be able to properly use a Thomas Bros. Map book.
- 13) Must have personal medical insurance.
- 14) May be required to pass a background check.

### Job Duties:

- 1) Act as group leaders and follow-out duties as assigned by the LACDACCERT Coordinator or LACDACC Lead Staff.
- 2) Insure all safety procedures & LACDACC policies and procedures are followed.
- 3) Make sure all assignments from LACDACC lead staff are followed.
- 4) Advise and assist LACDACCERT members on other unit matters.
- 5) Participate in volunteer orientations and training sessions as required.
- 6) Help to insure that all duties and assignments are carried out.
- 7) Help to insure that all LACDACCERT personnel have proper uniforms and equipment before going into evacuation areas.
- 8) Assist in evaluating LACDACCERT training classes.
- 9) Help to notify other LACDACCERT members upon proper activation by LACDACC.



Authorized Positions / Duties - LACDACCERT

Job Description: Core Members-Volunteer Position (Continued)

Authorized Positions / Duties - LACDACCERT

- 10) Participate in educating large animal owners of their need to be prepared in case of emergency and disaster.
- 11) Help locate possible Sheltering Sites and Staging Areas
- 12) Perform other tasks as assigned by proper authority.
- 13) Assist with insuring all LACDACCERT members are utilizing vehicles which are in good working condition and are adequate to perform the required functions.
- 14) Represent LACDACCERT for education and recruitment at community events.
- 15) Help to insure that all LACDACCERT duties are in concurrence with the LACDACC's best interest.

## Authorized Positions / Duties - LACDACCERT

### Job Description: Senior Instructor –Volunteer Position

This person is appointed by the Division Coordinator with the approval of the LACDACC.

The Senior Instructor reports directly to the Division Coordinator.

### Job Requirements:

- 1) Must successfully complete LACDACCERT Level 1, Level 2 & Level 3 Training Courses and other specialty training courses as required.
- 2) Must possess good organizational skills.
- 3) Must possess good communications skills.
- 4) Must possess good motivational skills.
- 5) Must possess good conflict resolution skills.
- 6) Must know the basic operating procedures for all aspects of the LACDACCERT
- 7) Must possess above average equine/livestock care and handling skills.
- 8) Must possess the ability to instruct and evaluate others in equine/livestock handling and behavior skills
- 9) Must work with a minimum of direct supervision.
- 10) Must be able to respond in a timely fashion to all callouts, day or night.
- 11) Must qualify for LACDACC's Vehicle Driver's List
- 12) Must have automobile insurance in the minimum amounts prescribed by State Law. (\$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of two or more persons in one accident; \$5,000 property damage.)
- 13) Must be able to properly use a Thomas Bros. Map book.
- 14) Must have personal medical insurance.
- 15) May be required to pass a background check.

### Job Duties:

- 1) Attend meetings, training and callouts as required.
- 2) Develop and implement LACDACCERT horse/livestock classes in accordance with the program guidelines.
- 3) Train and help to develop LACDACCERT horse/livestock class instructors.
- 4) Help to insure that all safety procedures and LACDACC policies and procedures are followed.

Authorized Positions / Duties - LACDACCERT

Job Description: Senior Instructor -Volunteer Position (Continued)

- 5) Make schedules and keep logs of all training sessions.
- 6) Complete an evaluation letter for each Horse Handling and Trailer Loading class participant, and insure they are mailed out in a timely fashion.
- 7) Provide clarification and explanation of evaluation to participants as required.
- 8) Assist with the inventory of LACDACC equipment used during training classes and sign out and return equipment as per LACDACC policy and procedures.
- 9) Develop and document a class outline, including handouts.

## Authorized Positions / Duties - LACDACCERT

### Job Description: Instructor –Volunteer Position

This person is appointed by the Division Coordinator with the approval of LACDACC.

The Instructor reports directly to the Senior Instructor.

### Job Requirements:

- 1) Must successfully complete LACDACCERT Level 1, Level 2 & Level 3 Training Courses and other specialty training courses as required.
- 2) Must possess good organizational skills.
- 3) Must possess good communications skills.
- 4) Must possess good motivational skills.
- 5) Must possess good conflict resolution skills.
- 6) Must know the basic operating procedures for all aspects of the LACDACCERT
- 7) Must possess above average knowledge of equine/livestock care and handling skills.
- 8) Must possess the ability to instruct and evaluate others in equine/livestock handling and behavior skills
- 9) Must work with a minimum of direct supervision.
- 10) Must be able to respond in a timely fashion to all callouts, day or night.
- 11) Must qualify for LACDACC's Vehicle Driver's List
- 12) Must have automobile insurance in the minimum amounts prescribed by State Law. (\$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of two or more persons in one accident; \$5,000 property damage.)
- 13) Must be able to properly use a Thomas Bros. Map book.
- 14) Must have personal medical insurance.
- 15) May be required to pass a background check.

### Job Duties:

- 1) Assist in developing and teaching LACDACCERT horse/livestock classes
- 2) Assist with training other instructors, as required.
- 3) Assist with making schedules and keep logs of all training sessions.
- 4) Assist with the inventory of LACDACC equipment used during training classes, and signing out and returning equipment as per LACDACCERT policy and procedures.
- 5) Complete an evaluation letter for each Horse Handling and Trailer Loading class participant, and insure they are mailed out in a timely fashion.

Authorized Positions / Duties - LACDACCERT

Job Description: Instructor –Volunteer Position (continued)

- 6) Provide clarification and explanation of evaluation to participant in the absence of the Senior Instructor.
- 7) Help to insure that all safety procedures and LACDACC policies and procedures are followed.

## Authorized Positions / Duties - LACDACCERT

### Job Description: Point Vehicle Driver-Volunteer Position

LACDACCERT Point Vehicle Drivers will be appointed by the LACDACCERT Division Coordinator with the approval of the LACDACC.

Point Vehicle Drivers report directly to lead LACDACCERT staff and/or lead LACDACC staff.

### Job Requirements:

- 1) Must successfully complete LACDACCERT Level 1, Level 2 and Level 3 Training Courses and other specialty training courses as required.
- 2) Must possess good communications skills.
- 3) Must possess good motivational skills.
- 4) Must know the basic operating procedures for all aspects of the LACDACCERT.
- 5) Must work with a minimum of direct supervision.
- 6) Must be able to respond in a timely fashion to all callouts, day or night.
- 7) Must qualify for LACDACC's Vehicle Driver's List.
- 8) Must have automobile insurance in the minimum amounts prescribed by State Law. (\$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of two or more persons in one accident; \$5,000 property damage.)
- 9) Must be able to properly use a Thomas Bros. Map book.
- 10) Must have personal medical insurance.
- 11) Must possess the ability to evaluate safe accessibility for trailer ingress and egress
- 12) Must possess the ability to evaluate immediate conditions and surroundings for safety issues.
- 13) Must have the ability to make decisions in a stressful environment.
- 14) May be required to pass a background check.

### Job Duties:

- 1) Respond to calls from LACDACCERT Division Coordinator and /or LACDACC Lead Staff.
- 2) Insure all safety procedures & LACDACC policies and procedures are followed.
- 3) Help to insure that all duties and assignments are carried out.
- 4) Perform other tasks as assigned by proper authority.

## Authorized Positions / Duties - LACDACCERT

### Job Description: Trailer Team Driver-Volunteer Position

LACDACCERT Trailer Team Drivers will be appointed by the LACDACCERT Division Coordinator with the approval of the LACDACC.

Trailer Team Drivers will report directly to LACDACCERT Division Coordinator, Core Members or lead LACDACC staff.

### Job Requirements:

- 1) Must successfully complete LACDACCERT Level 1, Level 2 and Level 3 Training Courses, plus Trailer Maintenance, Driving Skill Training and other specialty training courses as required.
- 2) Must possess good communications skills.
- 3) Must possess good motivational skills.
- 4) Must know the basic operating procedures for all aspects of the LACDACCERT.
- 5) Must work with a minimum of direct supervision.
- 6) Must be able to respond in a timely fashion to all callouts, day or night.
- 7) Must qualify for LACDACC's Vehicle Driver's List.
- 8) Must have automobile insurance in the minimum amounts prescribed by State Law. (\$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of two or more persons in one accident; \$5,000 property damage.)
- 9) Must be able to properly use a Thomas Bros. Map book.
- 10) Must have the ability to safely operate a horse trailer rig.
- 11) Must possess above average equine/livestock handling skills
- 12) Must have personal medical insurance.
- 13) May be required to pass a background check

### Job Duties:

- 1) Respond to calls from LACDACCERT Division Coordinator, Assistant Division Coordinator or DACC Lead Staff.
- 2) Insure all safety procedures & LACDACC policies and procedures are followed.
- 3) Help to insure that all duties and assignments are carried out.
- 4) Help locate possible Sheltering or Staging Sites.
- 5) Perform other tasks as assigned by proper authority.
- 6) Properly document and identify all evacuated animals.

Authorized Positions / Duties - LACDACCERT

Job Description: Trailer Team Driver-Volunteer Position (Continued)

- 7) May act as Point Vehicle for LACDACCERT.
- 8) Trailer Team Driver will be responsible for Trailer Team Members and equipment assigned to their Trailer Team.

[\*In large scale emergencies there will be a minimum of 2 volunteers per trailer team (3 preferred).] Note: At least one additional volunteer should be able to drive the truck/trailer in case of emergency. The driver has control over the trailer.



## Authorized Positions / Duties - LACDACCERT

### Job Description: Trailer Team Member-Volunteer Position

LACDACCERT Trailer Team Members will be appointed by the LACDACCERT Division Coordinator with the approval of the LACDACC.

Trailer Team Members report directly to Trailer Team Drivers.

### Job Requirements:

- 1) Must successfully complete LACDACCERT Level 1, Level 2 & Level 3 Training Courses and other specialty training courses as required.
- 2) Must possess good communications skills.
- 3) Must possess good motivational skills.
- 4) Must know the basic operating procedures for all aspects of the LACDACCERT.
- 5) Must work with a minimum of direct supervision.
- 6) Must be able to respond in a timely fashion to all callouts, day or night.
- 7) Must qualify for LACDACC's Vehicle Driver's List.
- 8) Must have automobile insurance in the minimum amounts prescribed by State Law. (\$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of two or more persons in one accident; \$5,000 property damage.)
- 9) Must be able to properly use a Thomas Bros. Map book.
- 10) Must be familiar with the safe operation of a horse trailer rig.
- 11) Must possess above average equine/livestock handling skills.
- 12) Must have a working knowledge of equine/livestock care.
- 13) Must have personal medical and vehicle insurance.
- 14) May be required to pass a background check.

### Job Duties:

- 1) Respond to calls from LACDACCERT Division Coordinator, Assistant Division Coordinator or LACDACC Lead Staff with Trailer Team Driver.
- 2) Insure all safety procedures & LACDACC policies and procedures are followed.
- 3) Help to insure that all duties and assignments are carried out.
- 4) Perform other tasks as assigned by proper authority.
- 5) Properly document and identify all evacuated animals.

## Authorized Positions / Duties - LACDACCERT

### Job Description: Sheltering Site Personnel-Volunteer Position

LACDACCERT Sheltering Site Personnel will be appointed by the LACDACCERT Division Coordinator with the approval of the LACDACC.

Sheltering Site Personnel report directly to lead LACDACCERT staff and/or lead LACDACC staff.

### Job Requirements:

- 1) Must successfully complete LACDACCERT Level 1 and Level 2 Training Courses.
- 2) Must possess good communications skills.
- 3) Must possess good motivational skills.
- 4) Must know the basic operating procedures for all aspects of the LACDACCERT.
- 5) Must work with a minimum of direct supervision.
- 6) Must be able to respond in a timely fashion to all callouts, day or night.
- 7) Must have automobile insurance in the minimum amounts prescribed by State Law. (\$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of two or more persons in one accident; \$5,000 property damage.)
- 8) Must possess a working knowledge of equine/livestock care and handling skills.
- 9) Must be able to properly use a Thomas Bros. Map book.
- 10) Must have personal medical insurance.
- 11) May be required to pass a background check.

### Job Duties:

- 1) Respond to calls from LACDACCERT Division Coordinator or LACDACC Lead Staff.
- 2) Insure all safety procedures & LACDACC policies and procedures are followed.
- 3) Help to insure that all duties and assignments are carried out.
- 4) Properly document and identify all evacuated animals.
- 5) Provide proper care for all evacuated animals that are housed at the Sheltering Site.
- 6) Perform other tasks as assigned by proper authority.

Authorized Ranks / Positions / Limits - LACDACCERT

<u>Title</u>	<u>Number of Authorized Volunteer Positions</u>
Division Coordinator	1
Assistant Division Coordinator	1
Senior Instructor	1
Instructors	5
Core Group Members	10
<u>General Membership</u>	100

- includes: Trailer Team Drivers, Trailer Team Members, Sheltering Site Personnel

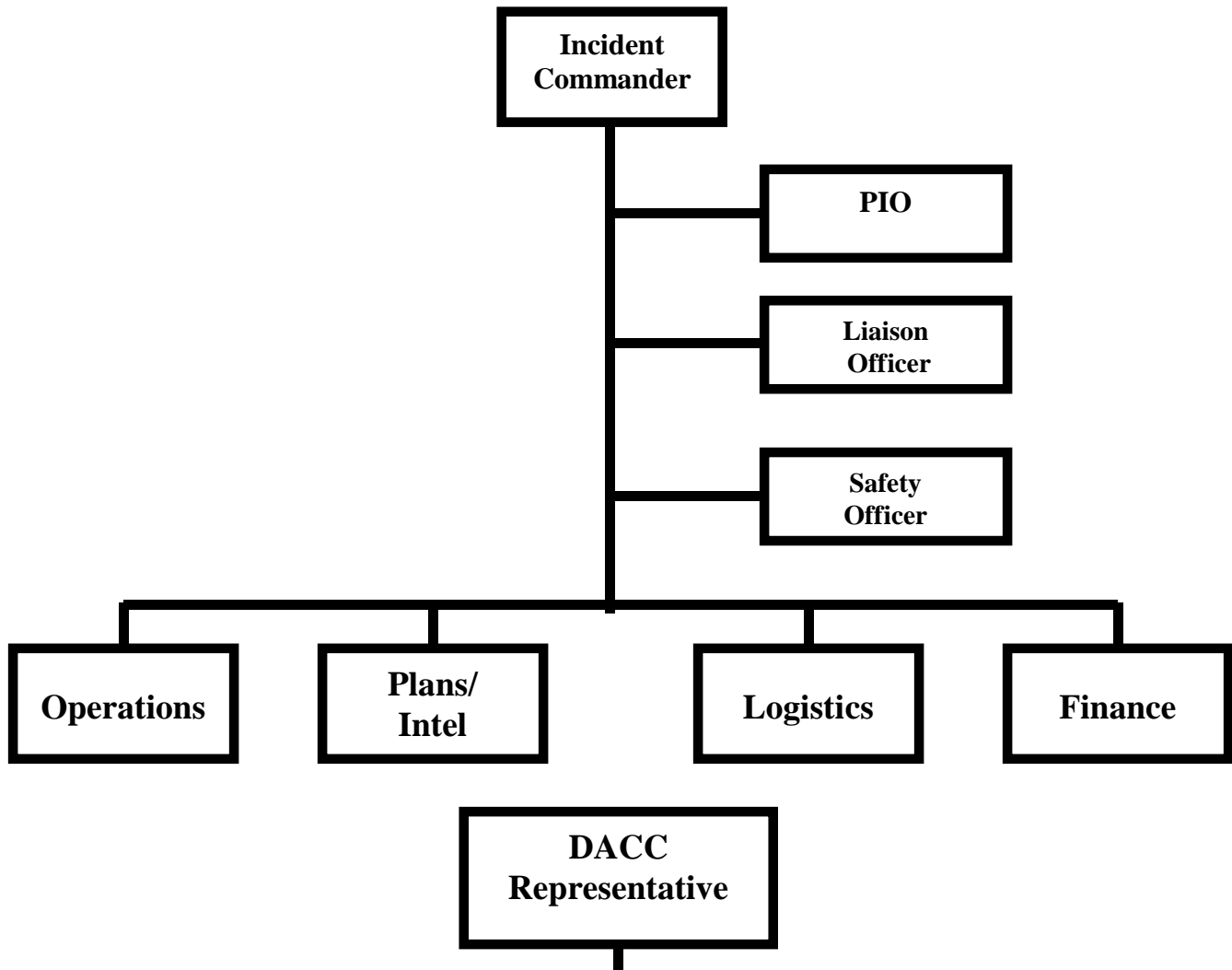
All LACDACCERT positions are volunteer positions. The LACDACCERT is currently limited to 100 active volunteers.

Volunteers who do not successfully pass the training classes are encouraged to retest at the next available class.

Fire Department  
Incident Command System  
Organization Chart

The LACDACC shelter closest to the incident will dispatch an Animal Control Officer (ACO) to the Fire Department Command Post. This officer reports to the Fire Department Liaison Officer, and serves as the LACDACC Agency Representative. The ACO gathers all available information (road closures, evacuation schedules, fire directions, etc.) and reports back to LACDACC's Emergency Operations Center (EOC).

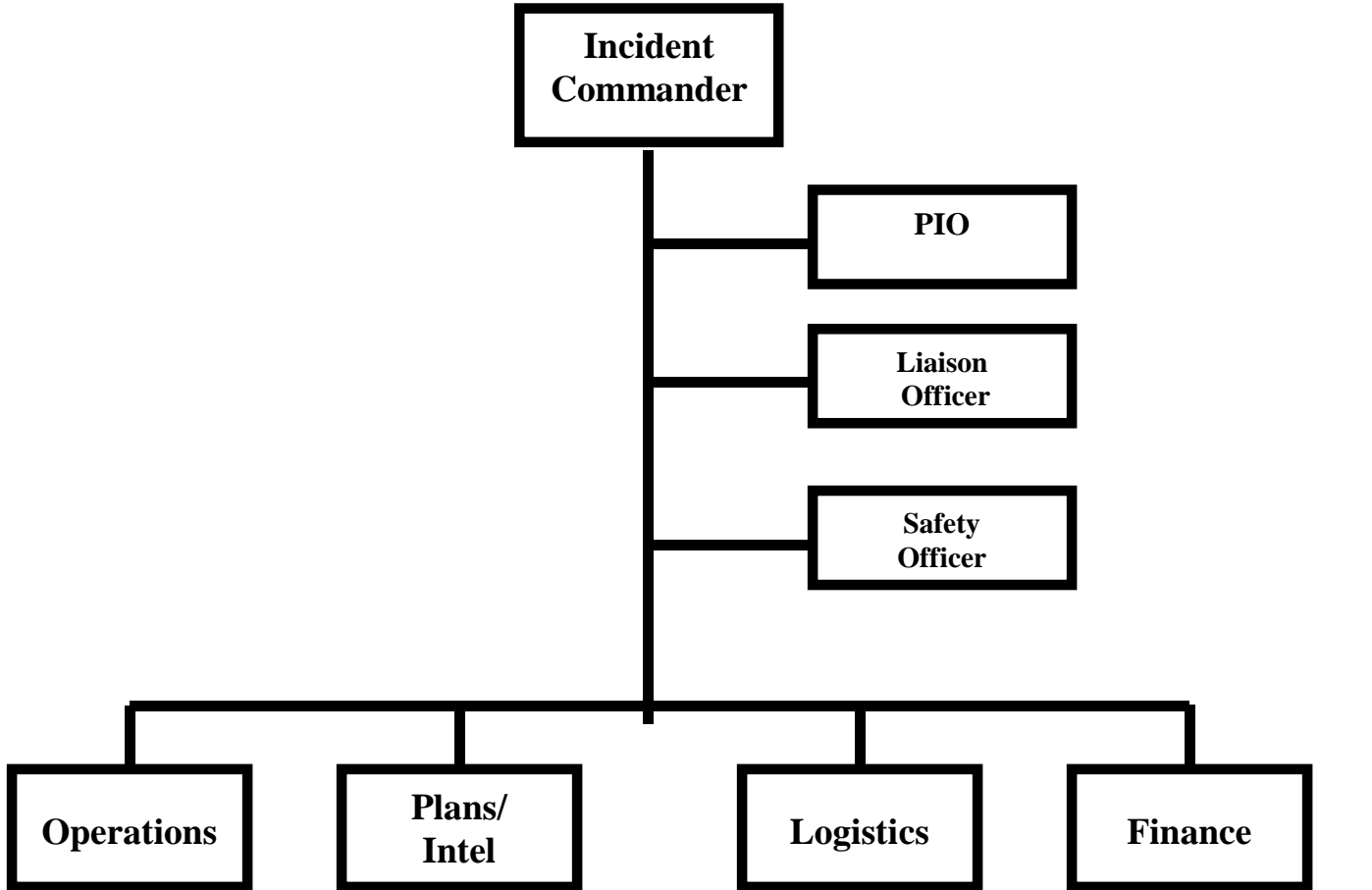
Fire Department Command Post



Relays information to LACDACC EOC

Los Angeles County Department of Animal Care and Control

Incident Command System (ICS)

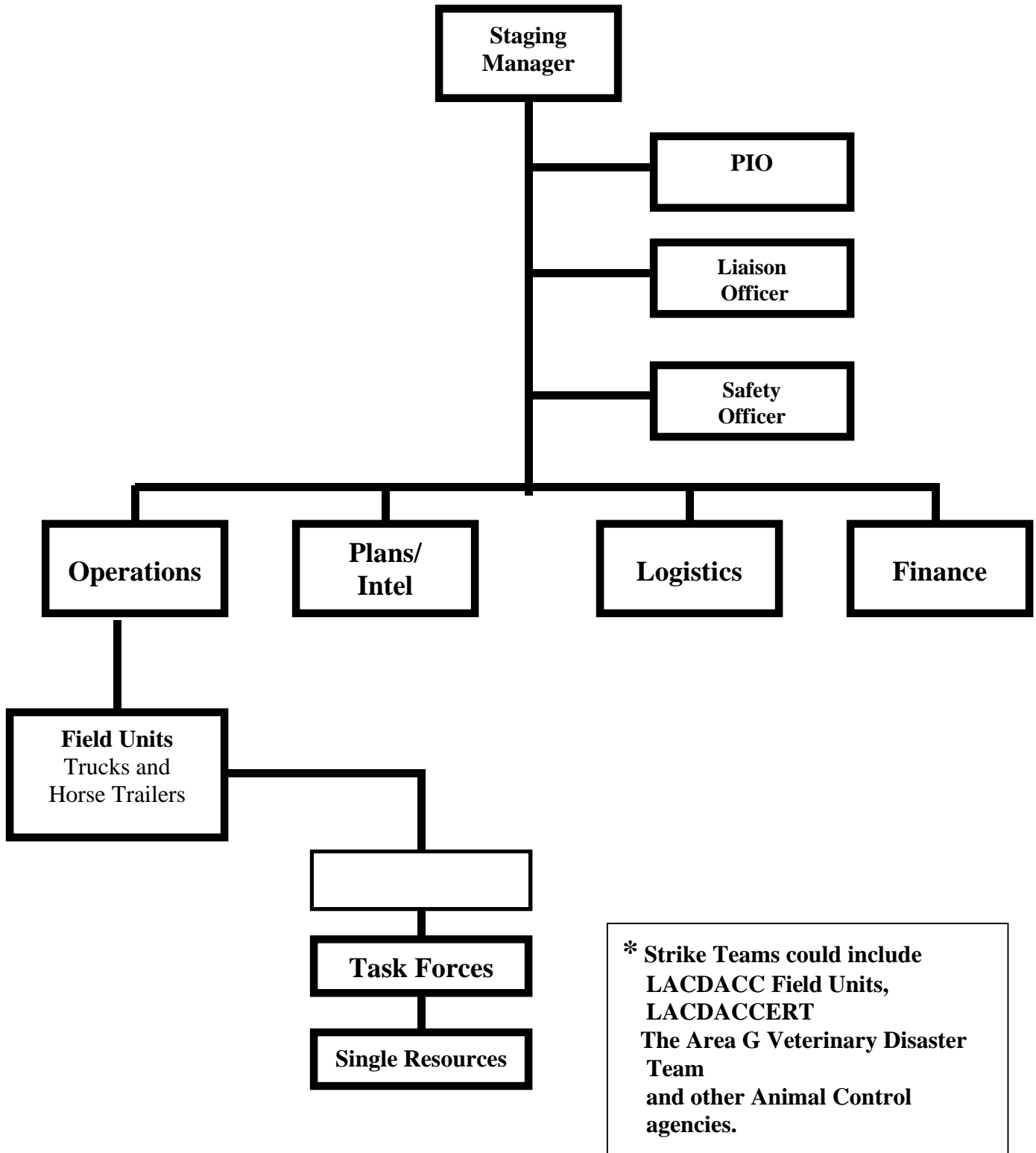


All LACDACCERT staff report directly to LACDACC's Operations Chief.  
All outside resources reporting to the Staging Area (including other Animal Control agencies) must report to LACDACC's Liaison Officer.

Information flows  
to Staging Area

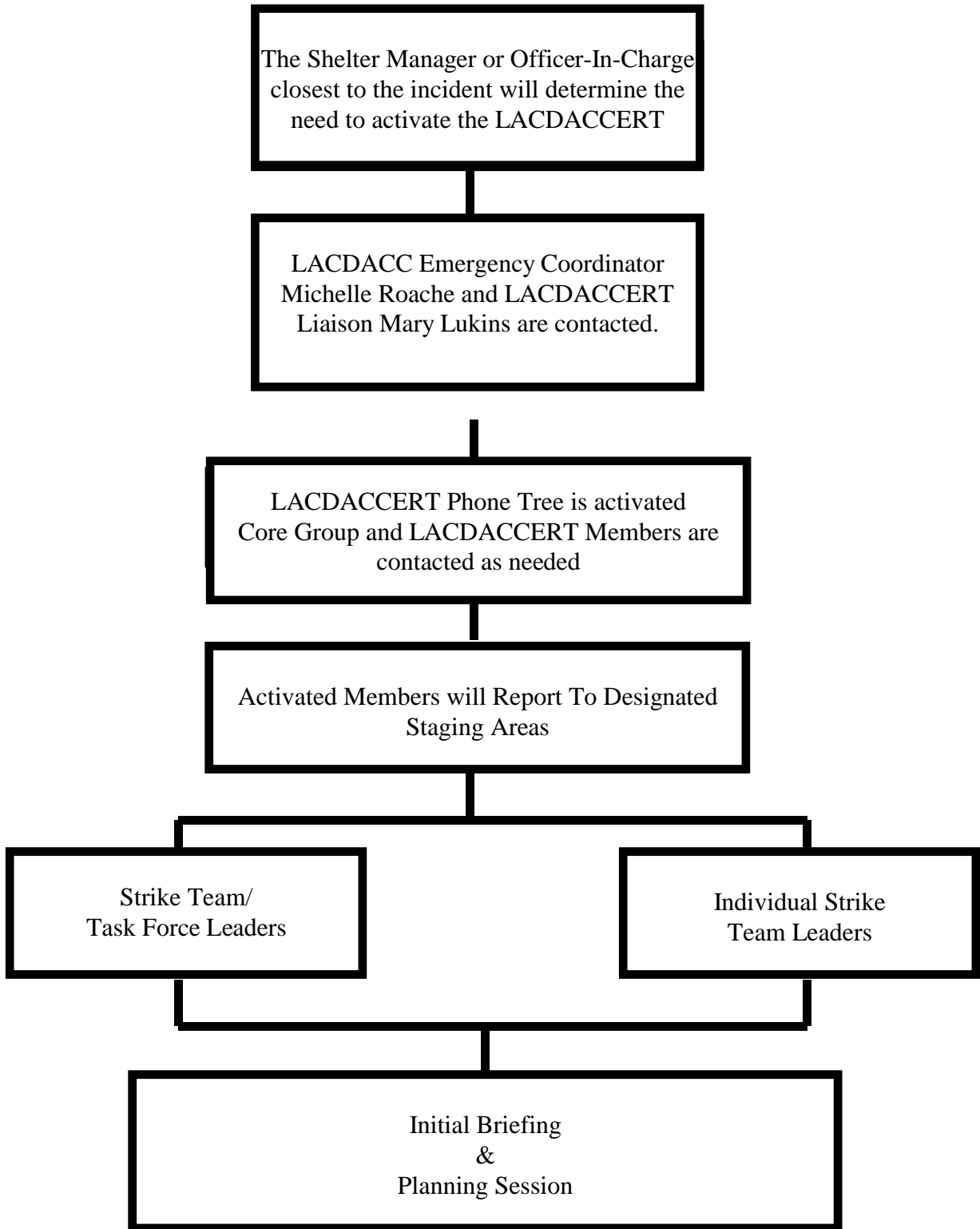


LACDACC Staging Area

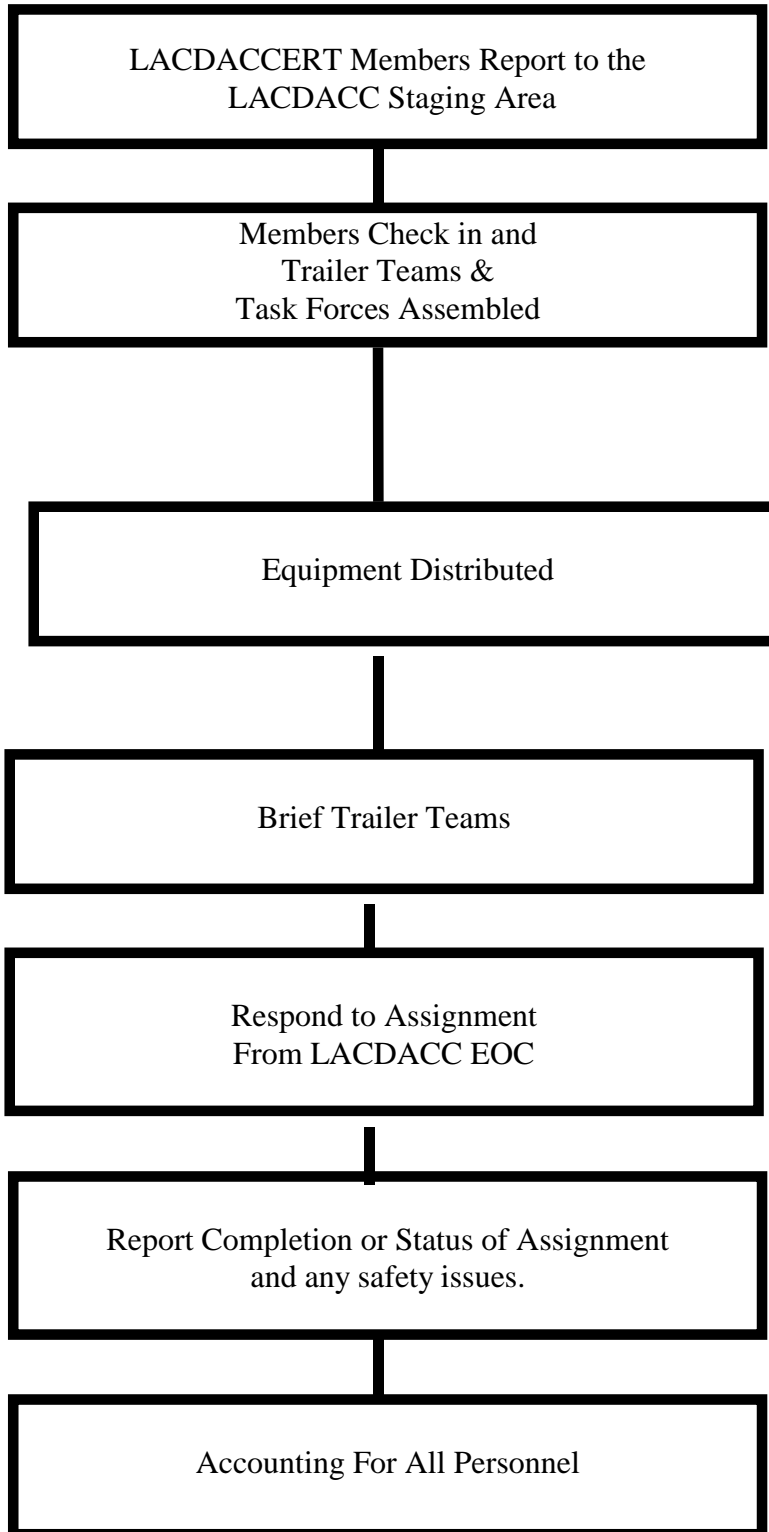


\* **Strike Teams could include LACDACC Field Units, LACDACCERT The Area G Veterinary Disaster Team and other Animal Control agencies.**

