

Merced County Operational Area

Emergency Animal Response Annex

An Annex to the Merced County Emergency Operations Plan

February, 2016



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MERCED COUNTY OPERATIONAL AREA EMERGENCY ANIMAL RESPONSE ANNEX

SECTION 1.0 INTRODUCTION

1.1 Overview

In disasters, the first priority is the protection of life, property, and the environment. Although the highest priority is the protection of human life, recent disasters have shown that proper preparation and effective coordination of Emergency Animal Response will enhance the ability of response agencies to protect both human and animal health and safety.

In 2012, the American Veterinary Medical Association's conducted a national survey that found six out of ten pet owners (63.2%) consider their pets to be "family members".¹ The significance of this human-animal relationship has major implications on emergency management during a disaster as was first highlighted during Hurricane Katrina of 2005. Lessons learned are that many people will not evacuate their homes without their animals. They may also attempt unauthorized re-entry into their homes to save their pets that were left behind. By doing so, they put their own lives at risk, as well as the lives of emergency responders.

According to the 2015-16 American Pet Products Association "National Pet Owner Survey", 65% of households own a pet.² It is important for animal owners to be educated on disaster preparedness. No one wants to leave a pet behind; however, many people are not prepared to safely evacuate their animals or have the necessary resources for animal care to last for the duration of the disaster. State and local governments are realizing that planning for the evacuation, search and rescue, veterinary care, and emergency animal sheltering of companion pets, livestock, and equine is essential for the well-being of both animals and humans during disasters.

The Merced County Emergency Animal Response Annex is intended to provide guidance and strategies for providing a coordinated emergency response to any disaster in the county Operational Area that may adversely affect animals and their owners. This Annex may be adapted to cities/towns within the county.

1.2 Purpose

The purpose of this Annex is to provide the framework for a coordinated response to all hazards in Merced County's Operational Area that may adversely affect animals and their owners. This framework includes:

- Organizing a coordinated multi-agency effort to mitigate, prepare for, respond to and recover from any hazard affecting the health and safety of household pets, livestock, and equine.
- Identifying the key players and defining their responsibilities for emergency animal response operations. **(See Appendix A: Contact List)**

¹ "U.S. Pet Ownership and Demographics Sourcebook", American Veterinary Medical Association, 2012 Edition; (www.avma.org)

² "National Pet Owners Survey" 2015-2016; American Pet Products Association; (www.americanpetproducts.org)

- Establish standard operating guidelines for animal evacuation, search and rescue, care for animals being sheltered-in-place if owners are unable to provide care, emergency animal sheltering, and medical care.
- Provide standards and procedures that are compliant with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).
- Provide guidelines for the control of animal contamination and zoonotic disease

1.3 Scope

The scope of this Annex is applicable to any hazard within the Merced County Operational Area that is natural, technological, or human-caused that creates significant animal-related problems that may generate these conditions:

- Exceeds the capabilities and resources of Merced County Animal Services
- Requires a coordinated multi-agency response
- Presents a health and safety risk to the public
- Creates a threat to public and personal property
- Presents a risk of environmental contamination
- Create economic losses for Merced County

1.4 Potential Threats & Hazards

The county of Merced is susceptible to natural, technological and human-caused disasters that may include flooding, earthquakes, dam failure, wildland fires, agro-terrorism, release of hazardous materials, drought and extreme weather. A Hazard Analysis Summary is included in the Merced County Emergency Operations Plan.

Merced County is one of the largest agricultural-producing counties in California. In 2012, the county ranked number two in the state for cow milk sales - \$1.1 billion.³ A disaster in Merced County could significantly impact the local and state economies.

1.5 Estimated Animal Population In Merced County

Many local communities do not have specific data on the number of households that own pets. The American Veterinary Medical Association's "U.S. Pet Ownership and Demographics Sourcebook" is currently the most statistically accurate and complete survey of the pet-owning public and pet population demographics. **Appendix B: "Calculating the Number of Animals in A Geographic Area"** provides a formula to estimate the number of animals that may be evacuated in a geographical area.

California is home to nearly 19 million domestic animals. Polls conducted in 2012 estimate that California is home to 6.7 million dogs and 7.1 million cats. The California Department of Food and Agriculture reported in 2012 that there are over 5.5 million cattle in California, 570,000 sheep, 141,000 goats, 670,000 horses, just over 100,000 hogs, and millions of chickens in the Golden State. Approximately one out of every three households in California owns a dog or a cat.