Activation – LACDACCERT

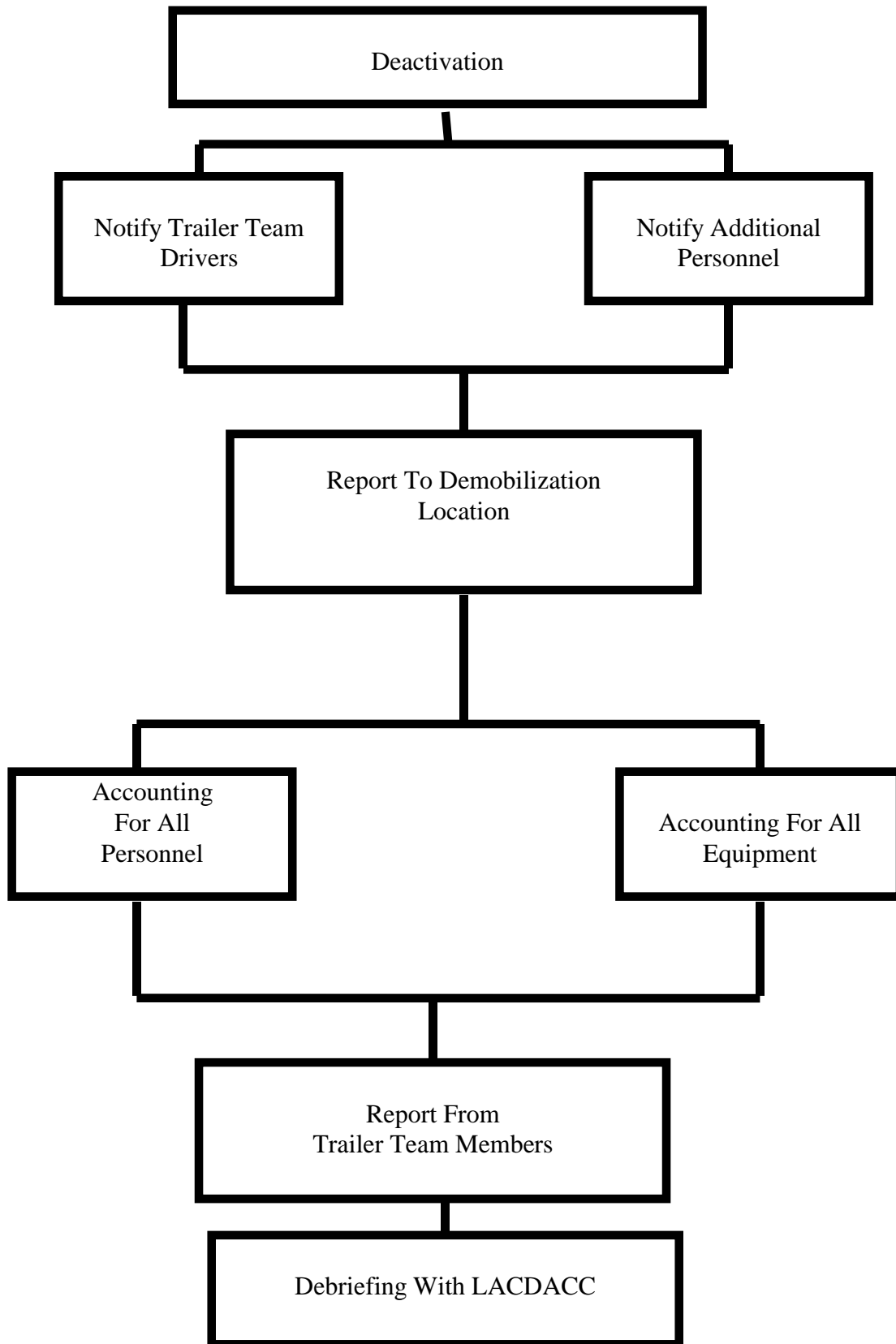


Staging & Response - LACDACCERT





Deactivation Demobilization -- LACDACCERT



Los Angeles County Department Of Animal Care And Control  
Staffing

LACDACC LEAD STAFF:

Michelle Roache, LACDACC Emergency Coordinator	(562) 728 4644
Mary Lukins, LACDACCERT Liaison	(818) 706 5883
Denise Rosen, Agoura Shelter Manager	(818) 991 0071
*Officer-In-Charge (OIC) Agoura Shelter	(818) 991 0071
John Embery, Downey Shelter Manager	(562) 940 6898
Danny Ubario, Carson Shelter Acting Manager	(310) 523 9566
Lance Hunter, Baldwin Park Shelter Manager	(626) 962 3577
Alex Floes, Lancaster Shelter Acting Manager	(661) 940 4191
Karen Stepp, Castaic Shelter Manager	(661) 257 3191
Sheri Koenig , Manager Major Case Unit	(562) 658 2000

\*The Officer In Charge (OIC) may be any LACDACC employee until one of the above coordinators or other lead LACDACC staff arrives at the Command Post, LACDACC EOC, Staging Area, Etc.

LACDACCERT EQUINE RESPONSE TEAM STAFFING:

LACDACCERT DIVISION COORDINATOR:

John Douglass

LACDACCERT ASSISTANT DIVISION COORDINATOR:

Marta Granstedt DVM

LACDACCERT SENIOR INSTRUCTOR

Linda Horrell

LACDACCERT CORE GROUP MEMBERS:

Alli Acker	Christine Froehlich	Juanna Lamb
Dale Filkins	Cassie Fitzgerald	

LACDACC AREAS OF SERVICE

Cities of:	Bell	Compton
Agoura Hills	Beverly Hills	Covina
Alhambra	Bradbury	El Monte
Artesia	Calabasas	Gardena
Baldwin Park	Carson	Hawaiian Gardens

LACDACC AREAS OF SERVICE (continued)

Hidden Hills	Malibu	*Thousand Oaks
Industry	Maywood	Torrance
Inglewood	Palmdale	Walnut
La Habra Heights	Rosemead	West Covina
La Mirada	Rancho Palos Verdes	West Hollywood
La Puente	Rolling Hills	Westlake Village
Lancaster	Rolling Hills Estates	Whittier
Lomita	San Fernando	
Lynwood	Santa Clarita	*In Ventura County

Housing Contracts Only:

Commerce	Huntington Beach
Duarte	Manhattan Beach
Hawthorne	Redondo Beach
Hermosa Park	

After-hours Field Service Only:

Lawndale

County Unincorporated Areas:

The Los Angeles County Department of Animal Care and Control also provides complete animal care and control services to all county unincorporated areas.

Exception: Upon approval by the Director of LACDACC, the LACDACCERT may be authorized to perform animal response functions in other areas not identified above.

### Abuse of Uniform - LACDACCERT

LACDACCERT members must exercise extreme care to prevent misuse of their uniform or identification card. Under no circumstances may members use these symbols for purposes of intimidation, coercion, or persuasion.

LACDACCERT members are prohibited from using their official positions, uniforms or identification cards for personal or financial gain, for obtaining privileges not otherwise available to them, or for avoiding consequences or illegal acts.

LACDACCERT members may not lend their identification cards or uniforms to another person. They may not permit the identification card to be photographed or reproduced.

Members shall not permit or authorize the use of their names, photographs or official titles, identifying them as LACDACCERT members, without approval from the LACDACCERT Division Coordinator or LACDACC Lead staff. This also includes photographs in connection with testimonials or advertisements for any commodity, commercial enterprise or political candidates and issues.

## Carrying of Firearms Prohibited - LACDACCERT

LACDACCERT members are not authorized to carry firearms during activations, training sessions etc. This policy will also prohibit carrying firearms in any vehicle that a LACDACCERT member is using on an evacuation or other official LACDACCERT assignment.

Firearms are described as, but not limited to,

- a) handguns
- b) shotguns
- c) rifles
- d) pellet guns
- e) BB guns

The purpose of this policy is to protect the well-being of LACDACCERT members, emergency personnel and citizens. The California Division of Forestry utilizes prison inmates for fire fighting purposes. These individuals must not have any access to firearms. A second reason for the policy is to reduce the liability of the County of Los Angeles and the LACDACC, and LACDACCERT.

This policy applies to all LACDACCERT members, even those with concealed weapons permits.

### Chain of Command - LACDACCERT

LACDACCERT members will be given directives from the LACDACC Administrative Staff, LACDACCERT Division Coordinator, LACDACC Incident Command, LACDACC EOC personnel, LACDACC Staging Manager or Staging Personnel. When riding with a member from LACDACC, the LACDACC staff person is the lead.

LACDACCERT members must be aware that during a fire, the Fire Department has ultimate authority and will only allow LACDACC employees and LACDACCERT volunteers access to areas which are considered safe.

In addition, Sheriff Department & California Highway Patrol staff control all roads into affected areas during disasters and emergencies and may or may not permit entry into an area depending on the immediate situation.

LACDACCERT members must respect the authority of these agencies.

Chain of Command- LACDACCERT

County Fire Department\*County Sheriff Department\*California Highway Patrol



LACDACC



ACTIVATE LACDACCERT



All LACDACCERT members report directly to the location provided upon activation.

### Change of Address/Etc. - LACDACCERT

It is the responsibility of each LACDACCERT member to inform the LACDACCERT Division Coordinator, LACDACCERT Assistant Division Coordinator or LACDACCERT Liaison of any change of address and/or telephone number, changes in medical or health insurance coverage, automobile insurance coverage OR ANY OTHER IMPORTANT INFORMATION related to their LACDACCERT service. This includes any changes in their health status and changes in medical and vehicle insurance coverage, including the transfer of insurance to another company, insurance cancellation or termination.

Addresses and telephone numbers of LACDACCERT members will not be provided to the public. This information will not be given to any person over the telephone without prior permission from the member.

All LACDACCERT members must have a telephone in their place of residence. Any changes in the telephone numbers or addresses must immediately be reported to the LACDACCERT Division Coordinator or LACDACC Lead Staff.

FAILURE to give notice of any changes or important information pertaining to the LACDACCERT members' service can result in the immediate termination of the member.



## Communication - LACDACCERT

Lead LACDACCERT members may be assigned LACDACC radios in order to communicate with LACDACC Staging Areas, LACDACC EOC, LACDACC Field Staff, Sheltering Sites, etc.

For the safety of all, it is imperative that LACDACCERT members stay in touch with LACDACC staff before and after completing each call.

Whenever possible, LACDACC Staff & LACDACCERT members will be teamed to maximize radio support.

### Conforming to Laws - LACDACCERT

LACDACCERT members shall obey all laws of the United States, the State of California and all local jurisdictions.

An indictment or information filed against any LACDACCERT member, or a conviction of a violation of any law could be cause for disciplinary action leading to and including dismissal from the organization.

## Dress Code - LACDACCERT

Members of the LACDACCERT must maintain a professional appearance in the field and at business/training meetings and special events. Members activated to an emergency event must wear an authorized uniform in accordance with LACDACC uniform policies. No torn or ragged articles of clothing will be worn in public view.

The LACDACCERT Division Coordinator, Assistant Division Coordinator, Core Members, Senior Instructor and other Instructors will wear patches indicating their positions with the group.

The LACDACCERT ID Badges will be issued to all members who successfully complete Level 2 training. Uniforms will be issued to members who successfully complete Level 3 training. The LACDACC supplies certain items of the authorized uniform. The LACDACCERT Member is required to provide the remainder of the uniform.

<u>ITEM</u>	<u>PROVIDED BY</u>
1 dark green, jumpsuit	LACDACC
1 pair heavy duty shoes or boots	LACDACCERT Member
1 belt, black	LACDACCERT Member
1 Volunteer Identification card, LACDACCERT	LACDACC
2 LACDACC shoulder patches with ERT Rockers	LACDACC
1 Policy & Procedure Manual, LACDACCERT	LACDACC
1 pair, leather gloves	LACDACC
1 pair, safety goggles	LACDACC
2 disposable safety masks	LACDACC
1 bandanna, tan	LACDACCERT Member
Polo Shirt, Dark Green	LACDACCERT Member
<u>Optional uniform items:</u>	
Black jacket, non-polyester material, LACDACC approved	LACDACCERT Member
1 ball cap, DARK GREEN or BLACK, LACDACC approved	LACDACCERT Member
Brush gear, jacket, pants, LACDACC approved	LACDACCERT Member

## Equipment List - LACDACCERT

The following equipment list was developed for all members. Other than REQUIRED ITEMS, this list is to be used as a guide.

### Required Items:

Personal Items  
LACDACCERT ID Badge LACDACCERT  
Jumpsuit (Level3 members)  
Black Leather Belt  
Heavy-duty leather shoes or boots  
Green ball cap  
Valid driver's license  
Current vehicle registration/  
Proof of insurance  
Full tank of gas  
Thomas Guide  
Drinking water/Snacks  
Money  
Personal medications

Note: Equipment and Office packs containing gloves, goggles and face masks, writing and animal supplies will be distributed to Trailer Teams at the Staging Area.

### Good To Have:

Personal Items  
Cotton bandana  
Toiletries and toilet paper  
Change of clothes  
Eye drops  
Contact lens cleaner/glasses  
First aid kit (equine & human)  
5 Gallons of water  
Tow chain or strap  
Battery jumper cables  
Flashlights with spare batteries  
Shovel  
Bolt cutter  
Toolbox with simple tool kit  
Highway flares  
Battery powered radio  
Fire extinguisher

Animal Items  
Halters  
Water/ feed buckets  
Stud chain  
Vicks Vapor Rub (for stallions)  
Dog leashes  
Cages and/or carriers  
Sweatshirt for Ostriches

## Failure to Meet Standards - LACDACCERT

LACDACCERT members shall properly perform their duties and assume the responsibilities of their positions. They shall perform their duties in a manner which will tend to establish and maintain the highest standards of professionalism in carrying out the functions and objectives of the LACDACCERT.

Failure to meet standards may be demonstrated by, but not limited to, the following:

- a) A lack of knowledge of what is required to perform assigned tasks.
- b) An unwillingness or inability to perform assigned tasks.
- c) The failure to conform to work standards established for the member's rank or position and safety.
- d) Unauthorized absence from an assignment during an evacuation, training operation, drill, etc.
- e) The failure to submit complete and accurate reports on a timely basis.
- f) Failure to adhere to LACDACC policies & procedures and the policies and procedures of the LACDACCERT.
- g) Inappropriate or unsafe behavior.

Any violation could result in disciplinary action leading to and including dismissal from the organization.

## Fund Raising - LACDACCERT

The raising of funds for the LACDACC, which includes the LACDACCERT, is the responsibility of the Administrative Section of the LACDACC and the Board of Directors of the Los Angeles County Animal Care Foundation. This activity is governed by federal and state laws as well as tax codes. It is also monitored by the Internal Revenue Service. Any irregularity could affect the non-profit status of the Foundation.

LACDACCERT members are not authorized to engage in any fund raising activity unless directed to do so by the LACDACC Administrative Staff or the Los Angeles County Animal Care Foundation Board of Directors.

Any fund raising offers or opportunities presented to, or discovered by, LACDACCERT members must be forwarded to the LACDACCERT Division Coordinator or LACDACCERT Lead Staff.

Fund raising also includes donations of time or services, which are called "in kind donations." Any piece of equipment borrowed from a commercial enterprise (tow truck, bulldozer, etc.) would be an "in kind donation."

The LACDACCERT Member is responsible for obtaining the name, address and telephone number of any person donating any item. This information will be forwarded to the LACDACC Administrative Office for approval, record keeping and proper donation information purposes (thank you notes).

## Identification Cards- LACDACCERT

All Level 2 members will be issued a LACDACCERT Identification Card. LACDACCERT ID cards have an expiration date and will be renewed yearly for Members who maintain active status with the group. The LACDACCERT Division Coordinator, LACDACCERT Liaison or LACDACC Administrative Staff can revoke any Member's LACDACCERT ID card at any time.

LACDACCERT members must carry their identification cards on their person when activated as a LACDACCERT member. This includes training classes, drills etc.

LACDACCERT members on duty shall furnish their name and show their identification card to any person requesting that information.

Should a LACDACCERT member's identification card be lost or stolen, the member must immediately notify the LACDACCERT Division Coordinator, LACDACCERT Liaison or LACDACC Administrative Staff within 24 hours of the incident.

A \$5.00 fee will be charged to the LACDACCERT Member for replacement of a lost or stolen card. A copy of a police report will be required for any lost Identification card.

The LACDACCERT ID card is the property of the County of Los Angeles and will not at any time become the property of any volunteer.

### Guidelines for LACDACCERT ID card use:

No Self Dispatch: No LACDACCERT personnel shall be dispatched without prior authorization from LACDACC.

The "self-dispatching" of personnel without authorization from the LACDACC is done so without legal authorization and are grounds for immediate termination. Any individual who violates dispatch protocol will be required to surrender his/her ID card immediately.

### Restrictions of Entry:

LACDACCERT ID cards will not guarantee access to disaster areas. For example, the ID will not be valid for entry into a controlled area requiring protective gear, or to areas that are closed to entry except for law and fire personnel.

## Injury or Death - LACDACCERT

### Injury or Death of Volunteer

Under Labor Codes Section 3352 (i), workers' compensation benefits are not available to volunteers injured while performing volunteer duties. Volunteers are NOT eligible for worker's compensation benefits. Volunteers are covered under a commercial insurance policy purchased by the County, which provides accidental death and dismemberment and medical expense reimbursement. This insurance provides a MAXIMUM OF \$10,000.



Insurance – LACDACCERT

FOR DISTRIBUTION TO COUNTY OF LOS ANGELES (COUNTY)  
VOLUNTEERS WORKERS:  
INDEMNIFICATION & INSURANCE PROGRAM DESCRIPTION

**A. Background**

**Purpose:** This handout was developed to provide you, the volunteer, with a brief description of County insurance programs which may be available to you.

**Eligibility:** To qualify for coverage, you must be formally enrolled as a volunteer in a program or activity sponsored by the County and adhere to established volunteer work assignments guidelines. The County Department to which you are assigned will advise you of your work duties and will maintain an enrollment record to document your participation as a volunteer.

**B. Volunteer Medical Expense Reimbursement Insurance Program**

**Purpose:** This insurance program was designed to reimburse you for medical expenses you incur due to injury you suffer as a result of performing volunteer services, and which are not covered by your own medical insurance.<sup>1</sup>

1. Summary of Benefits: Volunteers receive medical expense reimbursement and accidental death and dismemberment coverage through a commercial insurance policy purchased by the County.<sup>2</sup> This policy, written by American International Companies, provides benefits of:

- (a) up to \$10,000 for accidental medical expenses.<sup>3</sup>
- (b) up to \$500 for accidental dental expenses.
- (c) up to \$5,000 accidental death and dismemberment.

2. **Where to Obtain Medical Treatment:**

You may obtain medical treatment from your private physician or other facility of your choice. However, the volunteer is responsible for payment of all medical bills and must submit a claim to receive reimbursement from the insurance company.

Volunteers assigned to certain County facilities (such as hospitals) may be able to receive initial treatment at no cost from the County facility in which they work. Your supervisor or volunteer coordinator will advise you of your department's policy regarding provision of initial treatment to volunteers.

However, if further medical treatment is deemed necessary, you will be referred to your own private physician and you must file a claim under the Volunteer Medical Expense Reimbursement policy to receive reimbursement for your physician's charges.

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<sup>1</sup>Your own insurance would include: personal insurance plans such as Blue Cross, Blue Shield: coverage under any group, blanket, or franchise insurance or employee benefit plan; or, coverage under any plan arranged through any employee, trustee, union, or employee benefit association.

<sup>2</sup>Volunteers are not eligible to receive County workers' compensation benefits.

<sup>3</sup>An emergency evacuation benefit may also be available for transportation costs related to a physician ordered emergency evacuation. This benefit applies if the volunteer is severely injured while traveling 100 miles or more away from their home at the time of the accident.

Insurance – LACDACCERT  
(Continued)

**3. HOW TO REPORT AN INJURY, FILE A CLAIM AND OBTAIN REIMBURSEMENT:**

If you are injured and you are eligible for benefits as described, you must notify your supervisor as soon as possible and assist with the completion of the attached claim form. In general, instructions for completion of the form require that:

1. the volunteer's department supervisor (representative) complete Section A on the front side of the claim form.
2. The volunteer complete Section B on the front side fo the claim form. The volunteer is also responsible for ensuring that their treating physician or facility completes Section B on the back side of the form.
3. The volunteer attach copies of medical bills to the claim form. If medical billings are not readily available, they should be sent as soon as possible to the insurance company.

The claim form and medical bills should be mailed without delay to the insurance company, American International Companies with a copy to LFC Insurance Broker, at the addresses indicated in the upper left hand corner of the form. Questions concerning the claim form may be directed to American International Companies at 1-800-551-0824.

**Note: failure to promptly notify your supervisor of injury or late filing of your claim could jeopardize your benefits under this insurance program. If you have another medical insurance plan, it is also important that you notify your insurance company at the same time to preserve your rights to coverage under your own plan.**

C. Third-Party Liability – Indemnification of Volunteers and Accident Reporting Procedures:

1. **Indemnification:** You are indemnified by the county for third-party liability which may arise from your activities as a volunteer, unless your actions are fraudulent, malicious, criminal, or outside the scope of your assignment. Volunteers are not indemnified for punitive damages. Therefore, it is very important that you have a clear understanding of your assignment and authority.
2. **Professional Liability Coverage for Volunteers Who Provide Professional Services:** Volunteers who provide services to County patents or clients in their capacity as a physician, nurse, counselor, social worker, or similar professional are covered for third-party professional liability under the County's self-insured Medical Malpractice Liability Program.  
In the event of any occurrence involving possible injury or death to a patient or client, you will be required to assist your supervisor in the completion of your department's incident report form. This form may be obtained from your supervisor. You must report any such incident within 24 hours to your supervisor, even if it did not result in any

**Insurance – LACDACCERT**  
**(Continued)**

immediate injury or damage to the patient/client. Fatalities or serious injuries must be reported immediately. The completed incident report will be forwarded by your supervisor to the County's Medical Malpractice Liability Claims Administrator, Professional Risk Management, Inc.

3. **Auto Liability coverage for Volunteers Who Drive in the Course of Their Assignment:** Volunteers who operate vehicles in the course and scope of their assignments are indemnified by the County for bodily injury or property damage, suffered by other parties, which may be caused by the volunteer. Coverage is provided through the County's self-insured Auto and General Liability Program.<sup>3</sup>

You must report any such incident within 24 hours to your supervisor, even if it did not result in any immediate injury or damage to the patient/client. Fatalities or serious injuries must be reported immediately. If the accident caused injury or damage to others, you will be required to assist your supervisor in completing the attached "County of Los Angeles Report of Vehicle Collision of Incident." The completed report will be forwarded by your supervisor to the County's Auto and General Liability Claims Administrator, Carl Warren and Company.

4. **General Liability Coverage for All County Volunteers (all Incidents not Involving Professional Liability or Auto Liability):**

Volunteers who witness other types of accidents (such as slips and falls) or who are themselves injured while performing their duties must report any such incident to their supervisors, and assist in completion of the attached "County of Los Angeles Non-Employee Injury Report." Similar to the requirements noted above, fatalities or serious injuries must be reported immediately. Your supervisor will send the completed report to the County's Auto and General Liability Claims Administrator, Carl Warren and Co. (or to Professional Risk Management, Inc., for incidents occurring in the County health care facilities).

Any further questions you may have regarding your volunteer service, this handout or the status of any filed claim should be directed to your supervisor or your department Volunteer Coordinator. The Volunteer Coordinator's name and telephone number may be obtained from your supervisor.

**Prepared By:**  
**County of Los Angeles**  
**Chief Administrative Office**  
**Risk Management Operations**  
**Hall of Administration, Room 754**  
**500 W. Temple St., L.A. 90012**  
**Effective Date: July 1, 1999**

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<sup>3</sup> Volunteers must possess a valid California Drivers License and comply with all California State laws, including laws relating to financial responsibility (automobile liability insurance) and seat belt use.

<sup>4</sup> Volunteers should be aware that damage to volunteer-owned vehicles or loss of personal items is not covered by the County.

## Insurance - LACDACCERT

(Continued)

Los Angeles County DACC has secured the following insurance policies to cover the assigned activities of LACDACCERT.

### Coverage:

Accidental Death and Dismemberment and Excess Accident Medical Expense. Provides Special Risk Accident Coverage for the Insured's while assisting with the evacuation of animals including livestock (domestic animals only).

Limits:                    \$5,000 Accidental Death & Dismemberment  
                                 \$5,000 Excess Accidental Medical Expense  
                                 \$25,000 Aggregate per Accident

Limit Options:        \$25,000 Accidental Death & Dismemberment  
                                 \$25,000 Excess Accidental Medical Expense  
                                 \$125,000 Aggregate per Accident

Coverage: Manuscripts Public Entity Form on an Occurrence Basis. Coverage included for:

### General Liability including:

- Bodily Injury
- Property Damage
- Directors & Officers Liability
- Employment Practices
- Non-Owned & Hired Auto Liability

### Limit:

\$1,000,000 Per Occurrence  
\$1,000,000 Annual Aggregate only for Products/Completed Operations and Directors and Officers Liability. There is no General Aggregate.  
\$1,000,000 Employment Practices Liability  
\$1,000,000 Employment Practices Liability Annual Aggregate with a separate  
\$10,000 Deductible  
\$50,000 Fire Damage Liability

- Limit is exhausted by Indemnity and Defense Cost
- Limits apply to each entity in the program

## Operation of County Owned Vehicles/Equipment -

### LACDACCERT

LACDACCERT Members are permitted to operate County vehicles under the following conditions:

- a) The LACDACCERT member has been activated by LACDACC.
- b) The LACDACCERT member has qualified for the current LACDACC Drivers list and has a current driver's license issued by the State of California in his/her possession at all times while driving.
- c) The LACDACCERT member has LACDACC permission to use the vehicle.
- d) The LACDACCERT member has individual automobile insurance meeting the minimum state amounts of \$15,000 for personal injury to, liability insurance for the minimum amount of \$30,000 for injury to, or death of, two or more persons in one accident, \$5,000 property damage.
- e) LACDACCERT Members shall operate LACDACC vehicles in a careful and prudent manner.

LACDACCERT Members shall obey all traffic laws of the State of California and must follow these LACDACC policies and procedures covering vehicle operations.

- a) Perform a safety check and equipment check on the vehicle before using the vehicle.
- b) Check the fuel gauge after using the vehicle. If it shows  $\frac{3}{4}$  full or less, fill the tank at the location instructed by the LACDACC Officer-In-Charge, LACDACC Incident Commander or LACDACC lead staff.
- c) Use of flashing amber lights will be governed by California Vehicle Code Sections 30,25268, and 25271.
- d) Do not become involved in vehicle chases, high speed or otherwise.
- e) Report vehicle accidents pursuant to LACDACC Policy.
- f) Insure that all animals in the truck are safely confined and that ventilation is provided.

When operating a LACDACC horse trailer rig, it is the driver's responsibility to check the following:

- a) Trailer is safely secured to trailer hitch.
- b) Trailer brakes and lights are connected to the truck and are functioning properly.
- c) All safety doors and ramp are completely closed and secured, including the divider door inside the trailer.
- d) All animals in the trailer are safely confined.

Operation of County Owned Vehicles/Equipment -

LACDACCERT

(Continued)

Volunteers who drive County vehicles in the course and scope of their assignments are indemnified by the County for injury or property damage to other persons caused by the volunteer.

All auto accidents must be reported within 24 hours to the LACDACCERT Coordinator, LACDACC Lead Staff or appropriate Shelter Manager, even if it did not result in any injury or damage to the volunteer or any other people.

In the event that a volunteer is involved in an auto accident which results in injury or damage to others while driving a County vehicle, the volunteer will be required to assist his or her supervisor in the completion of the County Report of Vehicle Accident or Incident Form. Fatalities or serious injuries must be reported immediately.

Personal property belonging to LACDACCERT members is not covered even if it is lost or stolen from a County owned vehicle.