³ 2012 Census of Agriculture; Dairy Cattle and Milk Production; ACH12-14/October 2014; USDA NASS

Appendix C: “Central California Pet Ownership Statistics” provides an estimate on the number of pet owner households and populations for dogs, cats, birds and horses in Merced County.

1.6 Assumptions

This Annex was developed based upon certain assumptions regarding animals in disaster:

- Natural, technological, or human-caused disasters could affect the well-being of domesticated and non-domesticated animals
- Animals may escape enclosures and present a public health and safety hazard
- People may refuse to evacuate because of their animals
- People may attempt unauthorized reentry into an evacuated site to rescue their animals if they are left behind

- People will arrive at human care shelters with their companion animals
- Animals, except service dogs will not be allowed in human shelters
- Unsolicited and untrained volunteers may arrive and interfere with Emergency Animal Response efforts
- If evacuated, many animal owners will not have adequate resources to provide care for their pets
- Owners of large animals may not have the resources available to transport and provide emergency sheltering for their animals. They may release the animals from their enclosures; therefore, presenting a health and safety risk to the public.
- There may be an increased incidence of animal contamination and zoonotic diseases

SECTION 2.0 CONCEPT OF OPERATIONS

2.1 Goals

- Mitigate animal-related hazards during disasters
- Protect the health and safety of the public from animal issues
- Mitigate animal-caused damage to public and private property
- Protect the environment from animal contamination
- Support community recovery efforts

2.2 Objectives

- Establish procedures for activating and deactivating this Annex
- Provide for the care, control and safety of household animals, service animals, non-commercial livestock, and equine
- Establish a reunification system to return lost domesticated animals to their owners
- Establish standard operating guidelines for evacuation, transportation, care of animals being sheltered-in-place if owners are unable to provide care, emergency sheltering for animals, and medical care.
- Establish guidelines for recruiting and training volunteers

- Educate animal owners on the importance of disaster preparedness
- Partner with non-governmental organizations (NGOs and community businesses to increase operational and recovery capacity.
- Ensure the planning for animal disaster response is consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS)
- Control of animal contamination and zoonotic disease

2.3 Operational Strategies

To meet the operational goals, the following strategies should be considered:

- Mitigate animal-related hazards by educating animal owners on the importance of disaster preparedness; pre-identifying problematic areas where there may be a highly concentrated animal population; and identifying facilities to shelter evacuated animals in strategic locations.
- Protect the health and safety of the public by responding in an expedient and coordinated manner to assist animal owners to evacuate with their animals out of the hazard zone.
- Mitigate animal-caused damage to public and private property by developing rescue and evacuation procedures to remove animals that have escaped from enclosures from areas where they may inflict damage to property.
- Protect environment from animal contamination by collaborating with local and state public health agencies to develop strategies to control the spread of potential animal contamination and zoonotic disease.
- Support community recovery by collaborating with local, regional, State and/or national animal welfare organizations to provide viable resources to aid animal owners and local animal shelters in their recovery efforts.

2.4 Local, State, and Federal Definitions of “Animal”

2.4.1 Annex Definition

For the purposes outlined in this Annex, animals are categorized as follows:

- Dogs and cats
- Reptiles & amphibians
- Other exotic pets
- Horses/equine
- Small mammals (ex. rabbits)
- Livestock/farm animals
- Domestic & exotic birds
- Chickens / Other Fowl
- Wildlife

2.4.2 FEMA Disaster Assistance Policy 9523.19 ⁴

Defines a companion 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, can travel in commercial carriers, and be housed in temporary facilities. Companion pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.

⁴ 9523.19 Eligible Costs Related to Pet Evacuations & Sheltering; (www.fema.gov)

2.4.3 American Disabilities Act 1990 - Service Animals⁵

Beginning in March 2011, only service dogs are recognized as service animals under Titles II and III of the American Disabilities Act. These service dogs are specifically trained to do work or perform tasks for people with disabilities. Service dogs must be allowed to accompany people with disabilities in all areas where the public is normally allowed to go. Dogs or any other animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the American Disability Act.

2.4.4 California Animal Response Emergency System (CARES)⁶

Defines “animals” as “companion animals, livestock, poultry, equine, exotic/zoo, avian/reptile, lab/research, wildlife, and aqua marine.