## Operation of Privately Owned Vehicles/Equipment -

### LACDACCERT

LACDACCERT Members may use their own vehicles & equipment while performing the functions of LACDACCERT under the following conditions:

- a) The LACDACCERT member has been activated by the LACDACC.
- b) The LACDACCERT member has qualified for the current LACDACC Driver's list and has a current driver's license issued by the State of California in his/her possession at all times while driving.
- c) The LACDACCERT member has valid individual automobile insurance and is covered by liability insurance for the minimum amount of \$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of, two or more persons in one accident, \$5,000 property damage)
- d) The vehicle is equipped with safety belts in operating condition and all persons in the vehicle wear safety belts at all times.
- e) The vehicle is in good condition and adequate to perform the assigned duties.
- f) The vehicle's fuel tank is kept to at least  $\frac{3}{4}$  full. (LACDACCERT member's expense)
- g) A LACDACCERT magnetic decal has been affixed to each side of the vehicles doors. (Provided at onset of emergency)
- h) LACDACCERT Members shall operate vehicles in a careful and prudent manner.

LACDACCERT Members shall obey all traffic laws of the State of California and the following LACDACC policies and procedures covering vehicle operations.

- a) Perform a safety check and equipment check on the vehicle before using the vehicle.
- b) Do not become involved in vehicle chases, high speed or otherwise.
- c) Insure that all animals in the truck are safely confined and that ventilation is provided.
- d) Make sure vehicle and or/trailer are adequate for the work to be performed.

When operating a horse trailer rig, it is the driver's responsibility to check the following:

- a) Trailer is safely secured to trailer hitch.
- b) Trailer brakes and lights are connected to the truck and functioning properly.
- c) All safety doors and ramp are completely closed and secured, including the divider door inside the trailer.
- d) All animals in the trailer are safely confined.

Operation of Privately Owned Vehicles/Equipment -

LACDACCERT

(Continued)

Volunteers should be aware that damage to volunteer owned vehicles or loss of personal items or property is NOT COVERED by the County. LACDACCERT members are encouraged to discuss coverage with their personal insurance agency or carrier.

All auto accidents must be reported within 24 hours to the LACDACCERT Coordinator, LACDACC Lead Staff or appropriate Shelter Manager, even if it did not result in any injury or damage to the volunteer or any other people.

A copy of vehicle insurance and any riders and or equipment covered in any auto insurance or homeowner's policies must be provided to Los Angeles County. Any changes therein must be provided immediately to the LACDACCERT Coordinator or lead LACDACC staff. These changes include insurance transferred to another company, cancelled insurance or any terminated insurance for any reason.

Note: In the event of any incident, the owner's insurance is primary. In addition, volunteers must agree to hold Los Angeles County's officers, agents & employees harmless for any damages to vehicle or equipment owned by the volunteer, sustained in the course of volunteers assignments.



## Media Contacts - LACDACCERT

Only LACDACC Shelter Managers, members of LACDACC's Public Relations Staff, members of LACDACC Administration, and the LACDACCERT Division Coordinator or LACDACCERT Liaison shall answer or discuss questions or information with members of the media. Refer all media inquiries to the LACDACCERT Division Coordinator or Lead LACDACC Staff.

This is departmental policy for all employees, and volunteers, including LACDACCERT members.

## Public Events - LACDACCERT

LACDACCERT personnel could be required to be in attendance at public events such as community meetings, educational presentations and other animal related events. They would be either in uniform or civilian clothes as directed by the LACDACCERT Division Coordinator or Lead LACDACC Staff.

LACDACCERT members working a public event in uniform, may not be accompanied by family, relatives or friends. If a LACDACCERT member wishes to include family, relatives or friends, prior authorization must be obtained from the LACDACCERT Division Coordinator, LACDACCERT Liaison or LACDACC Administrative Staff.

Under no circumstances will any LACDACCERT member request tickets or accept gratis tickets from the management of a public event to be used by the LACDACCERT member personally or by family, relatives or friends.

If the management of any public event offers free passes, they should be immediately referred to the LACDACCERT Liaison or LACDACCERT Division Coordinator.

A key role of LACDACCERT members is to help with educating large animal owners of their responsibilities in preparing for the safety and care of their animals during emergency events, including making prior arrangements for possible evacuation.

## Record Keeping - LACDACCERT

A report of individual LACDACCERT member hours shall be reported monthly.

Record keeping shall include the number of hours of activated service performed, the number of hours attending LACDACCERT meetings, training, drills, etc. In addition, the location and/or type of emergency and functions performed must be indicated.

Reporting for Duty: Policy and Evacuation Scenario -  
LACDACCERT

EMERGENCY ACTIVITY: Scenario: Reported field fire

The LACDACC (L. A. County Animal Shelter) receives a call that there is a field fire in their service area.

Animal Shelter Manager or Officer in Charge:

- 1) Verify the location of the fire, checking to make certain the location is within the department's jurisdictional service area.
- 2) Dispatch a field officer to the Fire Command Post. The officer will check in with the Fire Department Liaison and serve as the LACDACC agency representative. The officer will obtain and relay all available information to the LACDACC Incident Commander or lead LACDACC staff.
- 3) After receiving a status report on the fire, the Shelter Manager, Officer-In-Charge (OIC), or lead LACDACC staff determines the need to authorize the activation of LACDACC resources, including LACDACCERT.
- 4) The Incident Commander chooses a safe Staging Area for all trucks and trailers and safe Sheltering Sites.

When the determination is made to activate the LACDACCERT:

- 1) LACDACCERT Liaison Mary Lukins and LACDACC Administrative Manager Michelle Roache are notified and instructed to put the LACDACCERT on Stand By or Activation.
- 2) The LACDACCERT Phone Tree is activated.
- 3) This is when you will be getting a call.
- 4) Responding Volunteers are given instructions on where to check in as well as follow up contact numbers in case they have any problems reaching the designated location in a timely manner.

RED FLAG EMAIL At the beginning of a Red Flag event you may be contacted by email to ask if you are available should a fire occur. Once you reply that you are available, you are considered to be on Stand-by status. We encourage you to keep the Phone Team updated by email if your status should change, but PLEASE NOTE: even if you hear there is a fire and you have responded that you are available, you must wait for the Activation Team to specifically tell you that you are Activated before you respond to the event.

A. STAND-BY: Once notified, each LACDACCERT member shall prepare and load all necessary equipment, hook up their trailers and be ready to respond. Members shall not "tie up" the telephone lines to the Animal Shelter or Phone Tree Members. LACDACCERT members are to WAIT for a follow-up call from the Phone Tree leader, Shelter Manager or LACDACCERT Lead Staff to either cancel Stand By Status or to Activate.

Reporting for Duty: Policy & Evacuation Scenario -  
LACDACCERT

(Continued)

B. ACTIVATION: Members will be given the location where they are to report. They will be given basic driving instructions, the name of the Check-In Officer and follow-up contact numbers in case they have problems reaching the designated location in a timely manner.

Members should respond quickly and SAFELY with all necessary equipment (Jumpsuit, ID Badge, Thomas Guide -- also refer to LACDACCERT Policies and Procedures page 38).

Depending upon the circumstances, members may be instructed to report to a County Shelter, to the LACDACC Staging Area, or to another specific field location.

C. CHECK IN: When arriving at the designated location, LACDACCERT Members MUST check in with the Check-In Officer. Make sure the Staging Manager knows you are there, and is aware of what size trailer (if any) you have.

Only LACDACCERT Volunteers who have been given specific activation instructions in the manner described are considered actuated. Volunteers who activate without being called are considered to have self-activated, and will be asked to turn in their ID Badge and be dropped from the Team.

Activation Points:

LACDACCERT Volunteers are not allowed to bring family members, friends or anyone else who are not qualified LACDACCERT Members to any activation. These people would be considered convergent volunteers and will be asked to leave the Staging Area. LACDACCERT Volunteers are also not allowed to bring pets or animals to an activation, drill, etc. (other than service dogs).

Due to the unpredictability of emergency situations and the difficulty of evacuating horses, LACDACCERT members are often activated in the very early stages of an event before it is certain they will be needed. It is quite common to be activated and wait for hours without ever being given a service request. This is called "hurry up and wait" and is considered a part of the job.

We do Evacuation, not Rescue. The Fire Department will indicate the areas that are safe for our LACDACC Officers and LACDACCERT members.

LACDACCERT Volunteers & LACDACC Field Staff will be assigned to work together whenever possible
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## Restricted Member Activities - LACDACCERT

LACDACCERT Members are restricted from the following:

- 1) No LACDACCERT member may refer any pet owner to any individual veterinarian or veterinary hospital, low cost spay/neuter clinic or rabies vaccination clinic other than county clinics.
- 2) LACDACCERT members may not post or distribute any written information unless pre-approved by LACDACC Administration, LACDACC Shelter Managers, LACDACCERT Division Coordinator, LACDACCERT Liaison.
- 3) State Humane Officers cannot be LACDACCERT Members.
- 4) Employees of Los Angeles County or any other government agency may volunteer as a LACDACCERT member only if the functions performed as a LACDACCERT member do not conflict with any disaster response requirements of their government employment.
- 5) No LACDACCERT member may profit from services provided to the group.

## Seeking or Accepting Gifts, Gratuities, Bribes or Rewards

### - LACDACCERT

It is prohibited for LACDACCERT members to solicit or accept from any person, business or organization any gift, gratuity, bribe or reward for the benefit of the LACDACCERT member.

The LACDACCERT member must immediately report any offering to the LACDACCERT Division Coordinator or LACDACC lead staff.

When making purchases of food or other services while on duty, members shall pay the posted price(s). Discounts will not be accepted nor solicited by any LACDACCERT member where his/her official position is used to effect the discount, or it can reasonably be shown that the discount resulted from his/her official position.

For the purposes of this policy, the words "gift," "gratuity," "bribe" or "reward" shall include money, tangible or intangible personal property, loan, promise, service, entertainment or any other considerations.

## Termination / Resignation - LACDACCERT

The LACDACC Director of Administration, LACDACCERT Liaison or LACDACCERT Division Coordinator may terminate any LACDACCERT member at any time. Termination letters shall be in writing to the LACDACCERT member. Resignations shall be in writing to the LACDACCERT Division Coordinator or LACDACCERT Liaison. The LACDACCERT member shall turn in all County issued uniforms, identification badges, equipment, forms, etc. immediately upon termination or resignation.

### REASONS FOR DISMISSAL

The following is a partial listing of reasons for dismissal:

- 1) Excessive absenteeism or tardiness.
- 2) Disorderly conduct.
- 3) Insubordination.
- 4) Intoxication or using intoxicating beverages while on LACDACCERT duty (active or stand-by) or while on the premises of any Los Angeles County facility.
- 5) Possession or use of drugs/narcotics.
- 6) Defacing County property.
- 7) Abuse of dress code.
- 8) Failing to adhere to LACDACC departmental policies and procedures.
- 9) Falsifying documents.
- 10) Failing to attend required training sessions of LACDACCERT.
- 11) Failing to follow the chain-of-command.
- 12) Disclosing confidential information.
- 13) Defacing records or documents.
- 14) Theft or attempted theft.
- 15) Failing to adhere to all LACDACCERT Program guidelines, policies and procedures.
- 16) Failure to provide information on medical insurance, medical/health status and or vehicle insurance.
- 17) Failure to participate in Training Drills.
- 18) Inappropriate or unsafe behavior at training classes or emergency events.



## Training - LACDACCERT

### LEVEL 1 COURSES

Volunteers who satisfactorily complete Level 1 will be eligible to assist with communications and paperwork at the Command Post, EOC and/or Sheltering Sites.

Prerequisite: Completion of all Application Forms

Volunteer Orientation and Documentation 2 hours Presented by: LACDACCERT

Familiarizes volunteers with the purpose, policies and procedures, training and emergency response structure of LACDACCERT. Includes proper use of documents and forms, creating a paper trail, and the identification procedures for livestock

Introduction to SEMS/NIMS and the ICS 2 hours Presented by: LACDACCERT

Provides an overview of the Standard Emergency Management System, the National Incident Management System and the Incident Command System

Fire Safety 2 hours Presented by: Fire Department

Educates volunteers about the nature of fire and how to behave safely.

Disaster Psychology 2 hour Presented by: LACDACCERT

Teaches an understanding of the state of mind of volunteers and victims during disasters, coping skills and how to interact with other volunteers.

## Training - LACDACCERT

### LEVEL 2 COURSES

Prerequisite: Satisfactory completion of Level 1 classes

Volunteers who satisfactorily complete Level 2 will be eligible to assist with the animals at the Sheltering Site.

Adult First Aid and CPR 6Hours Presented by: Certified First Aid/CPR Instructors

Instructs and certifies volunteers in the basic first aid techniques.

\* Possible cost to participants

Sheltering Site Ops and Equine First Aid 6 Hours Presented by: Dr. Marta Granstedt, LACDACCERT Assistant Division Coordinator, Linda Horrell, LACDACCERT Sr. Instructor and Mary Lukins

Covers the set up and management of a large animal Sheltering Site. Will also provide basic techniques for administering first aid to an injured horse during an emergency.

Horse Behavior and Handling 4 Hours Presented by: Linda Horrell, LACDACCERT Sr. Instructor

(Pass/Fail Class) This hands-on class teaches techniques to manage/control horses during a disaster with an emphasis on personal safety. Volunteers will be given instruction and will be evaluated on their horse handling skills using our techniques. Only qualified Volunteers will be invited to take the Level 3 Trailer Loading Class.

\* This class is limited in size.

## Training - LACDACCERT

### LEVEL 3 COURSES

Prerequisite: Satisfactory completion of Level 1 and Level 2 classes

Volunteers who satisfactorily complete Level 3 will be eligible to work on a Trailer Team assisting with evacuations. Qualified members may drive their own trailers.

Trailer Loading Techniques 6 Hours Presented by: LACDACCERT  
(Pass/Fail Class) Volunteers must have satisfactorily passed the Horse Handling classes to be invited to take this class. This hands-on class teaches safe trailer loading techniques and the use of equipment. Volunteers will be given instruction and will be evaluated on their trailer loading skills using our techniques.

\* This class is limited in size.

Wildfire Scenarios and Safety 6 Hours Presented by: LACDACCERT/Fire  
Demonstrates team interaction and decision making skills while working in difficult terrain. Included are field demonstrations of determining safe ingress and egress and Field Fire Safety. Class will include instructions/demonstration of FRS Radios.

### SPECIALTY TRAINING COURSES

Tow Vehicle & Trailer Course 6 - 8 hours Presented by: LACDACCERT  
(Pass/Fail Class) Required for all Level 3 Trailer Drivers, optional for Trailer Team members. Instructs and evaluates volunteers in specialized driving skills and the proper care and maintenance of trucks and trailers.

HAM Radio Operating Skills 2 – 3 Hours Presented by: LACDACCERT  
Ensures that volunteers can adequately operate an amateur (HAM) radio.

\*Possible cost to participants

Incident Management Training 3 – 4 hours Presented by: LACDACCERT  
Teaches Incident Management as directed by SEMS for the Staging Area, Sheltering Site and Emergency Operations Center.

### TRAINING DRILLS

Participation in Training Drills will be required for the continued membership in the LACDACCERT.

## Volunteer Hours - LACDACCERT

LACDACCERT members are on-call and activated only as needed by the LACDACC. The activation of LACDACCERT must have approval from the LACDACC Department Director, LACDACC Chief Deputy, LACDACC Director of Administrative Services, LACDACC Shelter Manager, LACDACCERT Liaison or LACDACC Director of Volunteer Services.

LACDACCERT volunteers can perform duties ONLY during approved departmental activation times, and will be assigned to tasks only within the scope of their identified training Levels.

There are no minimum or maximum monthly time requirements for LACDACCERT members.

Los Angeles County Department of Animal Care & Control  
Equine Response Team (LACDACCERT)

Acknowledgments

Los Angeles County Department of Animal Care & Control (LACDACC)

Marcia Mayeda, LACDACC Director  
Michelle Roache, LACDACC Departmental Emergency Coordinator  
Mary Lukins, LACDACCERT Liaison

Los Angeles County Department of Animal Care & Control  
Equine Response Core Group Leaders (LACDACCERT)

John Douglass – Division Coordinator  
Marta Granstedt --DVM Assistant Division Coordinator  
Linda Horrell -- Senior Instructor

Core Group

Alli Acker	Dale Filkins	Juanna Lamb
Cassie Fitzgerald	Christine Froehlich	

The LACDACCERT would like to express their sincere thanks to the following for their assistance in the formation of the LACDACCERT:

Frank R. Andrews, Retired Director  
Kaye Michelson, Retired Director of Administrative Services  
Bruce Richards, Retired Director of Volunteer Services  
Frank Bongiorno, Sergeant Agoura Animal Shelter  
David Jeffers, Past Division Coordinator  
Christie Thomason, Past Core Group Member  
Bob Freshman, Past Core Group Member  
Stephanie Abronson, Past Core Group Member  
Ruth Gerson Past, Core Group Member

Additional Resources Provided By

Mike Dyer, Deputy Fire Chief -Los Angeles County Fire Department  
Eric Ekeberg, Battalion Chief - Los Angeles County Fire Department  
Susan Nissman, Field Deputy - Los Angeles County Supervisor Zev Yaroslavsky  
Constance Perett, Manager - County Office of Emergency Management  
Sal Reza, Los Angeles County Chief Administrative Office  
Gregg Sabalone, Lieutenant (retired) - Los Angeles County Sheriff's Depart. - Lost Hills Station  
Delta Uyenoyama, Los Angeles County Chief Administrative Office  
Andria Witmer, Lieutenant - California Highway Patrol West Valley Division  
Diane Reagan - Los Angeles County Counsel

COUNTY OF LOS ANGELES



DEPARTMENT OF ANIMAL CARE & CONTROL  
**VOLUNTEER MANUAL**



**“VOLUNTEERS MAKE A HUMANE DIFERENCE”**



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# TRAINING OBJECTIVES

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Develop a full understanding of the Department and its volunteer program:

- Understanding the shelter environment
- Policy & procedures
- Following the chain of command

Acquire basic safe animal handling techniques

- Basic dog and cat behavior
- Animal body language

Achieving success in the volunteer role

- Understanding your role as a volunteer
- Enhancing shelter service
- Maintaining a healthy balance

# MISSION & VISSION

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**OUR MISSION:** The County of Los Angeles Department of Animal Care & Control (DACC) promotes and protects public safety and animal care through sheltering, pet placement programs, education, and animal law enforcement.

**OUR VISION:** Our purpose is to provide responsive, effective, and high-quality animal care and control services that preserve and protect public and animal safety.

**OUR PHILOSOPHY:** Our philosophy is to promote responsible pet ownership, compassion toward animals, and safe human-animal interactions.

**OUR POSITION:** Our position is as the agency responsible for animal-related public safety, to achieve our mission through the shared County values of professionalism, responsibility, compassion, commitment, integrity, accountability, and community partnerships.

# VOLUNTEER CODE OF ETHICS

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- A. Uphold the department's motto, "Duty with Compassion".
- B. Always demonstrate commitment to your volunteer service.
- C. Respect the confidentiality of shelter sensitive information.
- D. Accept supervision and training – ask questions about policies and procedures you do not understand.
- E. Take pride in your position. You are a valuable team member and shelter representative.
- F. Wear your volunteer uniform and ID badge at all times when you are on duty at the shelter or at any off-site event. Maintain a professional appearance.
- G. Demonstrate collaboration and loyalty. Work within the department's mission, goals, objectives, and its programs for the greater good of the animals.
- H. Follow the proper chain of command. Report concerns to your Shelter Volunteer Liaison (SVL). Unresolved concerns may be further addressed through the chain-of-command – Shelter Manager (SM), Director of Volunteer Services (DVS), and lastly the Deputy Director of Special Programs. Resolve issues in a timely manner.
- I. Maintain professional customer service standards at all times. Refrain from morbid conversation, idle curiosity, or inappropriate gossip about the staff, other volunteers, and visitors.
- J. Contribute your skills, energy, and experience. Be eager to offer a willing heart and mind. Your knowledge will benefit the shelter and the animals.

COUNTY OF LOS ANGELES  
DEPARTMENT OF ANIMAL CARE & CONTROL

# SHELTER VOLUNTEER LIAISONS

The Shelter Volunteer Liaison (SVL) is the primary person responsible for the hands-on training of the department's volunteers. In addition, their role is to ensure that volunteers adhere to the policies and procedures as written in the volunteer manual. In the absence of the SVL, the Officer-In-Charge (OIC), followed by the Shelter Manager (SM), will assume this responsibility.

SHELTER	LIAISON/MANAGER	EMAIL/PHONE #
<b>C-1 DOWNEY</b>		
Volunteer Liaison	Zeke Morales	<a href="mailto:emorales@animalcare.lacounty.gov">emorales@animalcare.lacounty.gov</a>
Shelter Manager	John Embery	(562) 904-1580
<b>C-3 CARSON</b>		
Volunteer Liaison	Javier Gutierrez	<a href="mailto:jgutierrez@animalcare.lacounty.gov">jgutierrez@animalcare.lacounty.gov</a>
Shelter Manager	Danny Ubario (acting)	(310) 527-5158
<b>C-4 BALDWIN PARK</b>		
Volunteer Liaison	Chris Childs	<a href="mailto:cchilds@animalcare.lacounty.gov">cchilds@animalcare.lacounty.gov</a>
Shelter Manager	Lance Hunter	(626) 962-5790
<b>C-5 LANCASTER</b>		
Volunteer Liaison	Cesar Chavez	<a href="mailto:cchavez@animalcare.lacounty.gov">cchavez@animalcare.lacounty.gov</a>
Shelter Manager	Jaime Palafox (acting)	(661) 974-8358
<b>C-6 CASTAIC</b>		
Volunteer Liaison	Brian Dluzak	<a href="mailto:bdluzak@animalcare.lacounty.gov">bdluzak@animalcare.lacounty.gov</a>
Shelter Manager	Karen Stepp	(661) 702-7098
<b>C-7 AGOURA</b>		
Volunteer Liaison	Fred Agoopi	<a href="mailto:fagoopi@animalcare.lacounty.gov">fagoopi@animalcare.lacounty.gov</a>
Shelter Manager	Denise Rosen	(818) 706-5882

Rohmi Reid  
Director of Volunteer Services  
[volunteer@animalcare.lacounty.gov](mailto:volunteer@animalcare.lacounty.gov)  
(562) 256-1367

Michelle Roache'  
Deputy Director of Special Programs  
[mroache@animalcare.lacounty.gov](mailto:mroache@animalcare.lacounty.gov)  
(562) 728-4644

# GENERAL SHELTER INFORMATION

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**CENTER 1 – DOWNEY SHELTER**

11258 S. Garfield Avenue  
Downey, CA 90242  
(562) 940-6898 / (562) 861-9240 fax

MON-THURS 12:00pm-7:00pm  
FRI-SAT 10:00am-5:00pm  
Closed Sundays and Holidays

**CENTER 3 – CARSON SHELTER**

316 W. Victoria Street  
Gardena, CA 90248  
(310) 523-9566 / (310) 538-9229 fax

MON-THURS 12:00pm-7:00pm  
FRI-SAT 10:00am-5:00pm  
Closed Sundays and Holidays

**CENTER 4 – BALDWIN PARK SHELTER**

4275 N Elton Street  
Baldwin Park, CA 91706  
(626) 962-3577 / (626) 960-8223 fax

MON-THURS 12:00pm-7:00pm  
FRI-SAT 10:00am-5:00pm  
Closed Sundays and Holidays

**CENTER 5 – LANCASTER SHELTER**

5210 W. Avenue I  
Lancaster, CA 93534  
(661) 940-4191 / (661) 723-3409 fax

MON-THURS 12:00pm-7:00pm  
FRI-SAT 10:00am-5:00pm  
Closed Sundays and Holidays

**CENTER 6 – CASTAIC SHELTER**

31044 N. Charlie Canyon Road  
Castaic, CA 91384  
(661) 257-3191 / (661) 295-1619 fax

MON, TUES, THUR, FRI, & SAT 9:00am-5:00pm  
WED 9:00am-7:00pm  
Closed Sundays and Holidays

**CENTER 7 – AGOURA SHELTER**

29525 Agoura Road  
Agoura Hills, CA 91301  
(818) 991-0071 / (818) 597-9818 fax

MON, TUES, THUR, FRI, & SAT 9:00am-5:00pm  
WED 9:00am-7:00pm  
Closed Sundays and Holidays

**ADMINISTRATIVE OFFICES**

5898 Cherry Avenue  
Long Beach, CA 90805  
(562) 728-4882 / (562) 422-3408 fax

MON-THURS 7:00am-5:00pm  
Closed Fridays, Saturdays, and Sundays  
Closed Holidays

# DID YOU KNOW?

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## **A GLANCE AT HISTORY**

In the United States, efforts to protect and control domestic animals, primarily dogs, cats, and horses, began early in the 19<sup>th</sup> century. In 1863, the City of Los Angeles established a public pound. A few years later in 1872, a municipal ordinance was approved and directed the city marshal to register and license dogs.

On June 6, 1895, the County of Los Angeles adopted a law establishing animal pound districts. On September 29, 1937, at the height of the statewide rabies epidemic in California, the Board of Supervisors established a Pound Department. The new department was created in direct response to the fact that 1,700 rabies cases were reported in the County of Los Angeles that year.

During the early years, there were no animal housing facilities, animal control equipment and very little staffing. There were 22 humane societies throughout the county and they were paid to provide housing for impounded animals. By 1945, it had become apparent that the humane societies could not meet the county's animal housing and care needs. The Board of Supervisors approved the construction of the first animal care facility in Downey. The shelter opened for business on July 1, 1946. At that time, the county population (outside of the City of Los Angeles) was approximately 70,000 people.

During the post-war building boom of the 50's and 60's, additional county animal shelters were opened in Baldwin Park and Lancaster (1958), Carson/Gardena (1961), Castaic (1961), and Agoura Hills (1976).

In January 1968, the Pound Department was renamed to the "Department of Animal Control". The department was given the responsibility for licensing pet kennels, pet shops, and other animal-related businesses. In 1978, the department was renamed again to the "Department of Animal Care & Control" to reflect its increasing professionalism and added scope of duties.

# DID YOU KNOW?

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## **WHO WE ARE TODAY**

Today, the Department of Animal Care & Control is one of the largest and most progressive animal control agencies in the United States. Our six animal care centers serve all of the unincorporated Los Angeles County areas as well as 51 contract cities. We cover more than 3,200 square miles of cities, deserts, beaches, and mountains. We provide animal control and rescue services 24 hours a day/7 days a week in our service areas.

Our shelters offer a wide variety of potential animals for adoption. Most of our animals are strays or pets that have been surrendered by their prior owners for various reasons. Today, we place thousands of animals in new homes each year. The many benefits of adopting a pet from a county animal shelter include: low-cost spay and neuter, free veterinary health check, low-cost vaccinations, and a free microchip ID.

In addition to patrolling streets, back roads, beaches, canyons, and mountains for lost, injured, and abandoned animals, our offices also sell dog licenses, conduct humane investigations, protect communities from dangerous animals, permit and inspect animal-related businesses, provide emergency rescue service during natural disasters, and enforce all state and local animal control laws.

# DID YOU KNOW?

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## **SERVICE CONTRACTS**

The following cities have entered into contractual agreements with our department including field services, pet licensing, outreach, and animal housing:

Downey Shelter: Alhambra, Artesia, Bell, Compton, Cudahy, Hawaiian Gardens, La Habra Heights, La Mirada, Lynwood, Maywood, and Whittier.

Carson Shelter: Beverly Hills, Carson, Culver City, Gardena, Hawthorne (housing only), Hermosa Beach (housing only), Inglewood, Lawndale (afterhours field only), Lomita, Manhattan Beach (housing only), Palos Verdes (housing only), Palos Verdes Estates (housing only), Rancho Palos Verdes, Redondo Beach (housing only), Rolling Hills, Rolling Hills Estates, and West Hollywood.

Baldwin Park Shelter: Baldwin Park, Bradbury, Commerce (housing only), Covina, Duarte (housing only), El Monte, Industry, Irwindale, La Puente, Rosemead, Walnut, Torrance (housing only), and West Covina.

Lancaster Shelter: Lancaster and Palmdale.

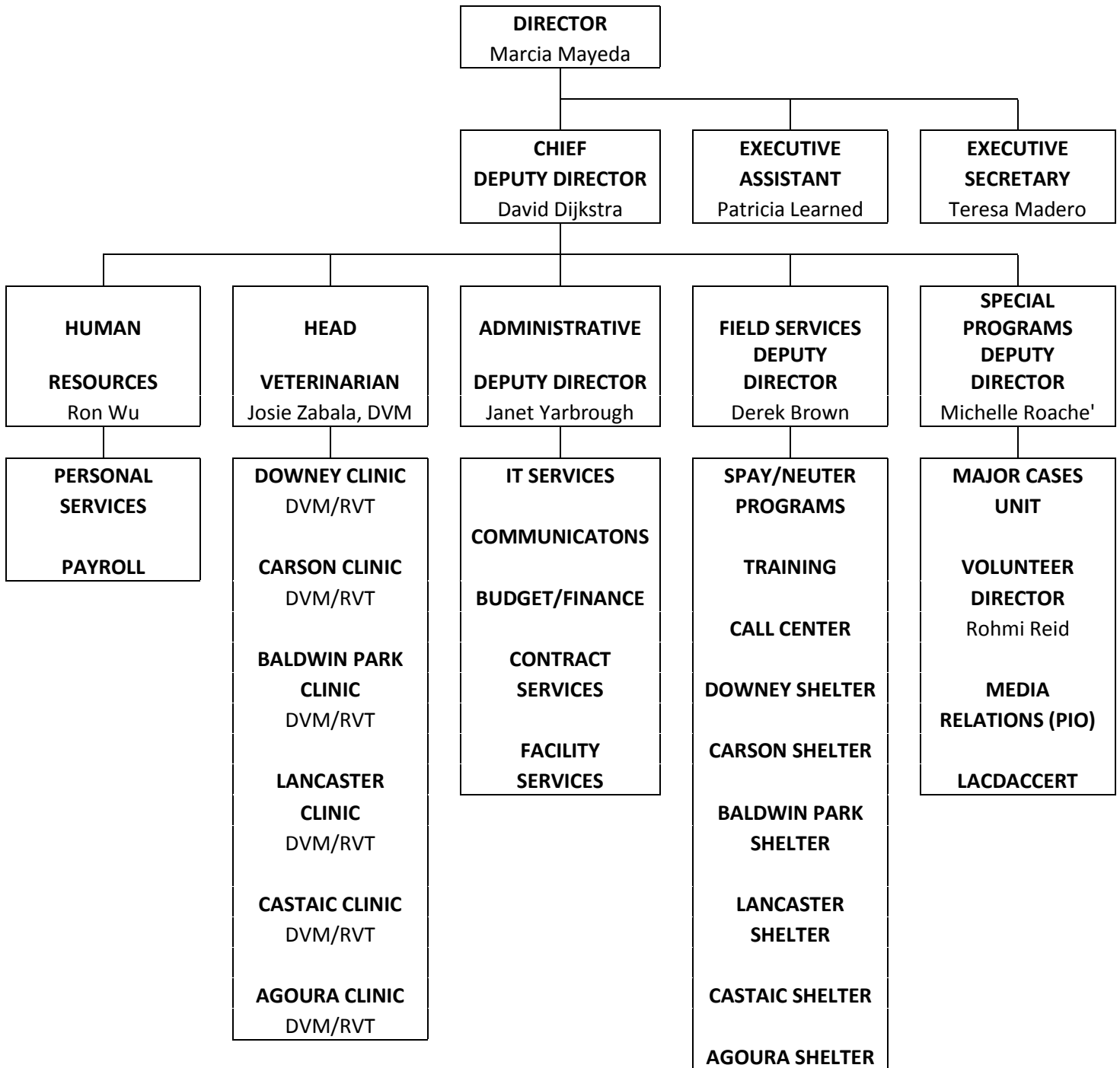
Castaic Shelter: Canyon County, Newhall, San Fernando, Santa Clarita, Saugus, and Valencia.

Agoura Shelter: Agoura Hills, Calabasas, Hidden Hills, Malibu, Thousand Oaks (located in Ventura County), and Westlake Village.



# DID YOU KNOW?

## ORGANIZATIONAL CHART



# POLICIES & PROCEDURES

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## GENERAL INFORMATION

Through the strong support and leadership of the Board of Supervisors, County of Los Angeles Volunteer Programs have come to play a vital role in the enhancement of public services. The significance of this program is exemplified by the fact that the county volunteers contribute more than 4 million hours annually. County of Los Angeles volunteer programs operate on a decentralized basis. Volunteer programs vary considerably in terms of their size, scope, services provided, and practices.

Animal Care & Control Volunteers assist the department in its six animal care centers as well as off-site special community events and adoption fairs. The mission of the department's volunteers are consistent with and supportive of the mission of the department as a whole. Volunteers enhance and supplement the service delivery but do not substitute for nor displace regular staff, nor their responsibilities.

**DEFINITION OF A VOLUNTEER:** A volunteer is an individual who performs hours of service in a County department for civic, charitable, health, humanitarian, recreational, public safety, or general welfare reasons, without promise, expectations, or receipt of compensation for services rendered. Individuals shall be considered volunteers only when their services are offered freely and without pressure of coercion, direct or implied. An individual shall not be considered a volunteer if the individual is otherwise employed by the County to perform the same type of services as those for which the individual proposed to volunteer.

## TYPES OF VOLUNTEERS:

1. Temporary (ages 18 and up)
2. Permanent Adult (ages 18 and up)
3. Permanent Youth (ages 16-17)

## VOLUNTEER REQUIREMENTS

### TEMPORARY VOLUNTEERS:

1. Must be at least 18 years of age
2. Must follow the dress code
3. Must complete Temporary Volunteer Application including: waiver, agreement, photo release, I-9 eligibility requirements, and proof of vehicle insurance (for animal transport)
4. Must follow the volunteer policy & procedures manual
5. Must have prior approval from DVS prior to volunteering event

6. Must complete a separate application for each volunteering event
7. Must carry copy of authorization (signed by DVS) at all time while volunteering

#### PERMANENT VOLUNTEERS:

1. Must be at least 16 years of age at the beginning of service
2. If under 18 year of age, must have written permission from parent/guardian
3. Must wear uniform & follow the dress code
4. Must wear issued ID badge
5. Must complete Volunteer Application including: waiver, agreement, photo release, I-9 eligibility requirements, and proof of vehicle insurance (for animal transport)
6. Must attend volunteer orientation and basic training
7. Must follow the volunteer policy & procedures manual

**COMMUNITY SERVICE EVENTS:** Community service events are available for groups and individuals (usually for temporary volunteers). Volunteer service under this category is typically limited to the life of the event. No training is required and events include administrative tasks: fundraising, gardening, painting, repair work, etc. Such events seldom involve hands-on contact with animals.

**ORIENTATION & TRAINING:** Orientations are held 1-2 times each month at different locations. This must be completed prior to receiving a shelter assignment and specified position. All attempts are made to place you in a position that matches your interests and qualifications. It is strongly encouraged that you ask questions during the orientation and training process and at any time during your volunteer service. Once you have completed your volunteer orientation and training, you will receive further instruction from the SVL at the animal care center that you have selected. Volunteers may be required to attend additional training classes as a part of ongoing training requirements.

Volunteers who would like to change or train for a new position must contact their SVL for further instruction. It is strongly suggested that you commit to a specific position for a minimum of three months to give yourself time to become comfortable with the activities involved with that position.

**DRESS CODE:** Volunteers must follow the dress code at all times while volunteering. Dress comfortable, but be neat in your appearance. This includes wearing long pants or jeans (must be clean and neat without tears or holes), department approved volunteer T-shirt or sweatshirt, closed-toe shoes (athletic or work boots), and department-issued volunteer ID badge. Volunteers should refrain from wearing jewelry, especially earrings that hang below the earlobe and long hair should be tied back or secured away from the face.

## **WORK SCHEDULE & MINIMUM HOURS**

Volunteers must provide a minimum of 8 hours per month (96 hours per year). New volunteers must commit to at least 6 months or 48 hours. Volunteers may not record more than 8 hours in any single day unless a special circumstance (such as a disaster or off-site adoption event) and any hours in excess of 8 hours must be pre-approved by the SVL or OIC. If you are not able to maintain the minimum monthly time requirement, please contact your SVL to discuss available options.

You are encouraged to volunteer on a regularly scheduled basis – try to come in at the same day and time each week or month. Once you have committed to a regular work schedule try not to be late or miss a shift.

Volunteers may work at the Animal Care Centers any time during the hours of 8:00am and until one hour after closing Mon-Sat, and from 8:00am-5:00pm on Sundays. There may be exceptions to this policy if pre-approved by the Shelter Manager or designee. After completing your orientation, please contact your SVL and inform him/her of your expected work schedule. All County Animal Care Centers are closed on holidays so if you wish to volunteer on a holiday, please obtain prior approval from your SVL.

If your volunteer service lapses for more than three consecutive months, your volunteer status may become “inactive”. Inactive volunteers can be reinstated by the DVS within one year if in good standing at the time of departure. If a volunteer has been inactive for longer than a year, participation in a new volunteer orientation and training class is required.

If you know that you will be unable to volunteer for an extended period of time, please notify the DVS to make arrangements to avoid being placed on the inactive list. If you are absent for longer than three months and we have not heard from you, you may be placed on the inactive list.

**REPORTING FOR SERVICE & REPORTING SERVICE HOURS:** When you arrive at the shelter for your shift, check-in with the SVL or OIC for assignments or special instructions. For scheduling purposes, we maintain records on all volunteers’ service hours. **Volunteers are responsible for recording their service hours on the Volunteer Time Sheet.** You will be shown how to log-in your hours on the first day you start your volunteer service at the shelter. You are to log-in your starting time, ending time, and total hours at the end of your shift each time you volunteer. At the end of the month, you must sign your volunteer sheet with your total hours recorded. Completed time sheets shall be submitted to your SVL for final processing. Please keep a copy of your time sheet for your own records prior to submitting to the SVL.

**PERSONAL INFORMATION:** Occasionally there may be changes in your personal information such as addresses, phone numbers, medical insurance, email, emergency contacts, etc. In order to keep our records up-to-date and continue to keep you informed of department events and activities, we require that you notify the DVS and/or your SVL as any changes take place.

**CHAIN OF COMMAND:** Because we believe in the value of volunteers, the department has a full time Director of Volunteer Services (DVS) who oversees the entire volunteer program. Each shelter has a Shelter Volunteer Liaison (SVL) who is responsible for the supervision of daily volunteer activities. Your first contact in the chain-of-command is always the SVL, followed by the Shelter Manager (SM) or Officer-In-Charge (OIC).

If you are dissatisfied or have an issue regarding your volunteer assignment or shelter operations, we ask that you respect the proper chain-of-command. Problems can usually be resolved in an informal manner. You are encouraged to talk to your SVL first. If this option is not effective, you may request to meet with the SM. It is important to remember that your volunteer service is valued and appreciated. All efforts will be made to work out differences and make it a positive and enjoyable experience.

Should problems continue, you may use a more formal procedure by contacting the DVS. A written description of the problem should be submitted to the DVS and SM. A meeting will usually be scheduled to hear your concerns to attempt to reach a solution. If the problem still exists, then the same procedure may be convened with the Deputy Director of Special Programs for a possible resolution.

**RECOMMENDATIONS & PROOF OF SERVICE:** Volunteer records are kept on file for a period of three years following the departure of service. Your service record is an excellent resource for employment opportunities, acceptances to colleges, and personal references. If you are a volunteer of good standing, and you have completed the minimum of 6 months and 48 hours, you may request a recommendation/proof of service letter from the DVS. Requests for service records need to be made to the DVS at least two weeks in advance.

**SAFETY:** Your safety is important to us! Please report any safety hazards you may see (i.e. loose wires, burnt out lights, slippery walking conditions, etc) to the SVL or OIC – this includes possible safety hazards in animal cages.

**ACCIDENTS, INJURIES, and ANIMAL BITES:** All accidents, including those involving a member of the visiting public, are to be reported immediately to your SVL or OIC, whether or not medical attention is required. Any animal bite that breaks the skin of any person (visitor, employee, or volunteer) must be reported to the OIC so that a bite report can be completed and the animal can be quarantined.

## RESTRICTED SHELTER/OFFICE AREAS:

Volunteers are not allowed in the following restricted areas:

- \* Euthanasia area and dead animal freezer
- \* Quarantine kennels
- \* Cash drawers
- \* Office/shelter records file cabinets
- \* Rooms, cabinets, lockers
- \* Any area deemed restricted by the SM, OIC, or SVL

**RESTRICTED ACTIVITIES:** No volunteer may refer any member of the public to an individual veterinarian or animal clinic, low cost spay/neuter clinic, or vaccination clinic, other than a county operated clinic. No volunteer may post or distribute any written or photographic information on county property unless it has been pre-approved by the DVS and Shelter Manager. This does not include posting information of lost & found pets.

**MEDIA CONTACTS:** The department works closely with the media on animal-related stories or events. Before contacting print, audio, or visual media regarding activities at the shelter, volunteers must obtain approval from the Shelter Manager to determine if the matter relates to a public concern or is a matter protected by privacy laws, and if the shelter's mission would be compromised by the communication.

## DONATIONS, FUNDRAISING, & GRATUITIES:

Volunteers shall not individually or collectively solicit or accept and reward, gratuity or gift of any kind in conjunction with services rendered in the performance of his/her volunteer duties. For the purposes of this policy, the words "gift", "gratuity", "bribe", or "reward" shall include money, intangible personal property, loan, promise, service, entertainment, or any other considerations.

Volunteers may not solicit donations in the name of the department/County at any time. Volunteers may however accept donations for the department. When accepting donations, a receipt must be made out to the donor on form 76S596L. All donations must be submitted to the OIC or on-duty cashier on the same day the donation was received. Volunteers shall not engage in any fundraising events or functions without prior approval from the DVS.

**FOSTERING SHELTER ANIMALS:** During your volunteer service you may see special need animals that would benefit from foster care outside of the animal shelter environment. We ask for your flexibility and understanding regarding the selection of foster animals. If you are interested in becoming a foster parent, please see your SVL for additional information. All foster parents need to complete the necessary paperwork and are required to complete further training prior to fostering shelter animals. Fostering is generally reserved for injured, ill, or underage animals.

**ADOPTION OF A SHELTER ANIMAL:** If you become interested in adopting a shelter animal for yourself, discuss the procedures of adoption with your SVL.

**HOLDS, WANTS, and “DO NOT PUT TO SLEEP” REQUESTS:** During the course of volunteer service it is common that volunteers will develop a special interest in placing a certain dog or cat into a home. Volunteers will often network and advertise these animals in hopes of finding an interested party. Volunteers are provided with an option of putting a “Do Not Put to Sleep” (DNPTS) request on a special animal that they would like to help. This privilege is available to all volunteers in good standing for one animal at a time. If you are interested in this option, please contact your SVL to process this request. If you are interested in this option for more than one animal at a time, you must obtain authorization from your SVL (DNPTS requests on multiple animals may not be an option for new volunteers or for volunteers who are inconsistent with their volunteer hours – a regular work schedule is imperative to successful networking and placement of animals). A volunteer may not place a “want” or “hold” on an animal while volunteering due to the possibility of a conflict of interest.

**CONFLICT of INTEREST:** As a volunteer, you have been given the role as a community representative for the County of Los Angeles. To avoid confusion and the potential conflict of interest, volunteers can not represent any other public or private animal welfare organization, animal rescue organization, or other related business during their shelter activities. Such actions may result in immediate dismissal from your volunteer services with the department. Examples of possible conflicts include:

- Adopting animals while volunteering
- Using your name to place “holds” or “wants” on animals while volunteering
- Volunteering with the exclusive intent to rescue animals for a particular agency, group, or organization of which you are affiliated with

**RECOGNITION:** In order to recognize volunteers for their contributions, the department provides an annual Volunteer Recognition and Appreciation Luncheon. We value your participation and thank you for your support!

### **TERMINATION OF VOLUNTEER SERVICE**

**RESIGNATION:** A volunteer may resign at any time. If you are uncertain whether you can continue volunteering or not, please talk with you SVL or DVS. To ensure that we continue to provide the highest quality of care, please give us as much notice as possible before you resign. Upon resignation, volunteers must surrender their department-issued ID badge and any shelter-assigned equipment (keys, books, etc)

**REASONS FOR DISMISAL:** The Department of Animal Care & Control (DACC) reserves the right to dismiss any volunteer who does not follow policy and/or procedure. There are several reasons volunteers may be asked to leave and it’s typically due to serious infractions that



jeopardize the shelter and the animals. This does not mean that you can't complain about an issue or a problem that you see. What it means is that we believe in your upmost professionalism at all times and we want you to be a part of our team that maintains high standards for customer service and animal care. Below are some examples of why a volunteer can be dismissed from service:

- Excessive absenteeism/lapses in service
- Disorderly conduct
- Insubordination/Personality conflicts
- Possession or use of drugs or alcohol
- Defacing County property
- Abuse of the dress code
- Failing to adhere to policies and procedures
- Falsifying documents
- Theft or attempted theft
- Making/submitting false statements or reports
- Disclosing confidential information
- Failing to follow the chain of command
- Conflicts of interest
- Disruption of shelter functions/operations
- Poses a danger or threat to employees , other volunteers, or staff
- Commits an act of malice or gross negligence
- Gross inability to handle the job



## Volunteer Workers' Indemnification & Insurance Program

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### A. Purpose

This handout was developed to provide you, the volunteer, with a brief description of County insurance programs which may be available to you.

### B. Eligibility

To qualify for coverage, you must be formally enrolled as a volunteer in a program or activity sponsored by the County and adhere to established volunteer work assignment guidelines. The County Department to which you are assigned will advise you of your work duties and will maintain an enrollment record to document your participation as a volunteer.

### C. Volunteer Medical Expense Reimbursement Insurance Policy (Volunteer Insurance Policy)

**Purpose:** The Volunteer Insurance Policy was designed to reimburse you for medical expenses you incur due to injury you suffer as a result of performing volunteer services, and which are not covered by your own medical insurance. Volunteers are not eligible to receive County workers' compensation benefits. [1](#)

#### 1. Summary of Benefits:

Volunteers receive medical expense reimbursement and accidental death and dismemberment coverage through a commercial insurance policy purchased by the County. This policy, which is presently written by CIGNA, provides benefits of:

- (a) up to \$10,000 for accidental medical expenses [2](#)
- (b) up to \$500 for accidental dental expenses, and
- (c) up to \$5,000 for accidental death and dismemberment.

#### 2. Where to Obtain Medical Treatment:

You may obtain medical treatment from your private physician or other facility of your choice. However, you, the volunteer, are responsible for the initial payment of all medical bills – you must file a claim under the Volunteer Insurance Policy to receive reimbursement from the insurance company for any costs not paid under your own medical insurance.

Volunteers assigned to certain County facilities (such as hospitals) may be able to receive initial treatment at no cost from the County facility in which they work. Your supervisor or volunteer coordinator will advise you of your department's policy regarding provision of initial treatment to volunteers. However, if further medical treatment is deemed necessary, you will be referred to your own private physician and you must file a claim under the Volunteer Insurance Policy to receive reimbursement for your physician's charges.

### **3. How to Report an Injury, File a Claim and Obtain Reimbursement:**

If you are injured and you are eligible for benefits as described, you must notify your supervisor as soon as possible and assist with the completion of a claim form. In general, instructions for completion of the form require that:

- (a) The volunteer's department supervisor (representative) sign the claim form.
- (b) The volunteer provide certain information including complete name and address, SSN, and a description of the injury. The volunteer is also responsible for ensuring that their treating physician or the treating facility completes the physician's or facility's section.
- (c) The volunteer attach copies of medical bills to the claim form. If medical billings are not readily available, they should be sent as soon as possible to the insurance company.

The claim form and medical bills should be mailed without delay to CIGNA at the address indicated in the upper right hand corner of the form. Questions concerning the claim form may be directed to CIGNA at 1-800-238-2125.

*PLEASE NOTE: Failure to promptly notify your supervisor of injury or late filing of you claim could jeopardize your benefits under this insurance program. If you have another medical insurance plan, it is also important that you notify your insurance company at the same time to preserve your rights to coverage under your own plan. This brief description of benefits is provided for general informational purposes only, and is not intended to provide all coverage details; the terms, exclusions, and conditions concerning the medical benefits are governed by the insurance policy. Should there be any conflict or inconsistency between the information provided in this handout and the insurance policy, the insurance policy shall prevail. The County reserves the right to amend or terminate the insurance policy at any time.*

## **D. Third-Party Liability – County Defense and Indemnification of Volunteers and Accident Reporting Procedures**

### **1. Indemnification:**

You are defended and indemnified by the County for professional, auto and general liability (also known as "third party liability), which may arise from your activities as a volunteer within the course of your volunteer assignment, unless your actions are fraudulent, malicious, or criminal. Volunteers are not indemnified for punitive damages. Therefore, it is very important that you have a clear understanding of your work assignment and authority.

### **2. Volunteers Who Provide Professional Services:**

In the event of any occurrence involving possible injury or death to a patient or client, you will be required to assist your supervisor in the completion of your department's incident report form. This form may be obtained from your supervisor. You must report any such incident within 24 hours to your supervisor, even if it did not result in any immediate injury or damage to the patient/client. Fatalities or serious injuries must be reported immediately. The completed incident report will be forwarded by your supervisor to the County's claim administrators.

### **3. Volunteers Who Drive in the Course of Their Assignment:**

Volunteers who operate vehicles in the course and scope of their assignments are defended and indemnified by the County for bodily injury or property damage, suffered by other parties, which may be caused by the volunteer. Such volunteers must possess a valid California driver's license and comply with all California State laws, including laws relating to financial responsibility (automobile liability insurance) and seat belt use.

You must report any auto accident within 24 hours to your supervisor, even if it did not result in any injury or damage to you or to others. Fatalities or serious injuries must be reported immediately. If the accident caused injury or damage to others, you will be required to assist your supervisor in completing the attached "County of Los Angeles Report of Vehicle Collision or Incident." The completed report will be forwarded by your supervisor to the County's claims administrators. Please note that damage to Volunteer-owned vehicles or loss of personal items is not covered by the County.

### **4. All Incidents not Involving Professional Liability or Auto Liability:**

Volunteers who witness other types of accidents (such as slips and falls) or who are themselves injured while performing their duties must report any such incident to their supervisors, and assist in completion of the attached "County of Los Angeles Non-Employee Injury Report." Similar to the requirements noted above, fatalities or serious injuries must be reported immediately. Your supervisor will send the completed report to the County's claims administrators.

*Please note: Should there be any conflict or inconsistency between the information provided in this handout and County Code provisions or applicable state law, the County Code and state law shall prevail.*

Any further questions you may have regarding your volunteer service, this handout or the status of any filed claim may be directed to your supervisor or your department Volunteer Coordinator. The Volunteer Coordinator's name and telephone number may be obtained from your supervisor.

Prepared By:

County of Los Angeles Chief Executive Office

Risk Management Branch

3333 Wilshire Blvd., Suite 820

Los Angeles, CA 90010

Effective Date: March 7, 2005

1. Your own medical insurance would include: personal insurance plans such as Blue Cross or Blue Shield; coverage under any group, blanket, or franchise insurance or employee benefit plan; or, coverage under any plan arranged through any employee, trustee, union, or employee benefit association.
2. An emergency evacuation benefit may also be available for transportation costs related to a physician ordered emergency evacuation. This benefit applies if the volunteer is severely injured while traveling 100 miles or more away from their home at the time of the accident.

# COMMONLY ASKED QUESTIONS

Q: What is the adoption fee to adopt a dog or a cat?

A: The adoption fee is \$37 for dogs and \$32 for cats under the Save, Adopt, Vaccinate, and Educate (SAVE) program. The SAVE program applies if this is the first adoption of a dog or a cat from any Los Angeles County Animal Care & Control Center. This fee includes vaccinations, spaying or neutering, and the implanting of a microchip. (The SAVE Program is co-sponsored by the Los Angeles County Animal Care Foundation)



Q: Do I have to have the dog/cat spayed or neutered?

A: Yes, it is a State law if the animal is being adopted from a public animal shelter.

Q: Why is there an adoption fee for a dog/cat that you are probably going to euthanize anyway?

A: The adoption fee you pay helps to care for the other animals in the shelter.

Q: This is my lost pet. What do I need to do to get it out?

A: I'll help you get the animal's impound number. Take it to the front office; they will tell you what the procedure is to retrieve your pet.

Q: How long do you hold the animals before they are euthanized?

A: There is no set time. The decision is most often based on the animal's medical/behavioral status and housing limitations.

Q: Can I adopt an animal if the sign on the cage states it's being treated?

A: Although we prefer not to adopt out an animal that is being treated, there are special circumstances when it is allowed. A new owner must agree to sign a medical health waiver, recognizing that they know they are adopting a sick animal.

Q: Does this dog/cat have all of its shots?

A: The office will provide you with the vaccinations that have been given to your new pet. Your pet's veterinarian will determine what vaccinations (if any) are needed. Puppies and kittens only receive their initial vaccinations and may need booster.

Q: Do you know if this dog/cat is good with other dogs/cats or with kids?

A: We can never be absolutely certain of that, especially if the animal came in as a stray or if the previous owner did not give us that information.

Q: Can I take the dog/cat out of the cage to see how it reacts towards my child and me?

A: Yes, you can if the animal is available for adoption to the general public and under the guidance of a volunteer or staff member.

Q: Can I adopt this animal today and pick it up in a few days?

A: Only under certain circumstances and only with prior approval from the Shelter Manager. (We typically like to discourage this because animal shelters are not boarding kennels)

Q: Can I take this animal home for a trial period before I decide if I want to adopt it?

A: No. In order to take it home, you must first adopt it. The department has a 15-day exchange period for another animal, but not for a refund.

Q: Who do I see if I want to volunteer here?

A: Inquire at the front office and ask them about volunteer opportunities and for an application.

Q: Do you have a website address?

A: Yes, the address is <http://animalcare.lacounty.gov>

Q: Do you have available animals listed on your website?

A: Yes, we also show lost-and-found animals, as well as all of the dogs/cats/rabbits at our six animal care centers. The website also lists the locations and phone numbers of all of our animal care centers.



# SPAYING and NEUTERING

The reality is that there are more dogs and cats than there are good homes. Did you know that two adult cats and their surviving offspring can produce over 80,000,000 cats over a ten year period according to the Humane Society of the United States?!? Through education and legislation, pet over-population can be reduced, but it will require everyone's participation. By spaying and neutering every pet that we adopt, we help to prevent additional unwanted animals.

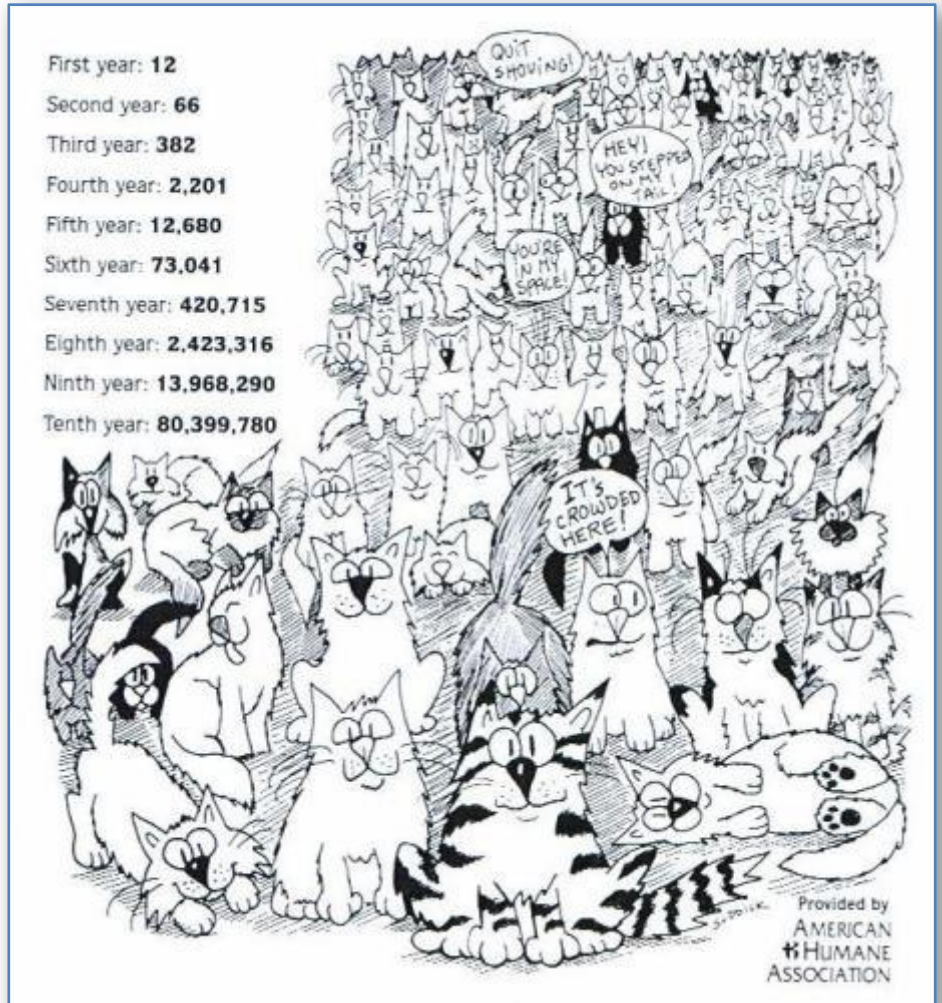
Despite aggressive community education, many myths still surround spaying and neutering. As a volunteer, you may be called upon during your service to help dispel some of these myths. Here is just a sampling:

**MYTH:** My pet will get fat and lazy.

**FACT:** The truth is that most pets get fat and lazy because their owners feed them too much and don't provide them with enough exercise.

**MYTH:** It's better to allow the pet to have one litter first.

**FACT:** Medical evidence supports just the opposite. In fact, the evidence shows that many veterinarians now sterilize dogs and cats as young as eight weeks of age. Check with your veterinarian about the appropriate time for these procedures.



MYTH: I don't want my male dog (or cat) to feel less of a male.

FACT: Dogs and cats do not have any concept of sexual identity or ego. Neutering will not change a pet's basic personality. He doesn't suffer any kind of emotional reaction or identity crisis when neutered.

MYTH: Spaying and neutering is too expensive.

FACT: Spaying and neutering is a relatively small cost when compared to all of the benefits. Furthermore, it is a bargain compared to the cost of allowing your pet to have a litter and ensuring the health of the mother and the litter; two months of pregnancy and another two months of nursing can add up to significant veterinary bills and food costs, especially if complications develop. Most importantly, it is a very small price to pay for the health of your pet and the prevention of the births of unwanted animals.

MYTH: I'll find homes for all of the puppies/kittens.

FACT: You may find homes for your pet's litter; but, each time you find a home means one less home for the dogs and the cats in the animal shelters that need homes. Also, in less than one year's time, each of your pet's offspring may have its own litter, adding even more animals to the already overcrowded pet population. The problem of pet overpopulation is created and perpetuated one litter at a time.

#### BENEFITS TO SPAYING/NEUTERING YOUR PET

1. Helps pet to live longer and healthier.
2. Can eliminate or reduce the incidence of a number of health problems that can be very difficult or expensive to treat.
3. Spaying eliminates the possibility in female animals of uterine or ovarian cancer and greatly reduces the incidence of breast cancer, particularly when your pet is spayed before the first heat cycle.
4. Neutering eliminates testicular cancer and decreases the incidence of prostate disease.
5. Neutering cats makes them less likely to spray and mark their territories.
6. Spaying a dog or cats eliminates her heat cycle. In dogs the heat cycle is between 6-12 days twice a year. In cats it is 6-7 days three or more times a year.
7. Spaying and neutering can make pets less likely to bite.
8. Neutered pets are less likely to roam the neighborhood, run away, get into fights, or hit by a car.
9. Spaying and neutering your pet is a small cost with big benefits to your pet and to the community.

# EUTHANASIA PROCESS

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Euthanasia is the most difficult aspect of animal welfare work. While it is the hope that every animal is placed in a new and loving home, this is not a reality. Every year, our six animal care centers receive over 90,000 animals. Some of the animals will be adopted; however some may be too sick, under-socialized, or sadly there are just not enough homes to go around. In these cases, the most humane option is euthanasia. This difficult process should be regarded with respect and compassion.

As a volunteer you will not be directly involved in this process. The decision to euthanize an animal is made by trained personnel. As a volunteer, please remember the following:

- Do not question or judge the personnel on duty who have to perform this task. Remember, it is difficult for them as well.
- Please don't criticize the shelter staff because they practice euthanasia. Inappropriate remarks can damage the shelter reputation and ultimately have a negative impact on animal adoptions and customer relations.
- If you have a question or need guidance, please feel free to ask. Finding support among staff and other volunteers is an important coping strategy – please utilize it. We all have felt the same way at one time or another. Remember, you are here because of your commitment and compassion to the animals. It is within that compassion you find strength to serve your four legged friends.



# THE RAINBOW BRIDGE



“Just this side of heaven is a place called Rainbow Bridge.

When an animal dies that has been especially close to someone here, that pet goes to Rainbow Bridge. There are meadows and hills for all our special friends so they can run and play together. There is plenty of food, water, and sunshine, and our friends are warm and comfortable.

All the animals who had been ill or old are restored to health and vigor; those who were hurt or maimed are made whole and strong again, just as we remember them in our dreams of days gone by.

The animals are happy and content, except for one small thing; they each miss someone very special to them, who had to be left behind.

They all run and play together, but the day comes when one suddenly stops and looks into the distance. His bright eyes are intent. His eager body quivers. Suddenly he begins to run from the group, flying over the green grass, his legs carrying him faster and faster.

You have been spotted, and when you and your special friend finally meet, you cling together in joyous reunion, never to be parted again. The happy kisses rain upon your face; your hands again caress the beloved head, and you look once more into the trusting eyes of your pet, so long gone from your life but never absent from your heart.

Then you cross Rainbow Bridge together....

Author unknown...

# ACHIEVING VOLUNTEER SUCCESS

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**UNDERSTANDING COMPASSION FATIGUE:** Compassion fatigue is the natural consequence of stress resulting from caring for and helping traumatized people or animals (Figley, 1933). Although not everyone will experience compassion fatigue, being aware of it and maintaining a healthy balance in your activities will help you ensure an enjoyable volunteer experience. Here are some helpful hints:

- ❖ **KNOW YOUR MOTIVATION:** Examine why you want to be a volunteer. Learning about the shelter environment ahead of time and establishing realistic expectations will help prepare you for an exciting volunteer opportunity in the animal welfare field.
- ❖ **TIME MANAGEMENT:** Some volunteer may put in 20 hours a week, while others only eight hours a month. Volunteer service is about quality not quantity. Not everyone can serve the same hours in this busy world. You are all making a valuable contribution. Start out slow and steadily, build up to more hours if you choose to. We love having you here, but want to ensure you will stay with us for years to come. Remember, taking care of yourself means you can take better care of the animals. We appreciate you and so do the animals.
- ❖ **KNOW YOUR LIMITATIONS:** Animal overpopulation can not be eliminated overnight. No one person can do it alone, but working together we can make a major impact on the community in which we live and work. Don't try to do everything yourself. Ask for a helping hand if you need it. Reaching out to staff and volunteers can be a valuable resource.
- ❖ **TAKE A BREAK:** Remember to take care of yourself. If you need a break to reenergize, do it. When you are back at you optimum, you will experience even greater satisfaction working with the staff, other volunteers and our shelter animals.
- ❖ **TRY VOLUNTEERING OFF-SITE:** Working in an animal shelter is not for everyone. Some volunteers can help the animals better by volunteering at off-site locations such as adoption or outreach events. If you are having a difficult time while visiting the animal shelter facility, please contact your SVL for an off-site option.
- ❖ **CONCLUSION:** you have just learned a tremendous amount of information about the Department of Animal Care & Control. The donation of service you provide is greatly appreciated and valued. This will be one of the most challenging and rewarding experiences of your life. Please feel free to ask questions or give constructive feedback on our presentation. Welcome aboard!

# UNDERSTANDING THE KENNEL CARD

**Kennel No: L306**

Animal ID: **A3343002**  
 Age /Sex: **1 YR M/N**  
 Breed: **LABRADOR RETR MIX**  
 Color: **BLACK**  
 Intake Date: **03/30/2005**  
 Intake Type: **STRAY**  
 Hold?: **NO**  
 Tag: **081552374**



M/N DOG

Health Problem    Under Treatment    Do Not Place  
 Micro Chip By: \_\_\_\_\_ Picture By: \_\_\_\_\_

<b>Vaccination</b>	<b>Date</b>	<b>Temperament</b>
<input type="checkbox"/> DHLPP	_____	Evaluation
<input type="checkbox"/> RABIES	_____	Date: _____
<input type="checkbox"/> FVCRPC	_____	Hissing: _____
<input type="checkbox"/> Bordetella [IN / SQ]	_____	Growling: _____
<input type="checkbox"/> Deworming	_____	Spitting: _____
<input type="checkbox"/> Other	_____	Pupils Dilated: _____
		Ears Flattened: _____
		Charges: _____
		Hides: _____

**Animal ID:** This is the animal's impound number.  
**Age/Sex:** The animal's age is usually an estimation. The sex will indicate if the animal is already altered or not.  
**Breed:** An animal's breed is usually a mix unless animal was surrendered by an owner who had AKC papers.  
**Intake Type:** Stray, Owner Surrender, etc. Hold? If no, animal may be available for adoption if past the stray period (4 days following impound date).





# VOLUNTEER JOB DESCRIPTIONS

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## ADMINISTRATIVE ASSISTANT (AA)

- Position:** ADMINISTRATIVE VOLUNTEER
- Objective:** To provide assistance to staff for daily administrative tasks as assigned.
- Supervisor:** Shelter Volunteer Liaison
- Duties:** Copy and collate paperwork  
Data entry  
Answer telephones  
Sort mail and assist with distribution  
Address and stuff envelopes  
Other duties as assigned
- Prerequisites:** Adhere to all volunteer rules and regulations  
Maintain confidentiality of information  
Professional, non-judgmental attitude  
Must be comfortable working in a busy office environment  
Must be reliable  
Must possess good people skills  
Follow written and verbal instructions and take supervision
- Training:** General shelter orientation  
Knowledge of animal adoption policies  
Job Specific training: 2 hours customer service procedures  
Basic safe animal handling techniques
- Shelter Scheduling Needs:** See Volunteer Manual
- Benefits:** Place unwanted animals in new homes  
Assist in the Department's Animal Placement goal  
Experience on-going training opportunities  
Attend annual volunteer recognition event  
Letter of recognition after a minimum of 200 hours of volunteer service

## ANIMAL ADOPTION SPECIALIST (AAS)

- Position:** ANIMAL ADOPTION SPECIALIST (Dogs/Cats)
- Objective:** To encourage and participate in the adoption of homeless animals
- Supervisor:** Shelter Volunteer Liaison
- Duties:** Guide prospective adopters of dogs and cats in choosing pets best suited for their families and lifestyles.
- Place follow-up phone calls to adopters to learn if the dog/cat is adjusting to its new home and to offer further advise on feeding, health care and training
- Prerequisites:**
- Adhere to all volunteer rules and regulations
  - Possess good people skills
  - Follow written and verbal instructions and take supervision
  - Able to work independently or with minimal supervision
  - Maintain a professional and non-judgmental attitude
  - Maintain confidentiality of sensitive information
  - Able to commit to a regular schedule consisting of a minimum of 12 hours per month
- Training:**
- General shelter orientation
  - Knowledge of animal adoption policies
  - Job Specific training: 2 hours customer service procedures
  - 20 hours of job-shadowing by shelter liaison
  - Basic safe animal handling techniques
- Shelter Scheduling Needs:** See Volunteer Manual
- Benefits:**
- Place unwanted animals in new homes
  - Assist in the Department's Animal Placement goal
  - Experience on-going training opportunities
  - Attend annual volunteer recognition event
  - Letter of Recognition after a minimum of 200 hours of service

**COMING SOON**

## ANIMAL SHELTER HOST (ASH)

Position:	SHELTER HOST
Objective:	To provide quality customer service to the visiting general public and to the support the staff.
Supervisor:	Shelter Volunteer Liaison
Duties:	Greet the visiting public and answer questions Assist visitors with lost & found information and updates Maintain the shelter's pet lost & found board Assist with various administrative duties
Prerequisites:	Adhere to all volunteer rules and regulations Possess good people skills Follow written and verbal instructions and take supervision Ability to work independently or with minimal supervision Maintain a professional, non-judgmental attitude Maintain confidentiality of sensitive information Ability to commit to a regular volunteer schedule consisting of providing a minimum of 12 hours per month
Training:	General shelter orientation Basic safe animal handling techniques Job Specific training: 2 hours customer service procedures 20 hours job-shadowing by shelter liaison
Scheduling:	Since public visiting hours change on different days of the week, scheduling will be discussed at the interview.
Benefits:	Opportunity to educate on responsible pet ownership. To help shelter animals become reunited with their owner. On-going training opportunities Annual volunteer recognition event Receive a letter of recommendation after 200 hours of service



## CAT COMPANION (CC)

**Position:** CAT COMPANION

**Objective:** Provide quality care for shelter cats and support the kennel staff by assisting with basic cage cleaning, cat care and socialization.

**Supervisor:** Shelter Volunteer Liaison

**Duties:** Basic cleaning and maintenance of shelter cat rooms  
Provide food and water  
Brush, play and socialize with shelter cats

**Prerequisites:** Adhere to all volunteer rules and regulations  
Follow written and verbal instructions and take supervision  
Able to work independently or with minimal supervision  
Possess good people skills  
Maintain confidentiality of sensitive information  
Willing to work in a feline environment  
Maintain a professional and non-judgmental attitude  
Ability to commit to a regular schedule consisting of providing a minimum of 12 hours per month

**Training:** General knowledge of shelter operations  
Basic safe cat handling techniques  
Job Specific training: 1 hour of basic cage cleaning  
1 hour cat care socialization techniques

**Shelter Scheduling Needs:** Since public visiting hours vary with different days of the week scheduling will be discussed at the interview.

**Benefits:** Opportunity to help cats feel safe in a shelter environment while waiting to be placed in a new home.  
On-going training  
Attend annual volunteer recognition event  
Receive a letter of recommendation after 200 hours of service  
Skills and knowledge for a career in animal care.



## COMMUNITY RELATIONS & PET OUTREACH (CRPO)

- Position:** COMMUNITY RELATIONS & PET OUTREACH
- Objective:** To promote the department at Community Relation events and pet outreach adoption programs.
- Supervisor:** Shelter Volunteer Liaison and/or Director of Volunteer Services
- Duties:** Provide department information at community events  
Assist with public relations activities as assigned  
Assist with the transportation and adoption of shelter animals to and from the community pet outreach programs.
- Prerequisites:** Adhere to all volunteer rules and regulations  
Possess good people skills  
Must follow written and verbal instruction and take supervision  
Ability to work independently or with minimal supervision  
Possess a professional and non-judgmental attitude  
Maintain confidentiality of sensitive information  
Possess strong interpersonal skills  
Be comfortable working and playing around animals
- Training:** General knowledge of shelter operations  
Basic safe animal handling techniques  
Job Specific training - 2 hours experience in community relations events and 3 hours experience of off-site pet adoption programs.
- Scheduling Needs:** Volunteer hours for this position vary, based on time and type of event. Scheduling will be discussed at the interview.
- Benefits:** Opportunity to be closely involved in promoting the department and finding new homes for shelter animals.  
Becoming part of the solution through educating the public  
On-going training opportunities  
Attend annual volunteer recognition event  
Receive a Letter of Recognition after 200 hours of service

**COMING SOON**

## DOG COMPANION (DC)

- Position:** DOG COMPANION
- Objective:** Provide quality care for shelter dogs and support for the kennel staff by assisting with basic kennel cleaning, feeding and animal socialization.
- Supervisor:** Shelter Volunteer Liaison
- Duties:** Assist the shelter staff in basic cleaning and maintenance  
Provide food and water  
Socialize shelter dogs by walking them on shelter property
- Prerequisites:** Adhere to all volunteer rules and regulations  
Willing to work in a kennel environment  
Follow written and verbal instruction and take supervision  
Able to work independently or with minimum supervision  
Maintain a professional and non-judgmental attitude  
Maintain confidentiality of sensitive information  
Ability to commit to a regular schedule consisting of providing a minimum of 12 hours per month  
Maintain a professional and non-judgmental attitude  
Possess good people skills
- Training:** General shelter orientation  
Basic safe animal handling techniques  
Job specific training  
4 hours of basic kennel cleaning  
1 hour of dog care and socialization techniques
- Benefits:** Opportunity to help animals feel safe, while waiting for adoption  
Providing dogs with walking exercise....and yourself too  
On-going training opportunities  
Attend annual volunteer recognition event  
Receive a letter of recommendation after 200 hours of service
- Note:** This position provides volunteers an excellent opportunity for those who might be considering a career with animals.

**COMING SOON**

**COMING SOON**

## FOSTER HOME CARE (FHC)

- Position:** FOSTER HOME CARE
- Objective:** To provide a temporary home for shelter animals that require special attention until they can be returned to the shelter for adoption.
- Supervisor:** Shelter Volunteer Liaison
- Duties:** With the agreement of the shelter manager, provide home care for special case animals until they can be returned to the shelter for adoption.  
Provide food, care and exercise  
Provide medication as needed to maintain good health
- Prerequisites:** Adhere to all volunteer rules and regulations  
Ability to follow fostering instructions precisely  
Complete and sign the Foster Pet Home Care form  
Must return the animal(s) to the shelter as requested  
Maintain confidentiality of sensitive information
- Training:** General shelter orientation  
Basic safe animal handling techniques  
Job Specific training  
One hour on pet care needs
- Benefits:** The opportunity to help shelter animals feel safe, while waiting for placement in a new and permanent home.  
On-going training throughout the year  
Attend annual volunteer recognition event  
Receive a Letter of Recognition after 200 hours of service

**COMING SOON**



## PET GROOMER (PG)

- Position:** GROOMER
- Objective:** Groom cats and dogs in preparation for adoption
- Supervisor:** Shelter Volunteer Liaison
- Duties:** Bathe and groom dogs and cats, under the direction of the kennel coordinator.
- Prerequisites:**
- Adhere to all volunteer rules and regulations
  - Must follow written and verbal daily instructions and take supervision
  - Ability to work independently or with minimal supervision
  - Maintain a professional and non-judgmental attitude
  - Maintain confidentiality of sensitive information
  - Ability to commit to a regular schedule consisting of a minimum 12 hours a month.
- Training:**
- General shelter orientation
  - Basic safe animal handling techniques
  - 10 hours with experienced groomer
- Shelter Scheduling Needs:** Scheduling needs for this position will be discussed at the volunteer interview.
- Benefits:**
- Opportunity to participate in the adoption process by ensuring adoptable animals are groomed and ready for adoption.
  - On-going training opportunities
  - Attend annual volunteer recognition event
  - Receive a Letter of Recognition after 200 hours of service



## PROFESSIONAL SERVICES (PS)

- Position:** PROFESSIONAL SERVICES VOLUNTEER
- Objective:** To enhance existing shelter services by providing professional knowledge and skills that will benefit the animals and the shelter.
- Supervisor:** Shelter Volunteer Liaison
- Duties:** Assignments to be determined by the shelter manager, based on skill level, professional training and area of need.
- Prerequisites:**
- Must provide professional certificate
  - Must follow instructions and take supervision
  - Maintain a professional and non-judgmental attitude
  - Maintain confidentiality of sensitive information
  - Abide by department rules and regulations
  - Adhere by all volunteer rules and regulations
  - Possess good people skills
- Training:** General knowledge of shelter operations
- Scheduling Need:** To be determined at the interview
- Benefits:**
- Opportunity to promote DACC animals and programs
  - On-going training opportunities
  - Receive a Letter of Recognition after 200 hours of service.
  - Attend annual volunteer recognition event
- Special Note:** This position is only available to those individuals who have a professional certificate or work experience. Examples include: Veterinarian, Registered Veterinary Technician, Animal Behaviorist, Dog Obedience Trainer, Website Designer or General Contractor

**COMING SOON**

**COMING SOON**

COUNTY OF LOS ANGELES  
DEPARTMENT OF ANIMAL CARE & CONTROL

# COMMON VOCABULARY TERMS

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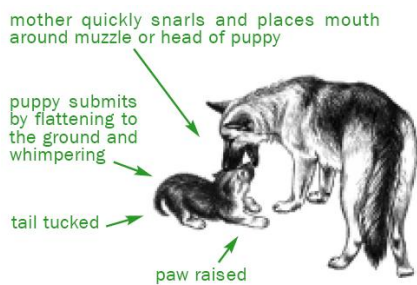
ACO	Animal Control Officer
ASA	Animal Shelter Aid
Bordatella	“Kennel Cough” dog vaccination (intra-nasal or injectable)
Chameleon	Shelter Computer System for kennel inventory
Chipped	Microchipped animal
DACC	Department of Animal Care & Control
DHLPP	Canine Distemper, Hepatitis, Leptospirosis, Parainfluenza, & Parvo (6-in-1)
DNPTS	Do Not Put to Sleep
DVM	Doctor of Veterinary Medicine
DVS	Director of Volunteer Services
DOA	Dead on Arrival
ETF	Emergency Treatment Form
F&G	California State Department of Fish & Game
FVRCP	Feline Viral Rhinotracheitis, Calicivirus, Chlamydia, & Panleukopenia (4-in-1)
HFPTI	Hold for Party Turning In
ID	Identification
K/C	Kennel Cough (Bordatella)
LACDACC	LA County Department of Animal Care & Control
N	Neuter (male animal)
OB	Observation
OBS	Observation for Animal Bite (Quarantine by Health Department)
OIC	Officer-In-Charge
OS	Owner Surrendered Animal
PHI	Public Health Inspector
PTS	Put to Sleep
P/U	Pick(ed) Up
Relink	Relinquished Animal by Owner
RTN	Return to Nature (release of indigenous wildlife)
RTO	Return(ed) to Owner
RV	Rabies vaccination (dogs and cats over 4 months old)
RVT	Registered Veterinary Technician
S	Spay (female animal)
SEAACA	South East Area Animal Control Authority
SM	Shelter Manager
SPCA	Society for the Prevention of Cruelty to Animals
SVL	Shelter Volunteer Liaison
TRI	Three colors (usually black, brown, and white)
TOPAL	Taken Off Property at Large
URI	Upper Respiratory Infection (dogs and cats)
VET	Veterinarian
VOL	Volunteer

X County unincorporated area  
ZIP Postal zip code  
Zone Field services area

# UNDERSTANDING ANIMAL BEHAVIOR

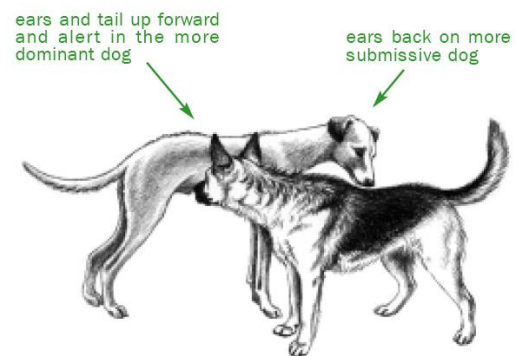
## DOG-TO-DOG COMMUNICATION

When dog meets dog, they signal their status in reaction to each other. Actions like raising a forepaw, looking away, licking or nudging at the other's muzzle or bowing with the forelegs are submissive gestures. Mounting, raising up stiffly on one's toes, or placing one's head over another's withers (the place where the neck meets the back) indicate the more dominate individual of that interaction.



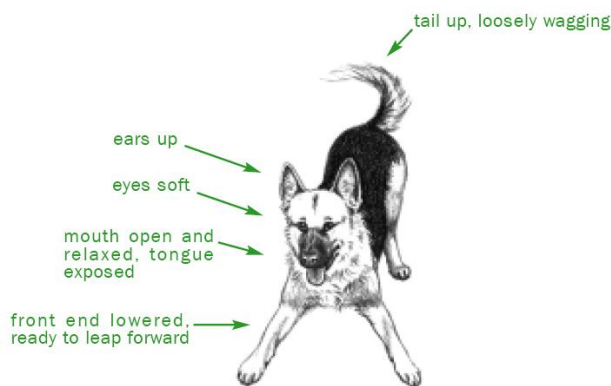
### MATERNAL CORRECTION

A mother dog will discipline a pup with a quick muzzle grasp. The pup learns to offer submissive body postures.



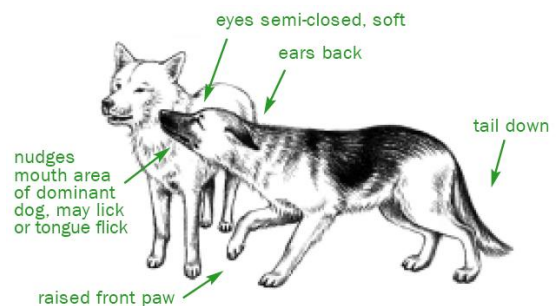
### GREETING POSTURE

Dogs sniff each other's genital region when greeting to gather information on sexual status.



### PLAY SOLICITATION

The play bow is a combination of dominant and submissive gestures. It is offered to invite another to play or as part of courtship behavior.

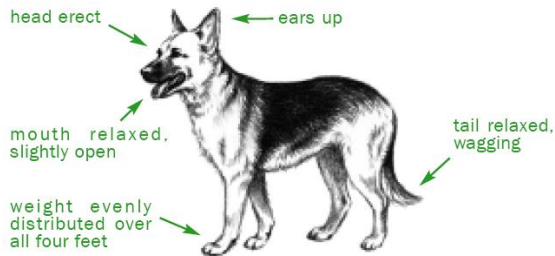


### GREETING BEHAVIOR

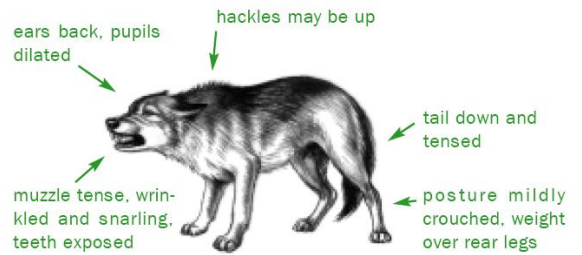
A submissive dog may greet a more dominant dog with a muzzle nudge as an appeasement (pacifying) gesture.

# READING CANINE BODY POSTURES

While dogs cannot speak, they do display their state via their body language. By taking careful note of ear position, pupil dilation, facial tension (particularly around the muzzle and forehead), tail carriage and body weight distribution, an observer can detect whether a dog is relaxed or fearful, or acting in a submissive or dormant manner toward the observer.

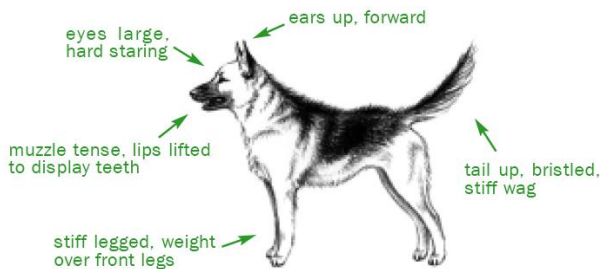


**NEUTRAL RELAXED**



**DEFENSIVE AGGRESSION**

When fearful, a dog will give warning signals to indicate he does not want to be approached. If unheeded, he will bite to protect himself.



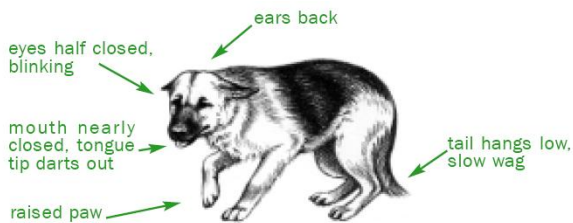
**AROUSAL**

This dog has been stimulated by something in his environment. When the dog is excited by something pleasurable, the hackles will be down and the tail will be carried a little lower and will loosely wag. The muzzle will be relaxed and the tongue may be seen. This posture may be displayed to subordinates in order to express higher ranking pack position.



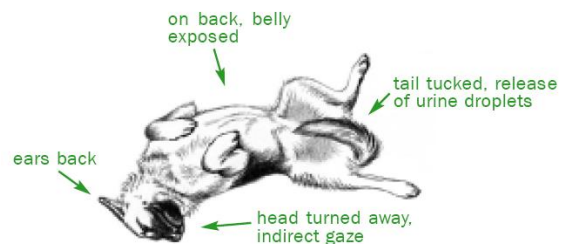
**AGGRESSIVE ATTACK**

This threatening posture is used to chase another away or, if need be, to attack in order to protect possessions, pack, or self.



**ACTIVE SUBMISSION**

This pacifying posture is used when a dog acknowledges another dog or human's higher social ranking, or to inhibit another's aggression.



**PASSIVE SUBMISSION**

Belling up indicates surrender, a pacifying gesture offered to a more dominant or aggressive individual.

## **APPENDIX C**

### **DIRECTORY OF ANIMAL EMERGENCY BOARDING OPTIONS**



## **APPENDIX D**

### **DIRECTORY OF OPERATIONAL AREA PRE-IDENTIFIED ANIMAL EMERGENCY SHELTERS**



- [About Us](#)
- [Request for Service](#)
- [Shelter Locations](#)
- [Adoptions](#)
- [Lost And Found](#)
- [Pet Licensing](#)
- [Spay & Neuter](#)
- [Pet Vaccinations](#)
- [Laws and Policies](#)
- [Living with Wildlife](#)
- [Pet Owner Info](#)
- [Animal Care Foundation](#)
- [Frequently Asked Questions](#)
- [Jobs/Volunteer Opportunities](#)

**Shelter Locations: Animal Shelter Directory**  
**Shelter Locations**



To find the animal shelter that provides service to your area you can look it up here:

If you know what shelter provides service to your area, you can look it up here:

**LA County:**  
**Agoura Shelter**  
 29525 Agoura Rd.  
 Agoura, CA 91301  
 (818) 991-0071



**Hours:**  
 Monday, Tuesday,  
 Thursday-Saturday 9 AM – 5 PM  
 Wednesday 9 AM – 7 PM  
 Closed Sundays and Holidays

**Directions:**  
 Exit the Ventura Freeway at Kanan Rd.  
 Go south to Agoura Rd.; turn right.

Proudly serving the cities/areas of:

- Agoura (County Area)
- Agoura Hills, City of
- Agoura Hills (County Area)
- Calabasas, City of
- Calabasas (County Area)
- Canoga Park (County Area)
- Chatsworth (County Area)
- Fernwood (County Area)
- Hidden Hills, City of
- Malibu, City of
- Malibu (County Area)
- Thousand Oaks, City of
- Topanga Canyon (County Area)
- Westlake Village, City of
- Woodland Hills (County Area)

[Back to Top](#)

**LA County:**  
**Baldwin Park Shelter**  
 4275 N. Elton  
 Baldwin Park, CA 91706  
 (626) 962-3577

**Hours:**  
 Monday – Thursday 12 PM – 7 PM



Friday and Saturday 10 AM – 5 PM  
Closed Sundays and Holidays

**Directions:**

Exit 605 Freeway at Ramona.  
Shelter is located off of Ramona, between  
Maine and Puente Ave.

Proudly serving the cities/areas of:

- Altadena (County Area)
- Arcadia (County Area)
- Azusa (County Area)
- Baldwin Park, City of
- Bassett (County Area)
- Bradbury, City of
- Brea (County Area)
- Charter Oak (County Area)
- Claremont (County Area)
- Covina, City of
- Covina (County Area)
- Diamond Bar (County Area)
- Duarte (County Area)
- El Monte, City of
- Glendora (County Area)
- Hacienda Heights (County Area)
- Industry, City of
- Irwindale, City of
- La Crescenta (County Area)
- La Puente, City of
- La Puente (County Area)
- La Verne (County Area)
- Monrovia (County Area)
- Montrose (County Area)
- Mt. Baldy (County Area)
- Pasadena (County Area)
- Rosemead, City of
- Rowland Heights (County Area)
- San Dimas (County Area)
- San Gabriel (County Area)
- South El Monte (County Area)
- South San Gabriel (County Area)
- Temple City (County Area)
- Valinda (County Area)
- Walnut, City of
- Walnut (County Area)
- West Covina, City of
- West Covina (County Area)

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LA County:  
**Carson  
Shelter**

216 W. Victoria St.  
Gardena, CA 90248  
(310) 523-9566



**Hours:**

Monday – Thursday 12 PM – 7 PM  
Friday and Saturday 10 AM – 5 PM  
Closed Sundays and Holidays

**Directions:**

Between Main & Broadway, 2 blocks south of  
91 Freeway. Please note: Victoria St. is the same as 190<sup>th</sup>  
St. The shelter has a Gardena mailing address.

Proudly serving the cities/areas of:

- Beverly Hills, City of

- Carson, City of
- Culver City, City of
- Culver City (County Area)
- El Camino Village (County Area)
- Gardena, City of
- Gardena (County Area)
- Harbor City (County Area)
- Inglewood, City of
- Ladera Heights (County Area)
- Lawndale (County Area)
- Lennox (County Area)
- Lomita, City of
- Los Angeles 90008 (County Area)
- Los Angeles 90043 (County Area)
- Los Angeles 90044 (County Area)
- Los Angeles 90047 (County Area)
- Los Angeles 90056 (County Area)
- Los Angeles 90061 (County Area)
- Marina Del Rey (County Area)
- Palos Verdes, City of
- Palos Verdes Estates, City of
- Rancho Palos Verdes, City of
- Rolling Hills, City of
- Rolling Hills (County Area)
- Rolling Hills Estates, City of
- Rolling Hills Estates (County Area)
- San Pedro (County Area)
- Torrance, City of
- Torrance (County Area)
- Universal Studios (County Area)
- West Hollywood, City of

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**LA County:  
Castaic  
Shelter**



31044 N. Charlie Canyon Rd.  
Castaic, CA 91384  
(661) 257-3191 or  
(818) 367-8065

Hours:  
Monday, Tuesday, Thursday – Saturday 9 AM – 5 PM  
Wednesday 9 AM – 7 PM  
Closed Sundays and Holidays

Directions:  
Take the 5 Freeway, exit on Parker Road and go east.  
Make right on Castaic Road merge onto Tapia Canyon  
Road and make a left on Charlie Canyon Road.

Proudly serving the cities/areas of:

- Acton (County Area)
- Agua Dulce (County Area)
- Bouquet Canyon (County Area)
- Canyon Country (City Area)
- Canyon Country (County Area)
- Castaic (County Area)
- Gorman (County Area)
- Green Valley (County Area)
- Kagel Canyon (County Area)
- Lang (County Area)
- Newhall (City Area)
- Newhall (County Area)
- San Fernando, City of
- San Fernando (County Area)
- Santa Clarita, City of
- Saugus (City Area)
- Saugus (County Area)
- Stevenson Ranch (County Area)

- Tujunga (County Area)
- Valencia (City Area)
- Valencia (County Area)

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LA County:  
**Downey  
Shelter**



11258 S. Garfield Ave.  
Downey, CA 90242  
(562) 940-6898

**Hours:**

Monday – Thursday 12 PM - 7 PM  
Friday and Saturday 10 AM - 5 PM  
Closed Sunday and Holidays

**Directions:**

**North - South**

Exit the Long Beach Freeway  
At Imperial Highway,  
Shelter is located on Garfield Ave.,  
One block South of Imperial,  
East of the Long Beach Freeway.

**East - West**

Exit the Glen Anderson Freeway (105) at Garfield,  
Go North on Garfield to shelter.

Proudly serving the cities/areas of:

- Alhambra, City of
- Artesia, City of
- Bell, City of
- Cerritos (County Area)
- City Terrace (ELA County Area)
- Compton, City of
- Compton (County Area)
- Cudahy, City of
- East Los Angeles 90022 (County Area)
- East Los Angeles 90023 (County Area)
- East Los Angeles 90063 (County Area)
- Florence/Firestone (County Area)
- Hawaiian Gardens, City of
- La Habra Heights, City of
- La Habra Heights (County Area)
- La Mirada, City of
- Los Angeles 90001 (County Area)
- Los Angeles 90002 (County Area)
- Los Angeles 90032 (County Area)
- Lynwood, City of
- Maywood, City of
- Walnut Park (County Area)
- Whittier, City of
- Whittier (County Area)

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LA County:  
**Lancaster  
Shelter**



5210 W. Ave. I  
Lancaster, CA 93536  
(661) 940-4191

**Hours:**

Monday – Thursday 12:00 PM – 7 PM  
Friday – Saturday 10:00 AM – 5:00 PM  
Closed Sundays and Holidays

**Directions:**

Exit 14 Freeway at Ave. I,  
Go West to shelter.

Proudly serving the cities/areas of:

- Lake Elizabeth (County Area)
- Lake Hughes (County Area)
- Lake Los Angeles (County Area)
- Lancaster, City of
- Lancaster (County Area)
- Leona Valley (County Area)
- Llano (County Area)
- Palmdale, City of
- Palmdale (County Area)
- Pearblossom (County Area)
- Quartz Hill (County Area)
- Valyermo (County Area)

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### **Additional Shelters in Southern California Courtesy of Los Angeles County Animal Care & Control**

spcaLA 12910 Yukon Ave.  
Hawthorne, CA 90250  
(310) 676-1149

- Lawndale

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spcaLA 7700 E. Spring St.  
Long Beach, CA 90815  
(562) 570-SPCA or (562) 570-7722

This shelter has many animals for adoption.

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LA City: East Valley 14409 Vanowen St.  
Van Nuys, CA 91405  
(888) 4LA-PET1 or  
(888) 452-7381

- Arleta
- Lakeview Terrace
- Mission Hills
- North Hollywood
- Pacoima
- Panorama City
- Shadow Hills
- Sherman Oaks
- Studio City
- Sun Valley
- Sunland
- Toluca lake

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LA City: Harbor Area 957 N. Gaffey St.  
San Pedro, CA 90731  
(888) 4LA-PET1 or  
(888) 452-7381  
Fax: 310-548-7428

- Harbor Gateway
- San Pedro (City Area)
- Wilmington

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LA City: West LA

11950 Missouri Ave.  
West Los Angeles, CA 90025  
(888) 4LA-PET1 or  
(888) 452- 7381

- Bel Air
- Brentwood
- Century City
- Hollywood
- Mount Olympus
- Pacific Palisades
- Playa del Rey
- Venice
- Westchester
- Westwood

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LA City: North Central

3201 Lacy St.  
Los Angeles, CA 90031  
(888) 4LA-PET1 or  
(888) 452-7381

- Atwater Village
- Boyle Heights
- Chinatown
- Cypress Park
- Eaglerock
- El Sereno
- Glassell Park
- Hancock Park
- Highland Park
- Lincoln Heights
- Los Feliz
- Montecito Heights
- Mount Washington
- North Hills
- Silver Lake

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LA City: South Central

3320 W. 36<sup>th</sup> St.  
Los Angeles, CA 90018  
(888) 4LA-PET1  
(888) 452-7381

- Athens
- Baldwin Hills
- Crenshaw
- Hyde Park
- Jefferson Park
- Korea Town
- Leimert Park

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LA City: West Valley

20655 Plummer St.  
Chatsworth, CA 91311  
(888) 4LA-PET1 or  
(888) 452-7381

- Beverly Glen
- Canoga Park

- Chatsworth
- Encino
- Fox Hills
- Granada Hills
- Northridge
- Reseda
- Tarzana
- West Hills
- Woodland Hills

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Bellflower Animal Control (562) 804-1424

- Bellflower

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Burbank Animal Shelter 1150 N. Victory Place  
Burbank, CA 91502

(818) 238-3340

- Burbank

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City of Commerce (323) 722-4805 ext. 236

- City of Commerce

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Duarte Animal Control (626) 357-7938

- City of Duarte

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Glendale Humane Society 717 W. Ivy St.  
Glendale, CA 91204  
(818) 242-1128

- Glendale

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Glendora Animal Control (626) 914-8275

- Glendora

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Hermosa Beach Animal Control / Police Department (310) 318-0360

- Hermosa Beach

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Huntington Park Animal Control (323) 582-6161

- Huntington Park

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Inland Valley Humane Society 500 Humane Way  
Pomona, CA 91766



(909) 623-9777

- Chino
- Chino Hills
- Claremont
- Diamond Bar
- La Verne
- Montclair
- Ontario
- Pomona
- San Dimas

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Long Beach Animal Control

7700 E. Spring St.  
Long Beach, CA 90815  
(562) 570-7387

- Belmont Shore
- Cerritos
- Lakewood
- Long Beach
- Los Altos
- Naples
- Signal Hill

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Manhattan Beach Animal Control

(310) 545-5621

- Manhattan Beach

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Monterey Park Animal Control

(626) 307-1201 or (626) 307-1217

- Monterey Park

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Orange County Animal Control

561 City Drive South  
Orange, CA 92668  
(714) 935-6848

- Anaheim
- Brea
- Capistrano
- Cypress
- Fountain Valley
- Fullerton
- Huntington Beach
- La Palma
- Los Alamitos
- Orange
- Placentia

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Pasadena Humane Society

361 S. Raymond Ave.  
Pasadena, CA 91105  
(626) 792-7151

- Arcadia
- La Canada
- Pasadena
- San Marino
- Sierra Madre
- South Pasadena

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Santa Monica Animal Shelter

1640 9<sup>th</sup> St.  
Santa Monica, CA 90401  
(310) 458-8594

- Santa Monica

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San Gabriel Humane Society

851 E. Grand Ave.  
San Gabriel, CA 91776  
(626) 286-1159

- Azusa
- Monrovia
- Monterey Park
- San Gabriel
- Temple City

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South East Area Animal Control  
Authority (SEAACA)

9777 Seaaca St.  
Downey, CA 90241  
(562) 803-3301

- Bell Gardens
- Bellflower
- Downey
- Lakewood
- Montebello
- Norwalk
- Paramount
- Pico Rivera
- Santa Fe Springs
- South El Monte
- South Gate
- Vernon

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Temple City Animal Control

(626) 285-7187

- Temple City

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**VETERINARY PUBLIC HEALTH  
ASSESSMENT FORM FOR ANIMAL SHELTERS**  
For Rapid Assessment of Animal Shelter Conditions during Disasters  
~~~~ DRAFT ~~~~

**I. ASSESSING AGENCY DATA**

<sup>1</sup>Agency /Organization Name \_\_\_\_\_ Veterinary Public Health and Rabies Control Program \_\_\_\_\_  
<sup>2</sup>Assessor Name/Title \_\_\_\_\_ Immediate Needs Identified:  Yes  No \_\_\_\_\_  
<sup>3</sup>Phone \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ <sup>4</sup>Email or Other Contact \_\_\_\_\_

**II. FACILITY TYPE, NAME AND CENSUS DATA**

<sup>5</sup>Shelter Type  Fixed Shelter  Other/Temporary \_\_\_\_\_ <sup>6</sup>ARC Facility  Yes  No <sup>7</sup>ARC Code \_\_\_\_\_  
<sup>8</sup>Date Shelter Opened \_\_\_/\_\_\_/\_\_\_ (mm/dd/yr) <sup>9</sup>Date Assessed \_\_\_/\_\_\_/\_\_\_ (mm/dd/yr) <sup>10</sup>Time Assessed \_\_\_:\_\_\_:\_\_\_  am  pm  
<sup>11</sup>Reason for Assessment  Preoperational  Initial  Routine  Disaster/Incident \_\_\_\_\_  
<sup>12</sup>Location Name and Description \_\_\_\_\_  
<sup>13</sup>Street Address \_\_\_\_\_  
<sup>14</sup>City / County \_\_\_\_\_ <sup>15</sup>State \_\_\_ <sup>16</sup>Zip Code \_\_\_\_\_ <sup>17</sup>Latitude/Longitude \_\_\_\_\_ / \_\_\_\_\_  
<sup>18</sup>Facility/Shelter Manager Contact / Title \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
<sup>19</sup>Phone \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ <sup>20</sup>Fax \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ <sup>21</sup>E-mail or Other Contact \_\_\_\_\_  
<sup>22</sup>Current Census (dogs) \_\_\_\_\_ <sup>23</sup>Est. Capacity (dogs) \_\_\_\_\_  
<sup>24</sup>Current Census (cats) \_\_\_\_\_ <sup>25</sup>Est. Capacity (cats) \_\_\_\_\_  
<sup>26</sup>Current Census (other) \_\_\_\_\_ <sup>27</sup>Est. Capacity (other) \_\_\_\_\_ <sup>28</sup>If other, list species \_\_\_\_\_  
<sup>29</sup>No. of Certified Staff / Volunteers \_\_\_\_\_ / \_\_\_\_\_

**III. FACILITY**

<sup>30</sup>Structural damage, broken glass  Yes  No  Unk/NA  
<sup>31</sup>Security / law enforcement available  Yes  No  Unk/NA  
<sup>32</sup>Water system operational  Yes  No  Unk/NA  
<sup>33</sup>Hot water available  Yes  No  Unk/NA  
<sup>34</sup>HVAC system operational  Yes  No  Unk/NA  
<sup>35</sup>Adequate ventilation, Air Quality  Yes  No  Unk/NA  
<sup>36</sup>Adequate space per animal  Yes  No  Unk/NA  
<sup>37</sup>Free of injury /occupational hazards  Yes  No  Unk/NA  
<sup>38</sup>Free of pest / vector issues  Yes  No  Unk/NA  
<sup>39</sup>Acceptable level of cleanliness  Yes  No  Unk/NA  
<sup>40</sup>Power available  Yes  No  Unk/NA  
<sup>41</sup>Generator in use, <sup>42</sup>If yes, Type \_\_\_\_\_  Yes  No  Unk/NA  
<sup>43</sup>Indoor temperature \_\_\_\_\_ °F  Unk/NA

**IV. FOOD (address human issues if co-location shelter)**

<sup>44</sup>Food prep/serving area for people  Yes  No  Unk/NA  
<sup>45</sup>Food prep/serving area separate from pets?  Yes  No  Unk/NA  
<sup>46</sup>Hand-washing facilities available  Yes  No  Unk/NA  
<sup>47</sup>Is pet food stored appropriately?  Yes  No  Unk/NA  
<sup>48</sup>Source of pet food (donor) \_\_\_\_\_  
<sup>49</sup>Dog food, quantity dry food \_\_\_\_\_  
<sup>50</sup>Dry dog food source \_\_\_\_\_  
<sup>51</sup>Dog food, quantity canned food \_\_\_\_\_  
<sup>52</sup>Canned dog food source \_\_\_\_\_  
<sup>53</sup>Cat food, quantity dry food \_\_\_\_\_  
<sup>54</sup>Dry cat food source \_\_\_\_\_  
<sup>55</sup>Cat food, quantity canned food \_\_\_\_\_  
<sup>56</sup>Canned cat food source \_\_\_\_\_  
<sup>57</sup>Other pet food \_\_\_\_\_ qly \_\_\_\_\_

**V. DRINKING WATER**

<sup>58</sup>Adequate water supply for animals  Yes  No  Unk/NA  
<sup>59</sup>Safe water source (bottled water, water buffalo?)  Yes  No  Unk/NA

**VIII. SOLID WASTE GENERATED**

<sup>71</sup>Adequate number of pet waste receptacles  Yes  No  Unk/NA  
<sup>72</sup>Liners in trash bins  Yes  No  Unk/NA  
<sup>73</sup>Cat litter boxes available  Yes  No  Unk/NA  
<sup>74</sup>Appropriate storage  Yes  No  Unk/NA  
<sup>75</sup>Sufficient cat litter, doggy bags, pee pads  Yes  No  Unk/NA  
<sup>76</sup>Appropriate handling of all waste  Yes  No  Unk/NA

**IX. ANIMAL INTAKE**

<sup>77</sup>Intake table (pet ID, crate ID, photo of pet/owner)  Yes  No  Unk/NA  
<sup>78</sup>Animal Control present? Who? \_\_\_\_\_  Yes  No  Unk/NA  
<sup>79</sup>Is information on each animal complete?  Yes  No  Unk/NA  
<sup>80</sup>Guidelines provided to pet owners sheltered  Yes  No  Unk/NA  
<sup>81</sup>Leash provided to pet owner at check in, if needed  Yes  No  Unk/NA  
<sup>82</sup>Adequate staff required for registering, admitting, and care of animals  Yes  No  Unk/NA  
<sup>83</sup>Staff certified/trained for this purpose  Yes  No  Unk/NA

**X. SLEEPING AREA / BILLETING**

(address human issues if co-location shelter)

<sup>84</sup>Adequate number of cots/beds/mats  Yes  No  Unk/NA  
<sup>85</sup>Adequate supply of towels  Yes  No  Unk/NA  
<sup>86</sup>Clean kennels, runs, enclosures  Yes  No  Unk/NA  
<sup>87</sup>Adequate spacing, species separated?  Yes  No  Unk/NA  
<sup>88</sup>Acceptable level of cleanliness  Yes  No  Unk/NA  
<sup>89</sup>Are pets allowed to sleep with owners  Yes  No  Unk/NA  
<sup>90</sup>If owners/pets co-located, are they 8' spacing between owner/pet groups  Yes  No  Unk/NA

**XI. COMPANION ANIMALS**

<sup>91</sup>Companion animals present  Yes  No  Unk/NA  
<sup>92</sup>Animal care available (DVM, RVT, ACO, client)  Yes  No  Unk/NA  
<sup>93</sup>Designated animal area  Yes  No  Unk/NA  
<sup>94</sup>Acceptable level of cleanliness  Yes  No  Unk/NA

**XII. OTHER CONSIDERATIONS**

<sup>95</sup>Are owners and pets sheltered in same area  Yes  No  Unk/NA  
<sup>95</sup>Are floors protected with plastic wrap?  Yes  No  Unk/NA



DATE VIOLATIONS CORRECTED

# ANIMAL FACILITY INSPECTION REPORT

COUNTY OF LOS ANGELES + DEPARTMENT OF ANIMAL CARE AND CONTROL  
http://animalcontrol.lacounty.info

See attached pages for documentation as to the exact nature of the violation(s) observed at the time of inspection.

 No violations observed at the time of inspection. Complaint allegations not observed at time of inspection.**SECTION I**

(Point Value – 11 points for violations in each category)

POINTS DEDUCTED

| HOUSING FACILITIES   |                                                                | MEDICAL CARE / HEALTH       |                                                        |
|----------------------|----------------------------------------------------------------|-----------------------------|--------------------------------------------------------|
| 1.                   | Incompatible animals housed together or in direct proximity    | 16.                         | Isolation – sick / injured animals housed with healthy |
| 2.                   | Housing facilities are in disrepair – immediate risk           | 17.                         | Animals with irremediable / serious suffering          |
| 3.                   | Facility is seriously overcrowded – needs immediate correction | 18.                         | Animals with zoonotic diseases / public contact        |
| 4.                   | Ventilation / air quality – causes breathing difficulties      | 19.                         | Untreated illness / injury                             |
| 5.                   | Ambient temperature – excessive heat or cold causing risk      | 20.                         | Seriously underweight animals                          |
| 6.                   | Primary enclosures insufficient for normal posture             | 21.                         | Causing unfit animals to work                          |
| 7.                   | Lack of shelter – high risk                                    | <b>SANITATION</b>           |                                                        |
| 8.                   | Lighting insufficient to properly clean / inspect              | 22.                         | Filthy – immediate risk                                |
| <b>FOOD</b>          |                                                                | 23.                         | No cleaning supplies and / or materials                |
| 9.                   | No food available                                              | 24.                         | Waste disposal system absent or broken                 |
| 10.                  | Food is spoiled                                                | 25.                         | Excessive vermin infestation – immediate risk          |
| 11.                  | Perishable food improperly stored – high risk                  | 26.                         | Excessive clutter – impossible to sanitize             |
| <b>WATER</b>         |                                                                | <b>SAFETY / SECURITY</b>    |                                                        |
| 12.                  | No water available                                             | 27.                         | Dangerous animals at risk of escape                    |
| 13.                  | Water is contaminated                                          | 28.                         | Dangerous animals available for public contact         |
| <b>ANIMAL SAFETY</b> |                                                                | 29.                         | Lack of or insufficient fire repression system         |
| 14.                  | Animal injured or died due to act or omission                  | 30.                         | Predatory animals can readily gain access to animals   |
| 15.                  | Hazardous environment / equipment                              | <b>EUTHANASIA PRACTICES</b> |                                                        |
|                      |                                                                | 31.                         | Use of non-approved methods of euthanasia              |

**SECTION II**

(Point Value – 6 points for violations in each category)

POINTS DEDUCTED

| HOUSING FACILITIES   |                                                                   |                                    |                                                                                     |
|----------------------|-------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------|
| 32.                  | Housing facilities are in disrepair – moderate risk               | 51.                                | Dirty – moderate risk                                                               |
| 33.                  | Facility is overcrowded – moderate risk                           | 52.                                | Waste disposal system insufficient                                                  |
| 34.                  | Ventilation is stagnant – moderate risk                           | 53.                                | Moderate vermin infestation                                                         |
| 35.                  | Ambient temperature – moderate risk                               | 54.                                | Moderate clutter – impeding sanitation                                              |
| 36.                  | Insufficient shelter – moderate risk                              | <b>SAFETY / SECURITY</b>           |                                                                                     |
| 37.                  | Lighting poor – difficult to properly clean / inspect             | 55.                                | Non-dangerous animals at risk of escape                                             |
| 38.                  | Housed primarily on wire floor (dog breeders H&S 122065.5)        | 56.                                | Lack of emergency evacuation and / or plan                                          |
|                      |                                                                   | 57.                                | Predatory animals can gain access to animals – moderate risk                        |
| <b>FOOD</b>          |                                                                   | 58.                                | Failure to provide proper notification by traveling circus / carnival (H&S 25989.1) |
| 39.                  | Not nutritionally sufficient for age, species, or other condition | <b>OPPORTUNITY FOR EXERCISE</b>    |                                                                                     |
| 40.                  | Perishable food improperly stored – moderate risk                 | 59.                                | Animals housed 24 hours not exercised daily                                         |
| <b>WATER</b>         |                                                                   | 60.                                | Primary enclosure insufficient for daily housing                                    |
| 41.                  | Large number of animals without water                             | 61.                                | Display of stereotypical behavior from cage stress                                  |
| 42.                  | Water in danger of contamination                                  | 62.                                | Adequate socialization (dog breeders H&S 122065(e))                                 |
| 43.                  | Water receptacles damaged / incapable of proper disinfection      | <b>PRESENCE OF ILLEGAL ANIMALS</b> |                                                                                     |
| <b>ANIMAL SAFETY</b> |                                                                   | 63.                                | Turtles with a carapace length of less than four (4) inches (CCR 2612.1)            |
| 44.                  | Ill and / or injured animals without treatment / moderate risk    | 64.                                | Dyed live chicks, rabbits, ducklings, other fowl (PC 599)                           |
| 45.                  | Isolation facilities inadequate – moderate risk                   | 65.                                | Sale or gift of live chicks, rabbits, ducklings or other fowl (PC 599)              |
| 46.                  | Moderately underweight animals                                    | 66.                                | Dogs under 8 weeks (H&S 122155(b))                                                  |
| 47.                  | Animals with zoonotic disease / staff access                      | 67.                                | Animals prohibited by F&G, USFWS, USDA, etc.                                        |
| 48.                  | Lack of access to veterinarian with species specific training     |                                    |                                                                                     |
| <b>SANITATION</b>    |                                                                   |                                    |                                                                                     |
| 49.                  | Greater than 24-hour accumulation of feces / waste                |                                    |                                                                                     |
| 50.                  | Animal housing cannot be readily sanitized                        |                                    |                                                                                     |

**SECTION III**

(Point Value – 2 points for violations in each subcategory)

POINTS DEDUCTED

| HOUSING FACILITIES |                                                       | FOOD         |                                                     |
|--------------------|-------------------------------------------------------|--------------|-----------------------------------------------------|
| 68.                | Some disrepair – low risk                             | 72.          | Uncovered food receptacles                          |
| 69.                | Poor ambient temperature – low risk                   | <b>WATER</b> |                                                     |
| 70.                | Insufficient shelter – low risk                       | 73.          | Several animals without water and displaying thirst |
| 71.                | Lack of resting boards (dog breeders – H&S 122065(d)) |              |                                                     |

SCORE

GRADE

INSPECTION # 1 2 3 OTHER

INSPECTION DATE:

COMPLIANCE DATE:

FILE #:

RECEIPT #:

PHONE #:

PHONE #:

GRADE CARD TO BE POSTED AT:

TYPE OF OPERATION: DK CK PS GP AM AE AD WA MP

KENNEL VETERINARIAN NAME:

ADDRESS:

TELEPHONE #:

GIVEN:  YES  NO

BUSINESS / NAME:

ADDRESS #:

OWNER:

ADDRESS #:

|                                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------|-----|-----------------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------------------|--|--|-----------------|
| APPROVAL:                                                                                                                                 | INSPECTING OFFICER:                                                  | SUPERVISOR: | GAVE REGULATIONS: <input type="checkbox"/> | DENIAL:                                                                                                                                                                                                                                                                         | BADGE #:                                                                            | DATE: | <b>MEDICAL CARE / HEALTH</b>                                                      |                                                                      | 77. | Failure to have present or on-call veterinarian – rodeos (PC 596.7 b) |                                           |                                                                 |  |  |                 |
|                                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       | 74.                                                                               | Ectoparasites / Endoparasites                                        |     |                                                                       |                                           |                                                                 |  |  |                 |
|                                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       | 75.                                                                               | Slightly underweight animals                                         | 78. | Failure to have conveyance available for injured animals              |                                           |                                                                 |  |  |                 |
|                                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       | 76.                                                                               | Ill animals, minor injuries – low risk                               |     |                                                                       |                                           |                                                                 |  |  |                 |
|                                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      | 79. | Cobwebs                                                               |                                           |                                                                 |  |  |                 |
|                                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      | 80. | Some vermin infestation – low                                         |                                           |                                                                 |  |  |                 |
|                                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       | <b>SECTION IV</b><br>(Points Value – 2 points for violations in each subcategory) |                                                                      |     |                                                                       |                                           |                                                                 |  |  | POINTS DEDUCTED |
|                                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       | <b>CONSUMER PROTECTION (RETAIL PET SALES)</b>                                     |                                                                      |     |                                                                       | <b>CONSUMER PROTECTION (DOG BREEDERS)</b> |                                                                 |  |  |                 |
|                                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       | 81.                                                                               | Dog / Cat Source, Age, and Health Information Statement (H&S 122140) |     |                                                                       | 88.                                       | Disclosure to Purchaser (H&S 122050)                            |  |  |                 |
|                                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       | 82.                                                                               | Written Notice of Purchaser's Rights (H&S 122190)                    |     |                                                                       | 89.                                       | Records on Health, Status, and Disposition of Dogs (H&S 122055) |  |  |                 |
| 83.                                                                                                                                       | Written Records – Dog and Cat (H&S 122145)                           |             |                                            | 90.                                                                                                                                                                                                                                                                             | Written Notice of Purchaser's Rights (H&S 122100)                                   |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| 84.                                                                                                                                       | Disclosure on Cage (H&S 122215)                                      |             |                                            | <b>REQUIRED POSTINGS / INFORMATION</b>                                                                                                                                                                                                                                          |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| 85.                                                                                                                                       | Information Available for Prospective Purchaser Of Dogs (H&S 122220) |             |                                            | 91.                                                                                                                                                                                                                                                                             | Posting of emergency contact information (County Code Title 10 Section 10.40.010 E) |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| 86.                                                                                                                                       | Posting of Notice – Registration (H&S 122305, 122310)                |             |                                            | 92.                                                                                                                                                                                                                                                                             | Required rodeo reporting information (County Code 10.39.010)                        |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| 87.                                                                                                                                       | Turtles- CCR 2612.1                                                  |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
|                                                                                                                                           | a. Posted sign                                                       |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
|                                                                                                                                           | b. Sales slip                                                        |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| County Ordinances are available at: <a href="http://ordlink.com/codes/lacounty/index.htm">http://ordlink.com/codes/lacounty/index.htm</a> |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| <b>SCORE/GRADE</b>                                                                                                                        |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| SCORE: (deductions) Section I: _____                                                                                                      |                                                                      |             |                                            | <b>GRADE: Final Score: (100 – Total Points Deducted) =</b><br><input type="checkbox"/> A (90-100) <input type="checkbox"/> B (80-89) <input type="checkbox"/> C (70-79) <input type="checkbox"/> Score (<70)<br><br>FINAL SCORE/ GRADE TO BE ENTERED ON PAGE ONE OF THIS REPORT |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| Section II: _____                                                                                                                         |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| Section III: _____                                                                                                                        |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| Section IV: _____                                                                                                                         |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| Total: _____                                                                                                                              |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| <input type="checkbox"/> OTC Issued                                                                                                       |                                                                      |             |                                            | Reinspection Date                                                                                                                                                                                                                                                               |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |
| <b>COMMENTS</b>                                                                                                                           |                                                                      |             |                                            |                                                                                                                                                                                                                                                                                 |                                                                                     |       |                                                                                   |                                                                      |     |                                                                       |                                           |                                                                 |  |  |                 |

**ANIMAL LISTING**

| DOG BREED | NO. | DOG BREED | NO. | CAT BREED | NO. | CAT BREED | NO. | FOWL/BIRDS | NO. | EXOTIC | NO. |
|-----------|-----|-----------|-----|-----------|-----|-----------|-----|------------|-----|--------|-----|
|           |     |           |     |           |     |           |     |            |     |        |     |
|           |     |           |     |           |     |           |     |            |     |        |     |
|           |     |           |     |           |     |           |     |            |     |        |     |
|           |     |           |     |           |     |           |     |            |     |        |     |
|           |     |           |     |           |     |           |     |            |     |        |     |
|           |     |           |     |           |     |           |     |            |     |        |     |
| TOTAL     |     | TOTAL     |     | TOTAL     |     | TOTAL     |     | TOTAL      |     | TOTAL  |     |

|                      |                      |
|----------------------|----------------------|
| DOGS OVER 4 MONTHS   | CATS OVER 4 MONTHS   |
| DOGS UNDER 4 MONTHS  | CATS UNDER 4 MONTHS  |
| # OF DOGS VACCINATED | # OF CATS VACCINATED |
| LIMIT # OF DOGS      | LIMIT # OF CATS      |

| BUILDING STRUCTURE |      |      | KENNEL RUNS |      |      | CAGES  |      |      |
|--------------------|------|------|-------------|------|------|--------|------|------|
| Number             | Type | Size | Number      | Type | Size | Number | Type | Size |
|                    |      |      |             |      |      |        |      |      |
|                    |      |      |             |      |      |        |      |      |

|         |     |                |       |          |     |
|---------|-----|----------------|-------|----------|-----|
| RODENTS | NO. | FISH           | NO.   | REPTILES | NO. |
|         |     | SALT WATER     |       |          |     |
|         |     | FRESH WATER    |       |          |     |
| TOTAL   |     | # OF AQUARIUMS | TOTAL | TOTAL    |     |

**United States Department of Agriculture  
Animal and Plant Health Inspection  
Service (APHIS)**

**SACRAMENTO HEADQUARTERS**

AVIC: Kevin Varner, DVM  
USDA/APHIS/VS  
10365 Old Placerville Rd., Suite 210  
Sacramento, CA 95827  
Telephone: (916) 854-3950  
FAX: (916) 363-3919  
[http://www.aphis.usda.gov/animal\\_health/](http://www.aphis.usda.gov/animal_health/)



**Animal Health & Food Safety Services  
Animal Health Branch**

**SACRAMENTO HEADQUARTERS**

Chief: Kent Fowler, DVM  
1220 N Street, Room A-107  
Sacramento, CA 95814  
Telephone: (916) 654-1447  
FAX: (916) 653-2215

**REDDING DISTRICT**

VIC: Charles Palmer, DVM, MPVM  
2135 Civic Center Drive, Room 8  
Redding, CA 96001-2794  
Telephone: (530) 225-2140  
FAX: (530) 225-2240

**MODESTO DISTRICT**

VIC: David Willoughby, DVM, MPVM  
Stanislaus County Agricultural Center  
Tuolumne Building  
3800 Cornucopia Way, Suite F  
Modesto, CA 95358  
Telephone: (209) 491-9350  
FAX: (209) 491-9353

**TULARE DISTRICT**

Acting VIC: Jeff Davidson, DVM  
18830 Road 112  
Tulare, CA 93274  
Telephone: (559) 685-3500  
FAX: (559) 685-3503

**ONTARIO DISTRICT**

VIC: David Kerr, DVM, MPVM  
1910 S. Archibald Avenue, Suite Y  
Ontario, CA 91761  
Telephone: (909) 947-4462  
FAX: (909) 923-5128

<http://www.cdfa.ca.gov>

**California Animal Health & Food  
Safety (CAHFS) Laboratory System**

**CENTRAL DAVIS LABORATORY**

Interim Director: Hailu Kinde, DVM,  
MPVM  
University of California  
P. O. Box 1770  
Davis, CA 95617-1770  
Telephone: (530) 752-8700  
FAX: (530) 752-5680

**TURLOCK LABORATORY**

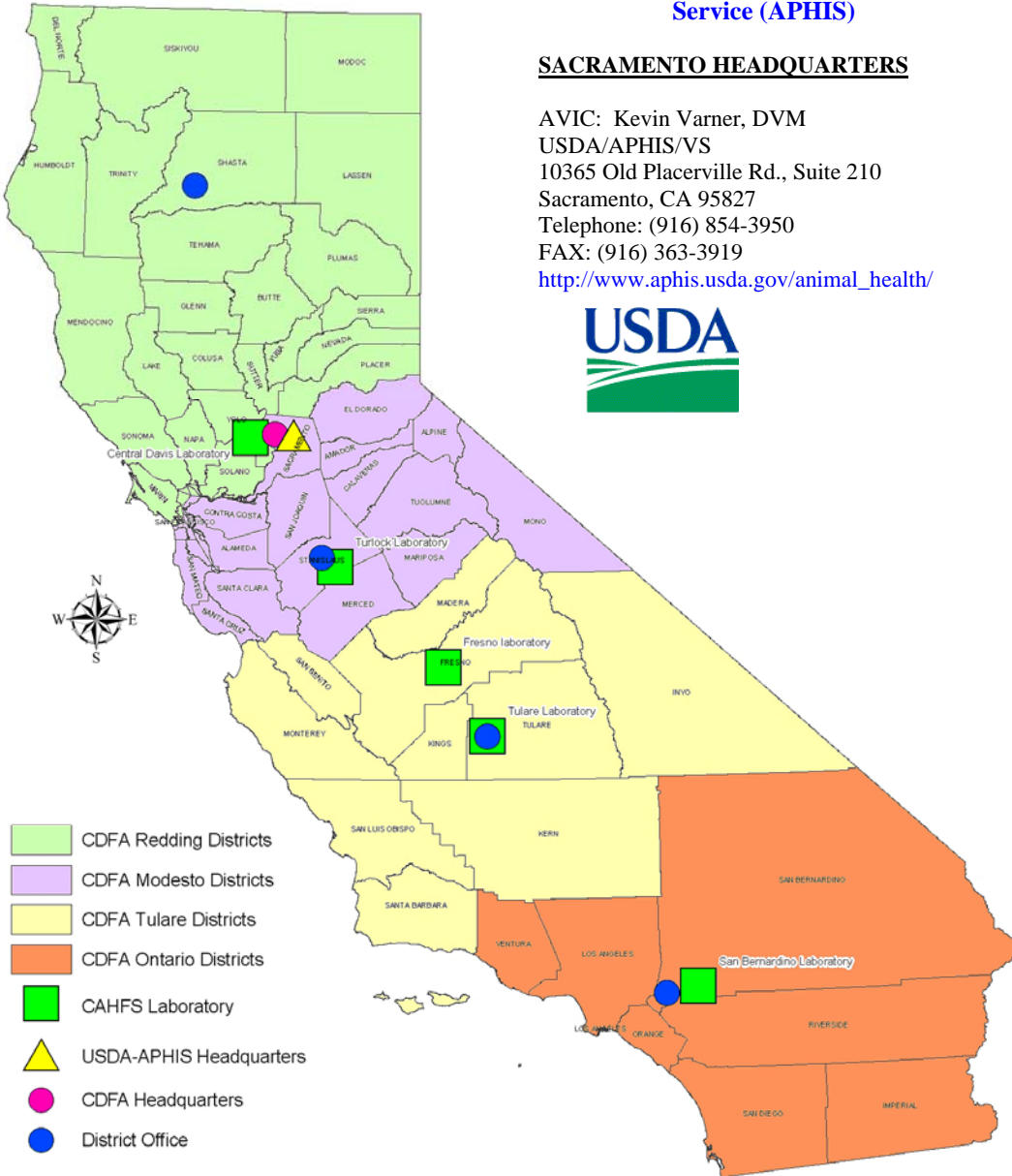
Chief: Bruce R. Charlton, DVM, PhD  
1550 North Soderquist Road  
Turlock, CA 95381  
Telephone: (209) 634-5837  
FAX: (209) 667-4261

**TULARE LABORATORY**

Chief: Patricia C. Blanchard, DVM, PhD  
VMTRC - CAHFS  
18830 Road 112  
Tulare, CA 93274  
Telephone: (559) 688-7543  
FAX: (559) 686-4231

**SAN BERNARDINO LABORATORY**

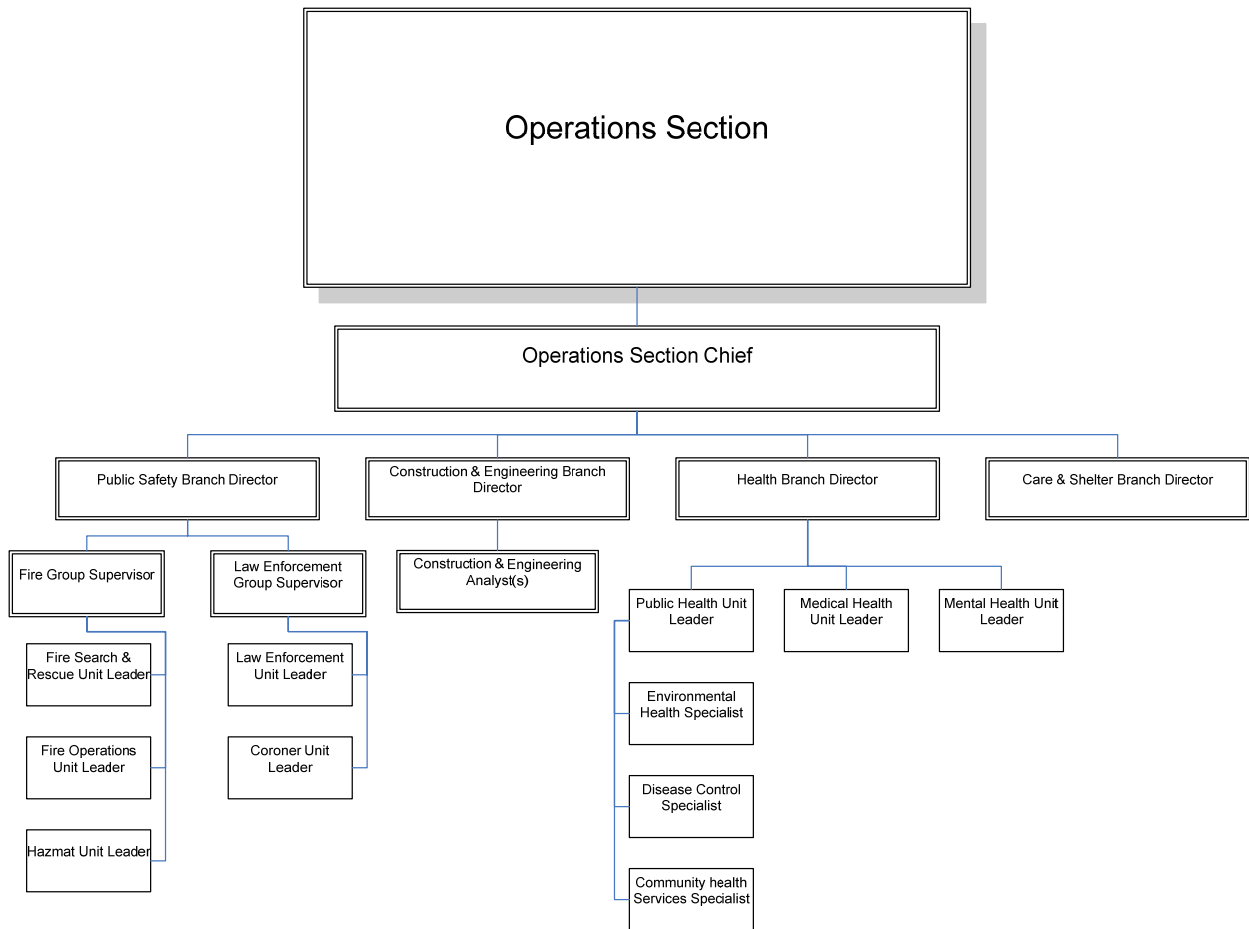
Interim Chief: Francisco Uzal, DVM, PhD  
105 West Central Avenue  
San Bernardino, CA 92408  
Telephone: (909) 383-4287  
FAX: (909) 884-5980



- CDFA Redding Districts
- CDFA Modesto Districts
- CDFA Tulare Districts
- CDFA Ontario Districts
- CAHFS Laboratory
- USDA-APHIS Headquarters
- CDFA Headquarters
- District Office



# APPENDIX H – CEOC Animal Care & Health Unit Leader Checklist *(as of 3.20.09)*





# CHECKLIST ACTIONS

Name: \_\_\_\_\_

Checklist Completed: Date: \_\_\_\_\_ Time: \_\_\_\_\_

---

*Read the entire checklist at the beginning of each shift and submit a completed checklist to the Plans/Intel Documentation Unit at the end of your shift.*

---

## ANIMAL CARE AND HEALTH UNIT LEADER

Animal Care and Health Unit coordinates directly with Los Angeles County Department of Animal Care and Control (LACDACC) and 23 other animal control agencies within the county, along with other animal volunteer agencies to provide evacuation, food, potable water, shelter and other basic needs as required to animal disaster victims within the County. The Animal Care and Health Unit also coordinates with Los Angeles County Veterinary Public Health, California Department of Food & Agriculture, the United States Department of Agriculture and others to address issues of veterinary public health significance such as disease outbreaks, sanitation and carcass disposal.

### Position Start Up Actions

- Check in upon arrival at the designated CEOC check in site.
- Determine your CEOC assignment.
- Report to the Operations Section Chief or his/her designee. Clarify any issues you may have regarding your authority, assignment and what others do within the organization.
- Put on the red colored vest with your title.
- Establish and maintain position log, (ICS 214), which chronologically describes your actions taken during your shift.

- Obtain a copy of the current CEOC Action Plan and briefing from the Operations Section Chief.
- Ensure that the Animal Care and Health Unit is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Ensure the Animal Care and Health Unit Supervisor has work space and is kept informed about the CEOC activities.

## **Operational Phase**

- Establish communication with animal agencies responding to the disaster (animal control, public health, state agencies)
- Establish communications with volunteer agencies to provide food, potable water, and animal supplies.
- Establish communication with the Department of Fish & Game for any wildlife issues that arise during the disaster.
- Coordinate supply requests and donations
- Ensure that each activated shelter meets the requirements as described under the Americans with Disabilities Act, to provide basic needs for service animals.
- Ensure that each animal shelter type (co-mingled, co-location, and other existing animal shelter) meets the requirements as described in the Animal Emergency Response Annex.
- Coordinate the staffing and managing of animal shelters to every extent possible.
- Assist the LACDACC or other involved animal control agency with the transition from operating shelters for displaced pets to their homes.
- Complete and maintain the Animal Care and Health Unit Status Report Form (utilize RIMS forms if available).
- Attend briefings as requested.
- Based on the situation or forecast, determine likely future Animal Care and Health needs.
- Assess the animal shelter operations to determine if additional staffing (i.e., Animal Control Officers (ACO), veterinarians, veterinary technicians, DPSS, mental health) and/or resources (i.e., food, water, animal supplies, generators) are needed.

- Complete Branch reports and/or Action Plans as requested.
- Refer all contacts with the media to the Public Information Officer.
- Make a list of the key issues currently facing the Animal Care and Health Unit. Clearly establish action items to be accomplished within the next operational period.

## **End of Shift Actions**

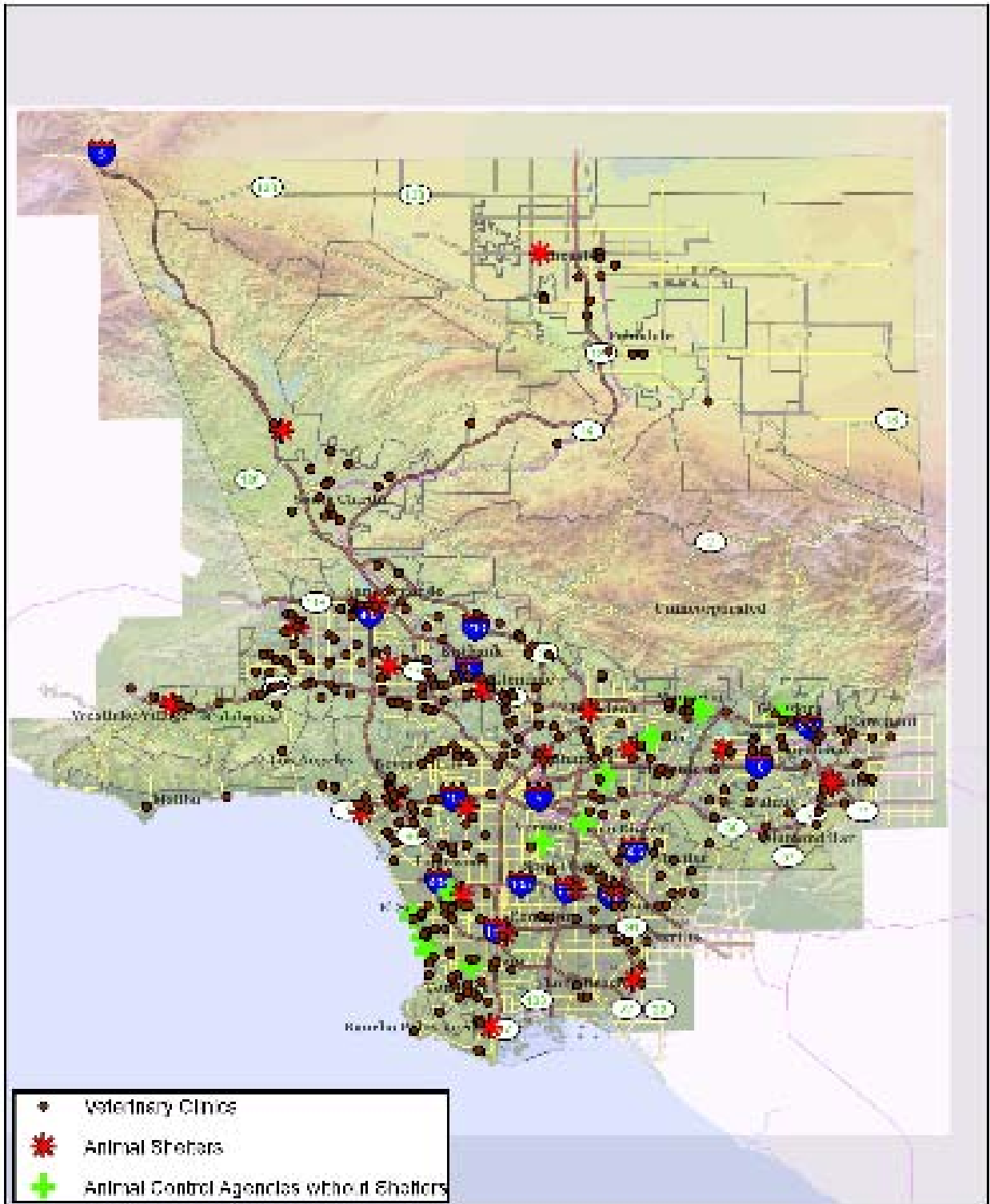
- Conduct shift change briefings in detail, inform him/her of all on going activities, branch objectives for the next operational period, and any other pertinent information ensuring that in-progress activities are identified and follow-up requirements are known.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- Be prepared to provide input for the after-action report.
- Clean your work area before you leave.

## APPENDIX I

### Animal Emergency Response Partner & Response Organizations

American Kennel Club (AKC) [www.akc.org](http://www.akc.org)  
American Society for the Prevention of Cruelty to Animals (ASPCA) [www.aspca.org](http://www.aspca.org)  
American Veterinary Medical Association (AVMA) [www.avma.org](http://www.avma.org)  
Association of American Veterinary Medical Colleges <http://www.aavmc.org>  
Code 3 Associates [www.code3associates.org](http://www.code3associates.org)  
Federal Emergency Management Authority (FEMA) [www.fema.gov](http://www.fema.gov)  
Humane Society of the United States [www.hsus.org](http://www.hsus.org)  
International Fund for Animal Welfare (IFAW) [www.ifaw.org](http://www.ifaw.org)  
National Animal Poison Control Center  
[http://www.aspca.org/site/PageServer?pagename=pro\\_apcc](http://www.aspca.org/site/PageServer?pagename=pro_apcc)  
National Volunteer Organizations Active in Disasters [www.nvoad.org](http://www.nvoad.org)  
Noah's Wish <http://www.noahswish.org/>  
Pet Finders <http://www.petfinder.org/>  
Pet Harbor <http://www.petharbor.com/>  
PetSmart Charities <http://www.petsmartcharities.org/animal-welfare/emergency-relief.php>  
State Animal Response Teams (SART) <http://www.sartusa.org>  
State Veterinary Association  
<http://www.avma.org/careforanimals/animatedjourneys/aboutvets/membership.asp#2>  
United States Public Health Service (USPHS) <http://www.usphs.gov>  
United States Department of Agriculture (USDA) / Animal Care (AC) <http://www.aphis.usda.gov/ac>  
Veterinary Medical Assistance Teams (VMAT) <http://www.vmat.org>

**APPENDIX J**  
**MAP OF LOS ANGELES COUNTY OPERATIONAL AREA**  
**VETERINARY CLINICS, ANIMAL SHELTERS, AND ANIMAL**  
**CONTROL SHELTERS WITHOUT CLINICS**



## APPENDIX J-1

### EMERGENCY RESOURCE LIST OF VETERINARY HOSPITALS DVMS, RVTS

**(highlighted sections)**

**APPENDIX J-2**

**EMERGENCY RESOURCE LIST OF VETERINARY  
HOSPITALS, DVMS, RVTS, WILDLIFE CENTERS**

**CONTACT LIST – CONFIDENTIAL**

**Please contact the Los Angeles County Department of  
Public Health Veterinary Public Health**



DFG offices closed most Fridays

## Wildlife Rehabilitation Facilities

Click to view a map of the [California DFG regions](#).

| <b>Region 1</b> |               |                                           |                                  |                          |
|-----------------|---------------|-------------------------------------------|----------------------------------|--------------------------|
| <b>County</b>   | <b>City</b>   | <b>Name</b>                               | <b>Phone</b>                     | <b>Specializations</b>   |
| Shasta          | Redding       | Haven Wild Care                           | 530-227-6727                     | Fawns                    |
| Shasta          | Anderson      | Shasta Wildlife Rescue and Rehabilitation | 530-365-9453                     | All                      |
|                 |               |                                           | 707-822-8839                     |                          |
|                 |               |                                           | or                               |                          |
| Humboldt        | Arcata        | Humboldt Wildlife Care Center             | 707-768-3092                     | All                      |
|                 |               |                                           | or                               |                          |
|                 |               |                                           | 707-442-1420                     |                          |
| Tehama          | Cottonwood    | Tehama Wild Care                          | 530-347-1687                     |                          |
| Siskiyou        | Fort Jones    | Wildlife Rescue Center                    | 530-468-5287                     |                          |
| Trinity         | Lewiston      | Trinity Wildlife Survival Center          | 530-778-3393                     | All                      |
| Lassen          | Westwood      | Pamela Kay Yeates                         | 530-256-2744                     | birds, small mammals     |
| <b>Region 2</b> |               |                                           |                                  |                          |
| <b>County</b>   | <b>City</b>   | <b>Name</b>                               | <b>Phone</b>                     | <b>Specializations</b>   |
| Placer          | Auburn        | Gold Country Wildlife Rescue              | 530-885-0862                     | All                      |
| Butte           | Chico         | Bidwell Rehab Center                      | 530-343-9004                     |                          |
| Yolo            | Davis         | California Raptor Center                  | 530-752-6091                     | raptors                  |
| Placer          | Homewood      | Wildlife Shelter Inc.                     | 530-525-9453                     | owls                     |
|                 |               |                                           | 530-477-5774                     |                          |
| Nevada          | Penn Valley   | Wildlife Rehabilitation and Release       | (day)<br>530-432-5522<br>(night) |                          |
| El Dorado       | Placerville   | California Native Bat Conservancy         | 530-642-2731                     |                          |
| El Dorado       | Placerville   | Sierra Wildlife Rescue                    | 530-621-4661                     | All                      |
| Placer          | Roseville     | CA Foundation For Birds of Prey           | 916-773-6049                     | raptors                  |
| Sacramento      | Sacramento    | Wildlife Care Association Inc.            | 916-965-9453                     | All                      |
| Placer          | Roseville     | Born to be Wild                           | 916-784-0485                     | raccoons                 |
| Sacramento      | Sacramento    | Urban Wildlife Rescue                     | 916-689-5527                     | small mammals, songbirds |
| Amador          | Jackson       | Tri-County Wildlife Care                  | 209-547-3233                     | All                      |
| El Dorado       | S. Lake Tahoe | Lake Tahoe Wildlife Care                  | 530-577-2273                     | All, bear cubs           |
| Yolo            | Davis         | NorCal Bats                               | 530-902-1918                     | Bats                     |
| Sacramento      | Sacramento    | Flying Mammal Rescue                      | 916-838-7002                     | Bats                     |
| <b>Region 3</b> |               |                                           |                                  |                          |
| <b>County</b>   | <b>City</b>   | <b>Name</b>                               | <b>Phone</b>                     | <b>Specializations</b>   |
| Alameda         | Castro        | Bay Area Turtle & Tortoises               | 510-886-2946                     | turtles & tortoises      |



|                 |                 |                                                            |                          |                        |
|-----------------|-----------------|------------------------------------------------------------|--------------------------|------------------------|
|                 | Valley          |                                                            |                          |                        |
| Lake            | Clearlake       | Clearlake Wildlife Rescue                                  | 707-350-3337             |                        |
| Sonoma          | Guerneville     | California Bat conservation fund                           | 415-869-9716             | bats only              |
| Sonoma          | Kenwood         | Wildlife Fawn Rescue                                       | 707-291-8151             | fawns                  |
| Alameda         | Hayward         | Sulphur Creek Nature Center                                | 510-881-6747             | All                    |
| San Benito      | Hollister       | Nan Pipestem Wildlife Rehab Center                         | 831-628-3400             |                        |
| Mendocino       | Mendocino       | Woodlands Wildlife                                         | 707-937-1564             |                        |
| Lake            | Middletown      | Spirit Wild                                                | 707-928-6665             |                        |
| Santa Clara     | Morgan Hill     | Wildlife Education & Rehab Center                          | 408-779-9372             |                        |
| Monterey        | Monterey        | S.P.C.A of Monterey County                                 | 831-373-2631<br>ext. 227 |                        |
| Napa            | Napa            | Wildlife Rescue Center of Napa Co. Inc.                    | 707-224-4295             | corvids, canids        |
| Alameda         | Newark          | Ohlone Humane Center                                       | 510-797-9449             |                        |
| Santa Clara     | Palo Alto       | Wildlife Rescue Inc.                                       | 650-494-7417             |                        |
| San Francisco   | San Francisco   | Rescued Orphan Mammal Program                              | 415-221-3498             |                        |
| Santa Clara     | San Jose        | Wildlife Center of Silicon Valley                          | 408-929-9453             |                        |
| Santa Clara     | San Jose        | Injured & Orphaned Wildlife                                | 408-559-7379             |                        |
| San Luis Obispo | San Luis Obispo | Pacific Wildlife Care                                      | 805-543-9453             |                        |
| San Mateo       | San Mateo       | Penninsula Humane Society/SPCA                             | 650-340-7022<br>EXT. 314 | All                    |
| Marin           | San Rafael      | Wild Care                                                  | 415-456-7283             | All                    |
| Santa Cruz      | Santa Cruz      | Native Animal Rescue                                       | 831-462-0726             |                        |
| Sonoma          | Santa Rosa      | Sonoma County Wildlife Rescue                              | 707-992-0274             |                        |
| Sonoma          | Santa Rosa      | Bird Rescue Center                                         | 707-523-2473             |                        |
| Sonoma          | Santa Rosa      | Wildlife Center for Disease & Toxin Investigation          | 707-575-1000             | All                    |
| Solano          | Suisun          | Suisun Marsh Natural History Association                   | 707-429-4295             |                        |
| Solano          | Suisun          | International Bird Rescue Research Center                  | 707-207-0380             |                        |
| Contra Costa    | Walnut Creek    | Lindsay Wildlife Museum                                    | 925-935-1978             | all, except skunks     |
| Mendocino       | Willits         | Willits Wildlife Rehabilitation Team                       | 707-354-1875             | all, except fawns      |
| Contra Costa    | Oakland         | Yggdrasil Urban Wildlife                                   | 510-421-9897             |                        |
| Monterey        | Moss Landing    | Wild Rescue (transportation and wildlife information only) | 866-WILD-911             |                        |
| <b>Region 4</b> |                 |                                                            |                          |                        |
| <b>County</b>   | <b>City</b>     | <b>Name</b>                                                | <b>Phone</b>             | <b>Specializations</b> |
| Kern            | Bakersfield     | California Living Museum                                   | 661-872-2256             |                        |
| Kern            | Bakersfield     | Facility for Animal Care and Treatment                     | 661-664-3167             |                        |
| Kern            | Tehachapi       | Tehachapi Wildlife Rehab &                                 | 661-822-8993             |                        |

|                 |                 | Education                                |                                                |                                    |
|-----------------|-----------------|------------------------------------------|------------------------------------------------|------------------------------------|
| Fresno          | Clovis          | Fresno Wildlife Rescue & Rehabilitation  | 559-298-3276                                   | All                                |
| Stanislaus      | Hughson         | Stanislaus Wildlife Care Center          | 209-883-9414                                   |                                    |
| Merced          | Merced          | San Joaquin Raptor Rescue Center         | 209-723-9283                                   | raptors                            |
| Kern            | Ridgecrest      | VCA Crestwood Animal Hospital            | 760-446-7616                                   |                                    |
| Kern            | Riverkern       | Kern Valley Wildlife Rescue              | 760-376-4827                                   |                                    |
| Tuolumne        | Sonora          | Rose Wolf Wildlife Rehabilitation Center | 209-532-6056                                   | raptors, squirrels, rabbits, fawns |
| Fresno          | Squaw Valley    | Critter Creek Wildlife Station           | 559-338-2415,<br>559-582-0919,<br>559-925-1072 | All                                |
| <b>Region 5</b> |                 |                                          |                                                |                                    |
| <b>County</b>   | <b>City</b>     | <b>Name</b>                              | <b>Phone</b>                                   | <b>Specializations</b>             |
| Orange          | Bellflower      | Opossum Society of the US                | 562-804-3038                                   | opossums only                      |
| Ventura         | Camarillo       | Camarillo Wildlife Rescue                | 805-482-7617                                   | All                                |
| San Diego       | Chula Vista     | Hummingbird Rescue Center                | 619-420-5156                                   | Hummingbirds only                  |
| Orange          | Fountain Valley | Songbird Care and Education Center       | 714-964-0666                                   | songbirds                          |
| Orange          | Huntington      | Wetlands & Wildlife                      | 714-374-5587                                   | All                                |
| Orange          | Laguna Niguel   | Pacific Wildlife Project                 | 949-831-1178<br>or<br>949-440-6247             |                                    |
| Orange          | Lake Forest     | Orange County Bird of Prey Center        | 949-837-0786                                   |                                    |
| San Diego       | Lakeside        | Sky Hunters (Raptors only)               | 619-445-6565                                   | raptors                            |
| Los Angeles     | Littlerock      | David Stives                             | 661-944-3458                                   |                                    |
| Los Angeles     | Long Beach      | All Wildlife Rescue & Education          | 562-434-0141                                   | All                                |
| Los Angeles     | Los Angeles     | Animal Advocates                         | 323-651-1336                                   |                                    |
| Los Angeles     | Malibu          | California Wildlife Center               | 818-222-2658                                   | All                                |
| Orange County   | Mission Viejo   | Critter Care of Orange County            | 949-380-8719                                   |                                    |
| Ventura         | Oakview         | Ojai Valley Wildlife Rehab               | 805-649-1208                                   |                                    |
| Ventura         | Oakview         | Ojai Raptor Center                       | 805-667-4727                                   |                                    |
| Ventura         | Ojai            | Wildlife Rescue of Ojai                  | 805-649-5442                                   |                                    |
| Orange          | Orange          | Susan Doggett (birds only)               | 714-637-8355                                   | raptors, corvids                   |
| Orange          | Orange          | Andrea Ristig                            | 714-998-2780                                   | juvenile raccoons only             |
| Los Angeles     | Palos Verdes    | South Bay Wildlife Rehab                 | 310-378-9921                                   |                                    |
| Los Angeles     | Pasadena        | Pasadena Humane Society                  | 626-792-7151                                   |                                    |
| San Diego       | Poway           | Bat Rescue                               | 858-679-0211                                   | Bats only                          |
| San Diego       | Ramona          | Fund For Animals                         | 760-789-2324                                   | bobcats, coyotes, skunks, raptors  |

|                 |                |                                             |              |                                               |
|-----------------|----------------|---------------------------------------------|--------------|-----------------------------------------------|
| San Diego       | San Diego      | Project Wildlife                            | 619-225-9202 | All                                           |
| San Diego       | San Diego      | Wildlife Assist (transportation)            | 619-522-9999 |                                               |
| Los Angeles     | San Dimas      | Trudy & Jim Vrieling                        | 909-599-4893 | raccoons, furbearers                          |
| Los Angeles     | San Dimas      | Wild Wings of California                    | 909-592-4900 | songbirds & raptors only                      |
| Santa Barbara   | Santa Barbara  | La Cumbre Canyon Wildlife Care              | 805-687-9980 | raccoons, opossums, skunks                    |
| Los Angeles     | Malibu         | Coast & Canyon Wildlife                     | 310-480-1760 | squirrels, opossums, skunks and small mammals |
| Santa Barbara   | Santa Barbara  | Santa Barbara Wildlife Care Network         | 805-966-9005 |                                               |
| Los Angeles     | San Pedro      | International Bird Rescue & Research Center | 310-514-2573 |                                               |
| Ventura County  | Simi Valley    | Wildlife Care of Ventura County             | 805-581-3911 | coyote, bobcats, raccoons, opossums           |
| Los Angeles     | Sunland        | Wildlife on Wheels                          | 818-951-3656 |                                               |
| Ventura         | Thousand Oaks  | Sharron Baird                               | 805-498-8653 | squirrels & small mammals                     |
| Los Angeles     | Topanga        | Wildworks                                   | 310-455-0550 |                                               |
| Ventura         | Ventura        | Vicki Youmans                               | 805-746-3962 | Squirrels                                     |
| Los Angeles     | Woodland Hills | Valley Wildlife Care Center                 | 818-346-8247 |                                               |
| Los Angeles     | Thousand Oaks  | Cathy Case                                  | 805-374-9027 |                                               |
| Santa Barbara   | Santa Ynez     | Animal Rescue Team                          | 805-896-1859 |                                               |
| <b>Region 6</b> |                |                                             |              |                                               |
| <b>County</b>   | <b>City</b>    | <b>Name</b>                                 | <b>Phone</b> | <b>Specializations</b>                        |
| San Bernardino  | Big Bear Lake  | Moonridge Zoo                               | 909-584-1299 | All                                           |
| Inyo            | Bishop         | Eastern Sierra Wildlife Care                | 760-872-1487 |                                               |
| Riverside       | Cherry Valley  | Stephanie McKiernan                         | 951-769-0847 |                                               |
| San Bernardino  | Chino Hills    | All Gods Creatures                          | 909-393-1590 |                                               |
| Riverside       | Corona         | Hope Wildlife                               | 951-279-3232 |                                               |
| Riverside       | Idyllwild      | Robin Gates                                 | 951-659-9829 |                                               |
| Riverside       | Indio          | Coachella Valley Wild Bird Center           | 760-347-2647 |                                               |
| San Bernardino  | Lake Arrowhead | Wildhaven                                   | 909-337-7389 |                                               |
| San Bernardino  | Mentone        | Penny Richsteiner                           | 909-794-1871 | songbirds, small mammals                      |
| Riverside       | Murrieta       | Wind Canyon                                 | 909-677-6940 | raptors, mammals, reptiles                    |
| San             |                |                                             |              |                                               |

|                |                |                                 |              |                       |
|----------------|----------------|---------------------------------|--------------|-----------------------|
| Bernardino     | Oak Glen       | Kandie Cansler                  | 909-790-1010 | raptors               |
| Riverside      | Palm Desert    | The Living Desert Zoo & Gardens | 760-346-5694 | All                   |
| San Bernardino | San Bernardino | Joseph & Linda Chalk            | 887-8267     | All, raptors          |
| San Bernardino | Victorville    | Dawn Sylvester-Dunn             | 909-245-1694 | bats                  |
| San Bernardino | Yucaipa        | Lenore Will                     | 909-797-4569 | raptors & adult birds |
| San Bernardino | Trona          | Flys Free                       | 760-382-4490 |                       |

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**APPENDIX L - \*DRAFT\***  
**Animal Care and Control**  
**In Los Angeles County**

Area A Cities

| <b>City</b>    | <b>County unincorporated area served by</b> | <b>City incorporated area served by</b> |
|----------------|---------------------------------------------|-----------------------------------------|
| Beverly Hills  | LA City: West LA                            | LA City: West LA                        |
| Culver City    | LA County - Carson Shelter                  | LA County - Carson Shelter              |
| Santa Monica   | Santa Monica Animal Shelter                 | Santa Monica Animal Shelter             |
| West Hollywood | LA County - Carson Shelter                  | LA County - Carson Shelter              |

Area B Cities

| <b>City</b>      | <b>County unincorporated area served by</b> | <b>City incorporated area served by</b> |
|------------------|---------------------------------------------|-----------------------------------------|
| Agoura Hills     | LA County - Agoura Shelter                  | LA County - Agoura Shelter              |
| Calabasas        | LA County - Agoura Shelter                  | LA County - Agoura Shelter              |
| Hidden Hills     | LA County - Agoura Shelter                  | LA County - Agoura Shelter              |
| Lancaster        | LA County - Lancaster Shelter               | LA County - Lancaster Shelter           |
| Malibu           | LA County - Agoura Shelter                  | LA County - Agoura Shelter              |
| Palmdale         | LA County - Lancaster Shelter               | LA County - Lancaster Shelter           |
| Santa Clarita    | LA County - Castaic Shelter                 | LA County - Castaic Shelter             |
| Westlake Village | LA County - Agoura Shelter                  | LA County - Agoura Shelter              |

Area C Cities

| <b>City</b>          | <b>County unincorporated area served by</b>                    | <b>City incorporated area served by</b>                        |
|----------------------|----------------------------------------------------------------|----------------------------------------------------------------|
| Alhambra             | LA County - Downey Shelter                                     | LA County - Downey Shelter                                     |
| Burbank              | Burbank Animal Shelter                                         | Burbank Animal Shelter                                         |
| Glendale             | Burbank Animal Shelter                                         | Glendale Humane Society                                        |
| La Canada/Flintridge | Pasadena Humane Society                                        | Pasadena Humane Society                                        |
| Monterey Park        | Monterey Park Animal Control and/or San Gabriel Humane Society | Monterey Park Animal Control and/or San Gabriel Humane Society |
| Pasadena             | Pasadena Humane Society                                        | Pasadena Humane Society                                        |
| San Fernando         | LA County - Castaic Shelter                                    | LA County - Castaic Shelter                                    |
| San Gabriel          | San Gabriel Humane Society                                     | San Gabriel Humane Society                                     |
| San Marino           | Pasadena Humane Society                                        | Pasadena Humane Society                                        |
| South Pasadena       | Pasadena Humane Society                                        | Pasadena Humane Society                                        |

Area D Cities

| <b>City</b>    | <b>County unincorporated area served by</b> | <b>City incorporated area served by</b>                      |
|----------------|---------------------------------------------|--------------------------------------------------------------|
| Arcadia        | LA County – Baldwin Park Shelter            | Pasadena Humane Society                                      |
| Azusa          | LA County – Baldwin Park Shelter            | San Gabriel Humane Society                                   |
| Baldwin Park   | LA County – Baldwin Park Shelter            | LA County – Baldwin Park Shelter                             |
| Bradbury       | LA County – Baldwin Park Shelter            | LA County – Baldwin Park Shelter                             |
| Claremont      | LA County – Baldwin Park Shelter            | Inland Valley Humane Society                                 |
| Covina         | LA County – Baldwin Park Shelter            | LA County – Baldwin Park Shelter                             |
| Diamond Bar    | LA County – Baldwin Park Shelter            | Inland Valley Humane Society                                 |
| Duarte         | LA County – Baldwin Park Shelter            | Duarte Animal Control                                        |
| El Monte       | LA County – Baldwin Park Shelter            | LA County – Baldwin Park Shelter                             |
| Glendora       | LA County – Baldwin Park Shelter            | Glendora Animal Control                                      |
| Industry       | LA County – Baldwin Park Shelter            | LA County – Baldwin Park Shelter                             |
| Irwindale      | LA County – Baldwin Park Shelter            | LA County – Baldwin Park Shelter                             |
| La Puente      | LA County – Baldwin Park Shelter            | LA County – Baldwin Park Shelter                             |
| La Verne       | LA County – Baldwin Park Shelter            | Inland Valley Humane Society                                 |
| Monrovia       | LA County – Baldwin Park Shelter            | San Gabriel Humane Society                                   |
| Pomona         | Inland Valley Humane Society                | Inland Valley Humane Society                                 |
| Rosemead       | LA County – Baldwin Park Shelter            | LA County – Baldwin Park Shelter                             |
| San Dimas      | LA County – Baldwin Park Shelter            | Inland Valley Humane Society                                 |
| San Gabriel    | LA County – Baldwin Park Shelter            | San Gabriel Humane Society                                   |
| San Marino     | Pasadena Humane Society                     | Pasadena Humane Society                                      |
| Sierra Madre   | Pasadena Humane Society                     | Pasadena Humane Society                                      |
| South El Monte | LA County – Baldwin Park Shelter            | South East Area Animal Control Authority                     |
| Temple City    | LA County – Baldwin Park Shelter            | San Gabriel Humane Society and/or Temple City Animal Control |
| Walnut         | LA County – Baldwin Park Shelter            | LA County – Baldwin Park Shelter                             |
| West Covina    | LA County – Baldwin Park Shelter            | LA County – Baldwin Park Shelter                             |

Area E Cities

| <b>City</b>      | <b>County unincorporated area served by</b>                                  | <b>City incorporated area served by</b>                                      |
|------------------|------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Artesia          | LA County - Downey Shelter                                                   | LA County - Downey Shelter                                                   |
| Bell             | LA County - Downey Shelter                                                   | LA County - Downey Shelter                                                   |
| Bell Gardens     | South East Area Animal Control Authority                                     | South East Area Animal Control Authority                                     |
| Bellflower       | South East Area Animal Control Authority<br>And/or Bellflower Animal Control | South East Area Animal Control Authority<br>And/or Bellflower Animal Control |
| Carson           | LA County - Carson Shelter                                                   | LA County - Carson Shelter                                                   |
| Cerritos         | LA County - Downey Shelter                                                   | Long Beach Animal Control                                                    |
| Commerce         |                                                                              | City of Commerce                                                             |
| Compton          | LA County - Downey Shelter                                                   | LA County - Downey Shelter                                                   |
| Cudahy           | LA County - Downey Shelter                                                   | LA County - Downey Shelter                                                   |
| Downey           | South East Area Animal Control Authority                                     | South East Area Animal Control Authority                                     |
| Hawaiian Gardens | LA County - Downey Shelter                                                   | LA County - Downey Shelter                                                   |
| Huntington Park  | Huntington Park Animal Control                                               | Huntington Park Animal Control                                               |
| La Habra Heights | LA County - Downey Shelter                                                   | LA County - Downey Shelter                                                   |
| La Mirada        | LA County - Downey Shelter                                                   | LA County - Downey Shelter                                                   |
| Lakewood         | South East Area Animal Control Authority<br>And/or Long Beach Animal Control | South East Area Animal Control Authority<br>And/or Long Beach Animal Control |
| Lynwood          | LA County - Downey Shelter                                                   | LA County - Downey Shelter                                                   |
| Maywood          | LA County - Downey Shelter                                                   | LA County - Downey Shelter                                                   |
| Montebello       | South East Area Animal Control Authority                                     | South East Area Animal Control Authority                                     |
| Norwalk          | South East Area Animal Control Authority                                     | South East Area Animal Control Authority                                     |
| Paramount        | South East Area Animal Control Authority                                     | South East Area Animal Control Authority                                     |
| Pico Rivera      | South East Area Animal Control Authority                                     | South East Area Animal Control Authority                                     |
| Santa Fe Springs | South East Area Animal Control Authority                                     | South East Area Animal Control Authority                                     |
| Southgate        | South East Area Animal Control Authority                                     | South East Area Animal Control Authority                                     |
| Vernon           | South East Area Animal Control Authority                                     | South East Area Animal Control Authority                                     |
| Whittier         | LA County - Downey Shelter                                                   | LA County - Downey Shelter                                                   |

Area F Cities

| <b>City</b> | <b>County unincorporated area served by</b> | <b>City incorporated area served by</b> |
|-------------|---------------------------------------------|-----------------------------------------|
| Avalon      |                                             |                                         |
| Long Beach  | Long Beach Animal Control                   | Long Beach Animal Control               |
| Signal Hill | Long Beach Animal Control                   | Long Beach Animal Control               |

Area G Cities

| <b>City</b>           | <b>County unincorporated area served by</b> | <b>City incorporated area served by</b> |
|-----------------------|---------------------------------------------|-----------------------------------------|
| El Segundo            | El Segundo Police Dept – Animal Control     | El Segundo Police Dept – Animal Control |
| Gardena               | LA County - Carson Shelter                  | LA County - Carson Shelter              |
| Hawthorne             | LA County - Carson Shelter                  | LA County - Carson Shelter              |
| Hermosa Beach         | Hermosa Beach Animal Control                | Hermosa Beach Animal Control            |
| Inglewood             | LA County - Carson Shelter                  | LA County - Carson Shelter              |
| Lawndale              | LA County - Carson Shelter                  | SPCA- LA                                |
| Lomita                | LA County - Carson Shelter                  | LA County - Carson Shelter              |
| Manhattan Beach       | Manhattan Beach Animal Control              | Manhattan Beach Animal Control          |
| Palos Verdes Estates  | LA County - Carson Shelter                  | LA County - Carson Shelter              |
| Rancho Palos Verdes   | LA County - Carson Shelter                  | LA County - Carson Shelter              |
| Redondo Beach         | LA County - Carson Shelter                  | Redondo Beach PD - Animal Care          |
| Rolling Hills         | LA County - Carson Shelter                  | LA County - Carson Shelter              |
| Rolling Hills Estates | LA County - Carson Shelter                  | LA County - Carson Shelter              |
| Torrance              | LA County - Carson Shelter                  | LA County - Carson Shelter              |

**Area H – City of Los Angeles**

| <b>City</b>            | <b>Location</b>                                       | <b>Contact Numbers</b>            |
|------------------------|-------------------------------------------------------|-----------------------------------|
| LA City: East Valley   | 14409 Vanowen St.<br>Van Nuys, CA 91405               | (888) 4LA-PET1 or (888) 452-7381  |
| LA City: Harbor Area   | 957 N. Gaffey St.<br>San Pedro, CA 90731              | (888) 4LA-PET1 or (888) 452-7381  |
| LA City: West LA       | 11950 Missouri Ave.<br>West Los Angeles, CA 90025     | (888) 4LA-PET1 or (888) 452- 7381 |
| LA City: North Central | 3201 Lacy St.<br>Los Angeles, CA 90031                | (888) 4LA-PET1 or (888) 452-7381  |
| LA City: South Central | 3320 W. 36 <sup>th</sup> St.<br>Los Angeles, CA 90018 | (888) 4LA-PET1 or (888) 452-7381  |
| LA City: West Valley   | 20655 Plummer St.<br>Chatsworth, CA 91311             | (888) 4LA-PET1 or (888) 452-7381  |



## **APPENDIX M**

### **10.28.060 LICENSE--REQUIRED FOR CERTAIN ACTIVITIES AND ANIMALS--CERTAIN ANIMALS EXEMPT.**

## Appendix M

### 10.28.060 License--Required for certain activities and animals--certain animals exempt.

A. Any person, including a new owner of an existing organization or business, shall not conduct or operate any animal facility listed in Section 10.90.010.II, or **keep any wild animal, within the unincorporated area of Los Angeles, without first obtaining a license from the department**, except as otherwise provided in this Section 10.28.060. Any person who has not applied for a license within 30 days after the expiration date of a license must obtain a new license, in place of a renewal license. A license is not required for the keeping of the following animals for personal use:

1. Canaries;
2. Chinchillas;
3. Chipmunks;
4. Finches;
5. Gopher snakes;
6. Guinea pigs;
7. Hamsters;
8. Hawks;
9. King snakes;
10. Marmoset monkeys;
11. Mynah birds;
12. Parrots, parakeets, amazons, cockatiels, cockatoos, lories, lorikeets, love birds, macaws, and similar birds of the psittacine family;
13. Pigeons;
14. Ravens;
15. Squirrel monkeys;
16. Steppe eagles;
17. Toucans;
18. Turtles;
19. White doves;
20. Tropical fish excluding caribe;
21. Domesticated mice and rats.

B. Notwithstanding any other provision of this Division 1, the director shall waive the license requirement for a cat kennel (as defined in Section 10.08.090) or dog kennel (as defined in Section 10.08.130) when an animal permit has been obtained pursuant to Ordinance 1494, the Zoning Ordinance, (Los Angeles County Code Sections 22.52.330 and 22.56.420 through 22.56.530). (Ord. 2009-0017 § 14, 2009; Ord. 2004-0036 § 12, 2004.)



# FEMA

## DISASTER ASSISTANCE POLICY

DAP9523.19

**I. TITLE: Eligible Costs Related to Pet Evacuations and Sheltering**

**II. DATE: OCT 24 2007**

**III. PURPOSE:**

The purpose of this policy is to identify the expenses related to State and local governments' emergency pet evacuation and sheltering activities that may be eligible for reimbursement following a major disaster or emergency declaration.

**IV. SCOPE AND AUDIENCE:**

This policy is applicable to all major disasters and emergencies declared on or after its date of issuance. It is intended to be used by FEMA personnel involved in making eligibility determinations under the Public Assistance Program.

**V. AUTHORITY:**

Sections 403 and 502 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act), 42 U.S.C. 5170b, 42 U.S.C. 5192; the Pets Evacuation and Transportation Standards Act (PETS Act) of 2006, P.L. No. 109-308, § 4, 120 Stat. 1725 (2006); and 44 CFR §§ 206.223(a), 206.225(a).

**VI. BACKGROUND:**

On October 6, 2006, the PETS Act was signed into law, amending Section 403 of the Stafford Act. Section 403, as amended by the PETS Act, authorizes FEMA to provide rescue, care, shelter, and essential needs for individuals with household pets and service animals, and to the household pets and animals themselves following a major disaster or emergency.

**VII. POLICY:**

**A. Definitions:**

1. Household Pet. A domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and be housed in temporary facilities. Household pets do not



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## DISASTER ASSISTANCE POLICY

DAP9523.19

include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.

2. Service Animal<sup>1</sup>. Any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

3. Congregate Household Pet Shelters. Any private or public facility that provides refuge to rescued household pets and the household pets of shelterees in response to a declared major disaster or emergency.

**B. Eligibility.** State and local governments that receive evacuees from areas declared a major disaster or an emergency may seek reimbursement for eligible pet rescue, sheltering, and evacuation-support costs.

1. State and local governments outside the designated disaster area may seek reimbursement under mutual aid protocols through the affected and supported state(s). (44 CFR § 206.223(a)(2)).

2. State and local governments are the only eligible applicants for sheltering and rescuing household pets and service animals. Contractors or private nonprofit (PNP) organizations that shelter or rescue household pets and service animals cannot be reimbursed directly as an applicant. However, contractors and PNPs can be reimbursed for sheltering and rescuing household pets and service animals through a state or local government, provided a written statement from an eligible applicant is presented in which the applicant verifies that the contractor or PNP is performing or has performed sheltering or rescuing operations on the applicant's behalf and the expenses are documented.

**C. Household Pet Rescue.** State and local governments may conduct rescue operations for household pets directly or they may contract with other providers for such services. Eligible costs include, but are not limited to, the following:

1. Overtime for regular full-time employees.

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<sup>1</sup> Department of Justice, Americans with Disabilities Act (ADA), 42 USC 1201 et seq, implementing regulations at 28 CFR § 36.104.





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2. Regular-time and overtime for contract labor (including mutual aid agreements) specifically hired to provide additional support required as a result of the disaster.

3. The use of applicant-owned or leased equipment (such as buses or other vehicles) to provide eligible pet transportation to congregate pet shelters may be reimbursed according to 44 CFR § 206.228(1)(a) (does not include operator labor). The cost of leasing equipment for this purpose may also be eligible for reimbursement.

**D. Congregate Household Pet Sheltering.** State and local governments may conduct sheltering operations for pets directly, or may contract with other sheltering providers for such services. Eligible Category B congregate pet sheltering costs may include, but are not limited to, the *reasonable* costs for:

1. Facilities.

- Minor modifications to buildings used for congregate household pet sheltering, if necessary to provide increased capacity for the accommodation of shelterees' household pets.
- Facility lease or rent.
- Increase in utility costs, such as power, water, and telephone.
- Generator lease and operation (but not purchase).
- Shelter safety and security.
- Shelter management.
- Shelter and crate/cage cleaning.

2. Supplies and Commodities. Eligible items are those needed for, and used directly on, the declared disaster, and are reasonable in both cost and need. Examples include:

- Food, water, and bowls.
- Crates/Cages.
- Pet transport carriers.
- Animal cleaning tables and supplies.
- Medication for animal decontamination and parasite control to ensure that the animal is not a health threat to humans or other animals.

3. Eligible Labor. If the regular employees of an eligible applicant perform duties in direct support of congregate pet sheltering operations, any overtime pay related to such duties is eligible for reimbursement. However, the straight-time pay of these employees is not eligible. Regular-time and overtime for contract labor, including mutual aid agreements,



# FEMA

## DISASTER ASSISTANCE POLICY

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specifically hired to provide additional support required as a result of the disaster or emergency is also eligible for reimbursement.

4. Equipment. The use of applicant-owned or leased equipment (such as buses, trucks, or other vehicles) to provide eligible pet evacuation or sheltering support may be reimbursed according to 44 CFR §206.228(1)(a) (does not include operator labor). The cost of leasing equipment may also be an eligible expense for reimbursement.

5. Emergency Veterinary Services. For the purposes of screening the health of household pets and service animals, and assessing and treating minor illnesses and injuries, congregate pet shelters may be staffed with emergency veterinary teams. The following costs related to the provision of emergency veterinary services in a congregate pet sheltering environment are eligible for reimbursement:

- Veterinary diagnosis, triage, treatment, and stabilization.
- Provision of first aid, including materials (bandages, etc.).
- Medicine.
- Supervision of paid and volunteer veterinary staff.
- Vaccinations administered to protect the health and safety of congregate shelter and supporting emergency workers including but not limited to tetanus and hepatitis.
- Vaccinations administered to protect the health and safety of congregate shelter pets for transmissible or contagious diseases including but not limited to bordetella/kennel cough.

6. Transportation. Transportation of evacuees' household pets and service animals to congregate shelters from pre-established pickup locations is an eligible expense when the means of transportation used is the most cost-effective available.

7. Shelter Safety and Security. Additional reimbursable safety and security services may be provided at congregate pet shelters, based upon need.

8. Cleaning and Restoration. The costs (to the Applicant) to clean, maintain, and restore a facility to pre-congregate pet shelter condition are eligible.

9. Removal and Disposal of Animal Carcasses. The costs (to the Applicant) to remove and dispose of animal carcasses in a safe and timely manner and in compliance with applicable laws and regulations are eligible.





# FEMA

## DISASTER ASSISTANCE POLICY

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10. Cataloging/Tracking System for Pets. The reasonable costs (to the Applicant) for tracking animals at congregate pet shelters for the purposes of reuniting them with their owners are eligible.

E. **Service animals.** Service animals will be sheltered with their owners in congregate shelters.

F. **Length of Operation.** Costs of sheltering/caring for household pets will no longer be eligible for FEMA reimbursement when the pet owner transitions out of Section 403 emergency sheltering.

VIII. **ORIGINATING OFFICE:** Disaster Assistance Directorate (Public Assistance Division).

IX. **SUPERSESSION:** This policy supersedes all previous guidance on this subject.

X. **REVIEW DATE:** Three years from date of publication.

A handwritten signature in red ink, appearing to read "Carlos J. Castillo".

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Carlos J. Castillo  
Assistant Administrator  
Disaster Assistance Directorate

## **APPENDIX N**

# **EMERGENCY PREPAREDNESS INFORMATION FOR HOUSEHOLD PETS AND HORSES**



# ANIMAL PREPAREDNESS

## Dogs, Cats and Other Small Animals

Whether you are away from home for a day or a week, you'll need essential supplies for your pets. Keep items in an accessible place and store them in sturdy containers that can be carried easily (duffel bags, covered trash containers, etc.). Keep non expired medications and food ready at all times. Be Sure All Your Pets are Clearly Identified

- Be sure all dogs and cats are wearing collars with securely fastened current identification.
- Attach the telephone phone number and address of your temporary shelter to their collar.
- If you have not identified a temporary shelter, include the name and numbers of a friend or relative well outside the impacted area.

Identification microchips are highly recommended for all pets and required for dogs in unincorporated areas of Los Angeles County. Contact Animal Care & Control at **(562) 728 4882** or your vet for more information.



**TIP** Register your pet's microchip and keep the phone number of the data carrier with your important evacuation papers.

## HORSES AND LARGE ANIMALS

Emergency preparedness is important for all animals, but preparedness for horses and large animals is especially important because of their size and special transportation needs.

Horses should be evacuated as soon as an EVACUATION WARNING is issued. Do not wait for the EVACUATION ORDER. If you are unprepared or wait until the last minute, you may need to leave your animals behind. Consider these tips as you prepare your evacuation plan:

### ANIMAL EVACUATION PLAN

- Before the emergency, make arrangements to shelter your animals at two different locations far apart from each other.
- If you have large animals, evacuate when you hear the EVACUATION WARNING.
- Train horses to lead and trailer so that they become comfortable with the process.
- Keep your truck and trailer in safe, working condition (gas tank full). If you don't have a truck and trailer, make arrangements in advance to have someone evacuate your animals.
- Know who is evacuating your animals. Be sure to exchange phone numbers, California Drivers License numbers and other relevant information with the person evacuating your horse. Know where your animals will be taken.
- Network with your neighbors prior to an emergency. Work together to help horse/pet owners on your street who do not have horse trailers or who are not home during an emergency.



The County of Los Angeles Department of Animal Care & Control has an Emergency Response Program that includes animal control officers and volunteers trained to deal with small and large animals during an emergency. The Emergency Response Program has specially trained and equipped teams including the Animal Rescue Field Support, Equine Response Team (ERT), and Department Animal Rescue Team (DART).

For more information visit their website:  
[www.animalcare.lacounty.gov](http://www.animalcare.lacounty.gov)

**TIP** Keep fire extinguishers near barn entrances and around stables for easy access in the event of a barn fire. Store hay outside the barn in a dry covered area when possible.





## RISKS TO ANIMALS AFTER THE DISASTER

Risks to animals after a fire include burned or cut paws, eating or inhaling toxic substances or residues, escaping because of downed fences or other damage, loss of shelter and shade, and a lack of water supply, power supply, and other services. Similar risks will be present after an earthquake or other disaster.

After the crisis has passed, it may be some time before you can return to your home. Even if your house is intact and you are allowed to return, the area may not be safe for your pets. Anticipate visits from inspectors and workers and make arrangements to provide your pet with a secure place where they will be safe and out of harms way.

Keep in mind that when animals return to a changed landscape, they will be upset, disoriented, and easily stressed. Try to be calm and follow normal routines whenever possible.



The ESP Bulletin on  
PET PREPAREDNESS  
is available free online at  
[www.espfocus.org](http://www.espfocus.org)

## LARGE ANIMAL SHELTER-IN-PLACE

Shelter-in-place means providing optimum shelter on your property for your horses/livestock if you cannot evacuate. We do not endorse the Shelter-in-Place strategy for large animals.

If you MUST shelter in place:

- DO NOT TURN HORSES LOOSE – they may return home to a burning barn. Loose horses also cause serious problems for first responders.
- Maintain adequate clearance – the County Fire Department now recommends 200 ft. clearance around your property.
- Turn horses into arena with sufficient brush and tree clearance – Your horse corral should be made with metal pipes, not PVC or wood.

Consider having the following items near the horse corral:

- Fire hose(s)
- Generator
- Multiple shovels placed strategically around property, axe, hoe, rake, broom, etc.
- Multiple ladders extended and placed at both ends of house and ready for use near the barn
- Portable AM/FM radio with spare batteries
- Hand-held FRS radios (walkie-talkies) and hand held scanner with spare batteries
- Masks, goggles, heavy working gloves and bandanas
- Use leather halters not nylon



**TIP** Post important addresses & telephone numbers by your telephones in the house and in the barn.



## PET DISASTER SUPPLY KIT CHECKLIST

- Name tags and phone numbers for collars and harnesses
- Leashes, harnesses, gloves and carriers to transport pets safely and securely
- Water and food for 3-10 days.
- Supplies like bowls, cat litter and pans, manual can opener, foil or plastic lids for cans
- 3-10 day supply of medications. Medical records stored in a waterproof container
- Current photos of your pets in case they get lost
- Information on feeding schedules, medical conditions, behavior problems, and the name and number of your veterinarian in case you have to board your pets. Don't forget pet beds and toys!
- First Aid kit (including large/small bandages with elastic tape, scissors, tweezers, Q-tips, antibiotic ointment, saline eyewash, & hydrogen peroxide)



Don't forget to include identification tags on carriers, harnesses and leashes



**TIP**

When you get an Evacuation Warning gather up small animals and confine them so they can be crated quickly. Transport cats in a plastic or wire carrier only; do not carry in your arms. Cover

the carrier with a light cloth, which will help keep cats quiet. Remember that animals may be anxious in an emergency and be sure to include safety items like sturdy gloves in your emergency kit.

## HORSE AND LARGE ANIMAL DISASTER SUPPLY KIT CHECKLIST

- ❑ Halters with identification tags and lead ropes for each horse.
- ❑ Vaccination and identification forms with current photos.
- ❑ Food, feed buckets, and any medications for 7–10 days.
- ❑ Information on feeding schedules, medical conditions, behavior problems, and the name and number of your veterinarian in case you have to board your horse(s).
- ❑ First Aid Kit with wraps.
- ❑ Duct tape to write identification on horse halters.
- ❑ Headlamp light (much better than flashlight when working with large animals).



**TIP** Have your horses  
micro-chipped.

## **SAMPLE EMERGENCY PREPAREDNESS INFORMATION**

### **Should disaster strike.... Be prepared in advance!**

Plan in advance for your family and kids' needs, but don't forget about your other family members: PETS!

#### Emergency Preparedness Checklist for Pets - for *each* animal

- ✓ check with your veterinarian, pet boarding facility, friends and family, and even employer to see if arrangements can be made in advance to board your pet(s) if you need to evacuate with your pet
- ✓ food and water (14 days)
- ✓ medical records (vaccine records, especially rabies certificate)
- ✓ your veterinarian's information
- ✓ medication
- ✓ pet first aid kit
- ✓ collar, tag with cell phone (not home #), harness, leash
- ✓ pet carrier, crate, leash, harness for EACH pet
- ✓ sanitation supplies (litter pan, litter, doggy bags, pooper scoopers)
- ✓ newspaper, paper towels
- ✓ photo of pet owner with each pet
- ✓ familiar blanket, towels, toys, treats
- ✓ microchip ID (\*note\* must register microchip with appropriate agency in advance, as a microchip is not a GPS tracking device!)
- ✓ Refer to any of the following preparedness brochures:
  - [www.ready.gov](http://www.ready.gov) "Preparing Your Pets for Emergencies Makes Sense. Get Ready Now." brochure
  - [lapublichealth.org/vet](http://lapublichealth.org/vet) County of Los Angeles Public Health's "Emergency Preparedness for Your Pets" brochure
  - [www.cdfa.ca.gov](http://www.cdfa.ca.gov) and [www.cvma.net](http://www.cvma.net) CDFA's "Disaster Preparedness for Dog and Cat Owners" brochure
  - [humanecociety.org](http://humanecociety.org) "HSUS Disaster Preparedness for Pets" brochure