2.5 Authorities (*Appendix D: “Authorities”)

- H.R. 3858 Pets Evacuation and Transportation Standards Act of 2006
Also known as the “PETS Act” *
- FEMA Disaster Assistance Policy 9523.19 *
- Emergency Support Function (ESF #’6, 8, 9, 11, and 14)
- Americans With Disabilities Act of 1990
- Standard Emergency Management System (SEMS) Regulations (Government Code 8607 (e), 8608 (a), 8608 (b); Title 19, California Code of Regulations
- California Assembly Bill 450, 2006 *
- California Animal Response Emergency System (CARES) *
- Merced County Emergency Services/Ordinance Chapter 2.72 of the Merced County Code *

SECTION 3.0 PLANNING & PREPAREDNESS

Disaster preparedness plans and strategies for animals must be in place before a disaster occurs. The following issues highlight why animal response strategies during disasters are necessary:

3.1 The Importance of Planning For Animals In Disasters

3.1.1 Animal Owners May Risk Human Lives To Save Their Animals

Since human evacuation shelters may not allow companion pets, people who require sheltering must choose between deserting their animals or evacuating their animals to a pre-determined site. Many of them may choose not to evacuate due to the concern of leaving their animals behind; therefore, risking injury to themselves and possibly death.

Animal owners who have evacuated out of a hazard zone but were unable to take their animals with them may also attempt to gain unlawful re-entry to their homes. These people may risk

⁵ “Service Animals”, ADA Requirements; U.S. Department of Justice, Civil Rights Division; (www.ada.gov)

⁶ California Emergency Animal Response System, “CARES Resource List”; Animals Classification and Definition”; (www.cal-cares.com)

injury to themselves from exposure to hazardous materials and conditions - as well as risking the lives of emergency responders who may be required to rescue them.

3.1.2 Public Health and Safety Risks Caused by Animal Carcasses

Animal carcasses can contaminate water sources or lead to zoonotic disease outbreaks such as cholera or anthrax. Timely carcass removal is critical for public health and safety. The methods for environmentally acceptable disposal of animal carcasses are limited, and become particularly difficult and expensive when there are many large animal carcasses.

3.1.3 Local and State Economic Considerations

Merced County is a state leader in agricultural commodities – primarily cow milk and poultry/egg production. The loss of production animals due to a disaster can result in major economic loss to the county’s individual farmers and ranchers as well as affecting the State economy.

3.1.4 Public Relations Considerations

Animals in crisis situations attract widespread attention from media outlets, animal rescue/welfare organizations, and community activists. The failure to respond to animals during disasters may result in a significant public outcry and negative media coverage for the community and its local government.

3.1.5 Control of Self-Deployed Responders

When animals are impacted by disasters, it can be expected that self-deployed responders will arrive to assist in rescue efforts. These individuals may be untrained, disruptive and could create challenges to emergency response efforts. Effective control of self-responding individuals and unsanctioned animal rescue groups is critical.

3.2 Preparedness Strategies

3.2.1 Identify An Animal Services Group Supervisor

- A representative appointed by Merced County Animal Services
- Acts as the single point of contact on animal issues and emergency response strategies within the Merced County Operational Area
- May staff a position within the Law Enforcement Branch in the Emergency Operations Center during a disaster
- Shall be trained on the Incident Command System (ICS), the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS).

3.2.2 Public Awareness & Education

It is the responsibility of the animal owner to have an emergency preparedness plan for their animals; to provide the resources necessary for transporting and emergency sheltering of the animal(s) if evacuated; and to maintain the proper health care to control the spread of infectious animal disease.

Many animal owners will not be prepared to evacuate and care for their pets during a disaster. The Merced County Animal Services will collaborate with community partners to promote awareness of the importance of disaster preparedness for animals. Educational materials will deliver a unified message that is consistent with the goals of this Annex. Messages will be

disseminated through traditional and social media outlets, businesses, and community outreach events.

3.2.3 Locations of Concentrated Animal Populations (Appendix E)

It is important to identify where large populations of animals are located especially if production animals or captive / non-captive wildlife are involved. These animals require more equipment, time, and effort when affected by a disaster. In addition, they may pose a threat to public safety if they escape their enclosures. Once these populations are identified, compare their locations to areas in the county most likely to be affected by specific disasters.

3.2.4 Pre-Identify Emergency Animal Shelter Locations (Appendix F)

Emergency animal shelters that are located near the human emergency shelters are a guiding principle for this Annex. Their close proximity to human shelters may encourage people to evacuate their homes with their pets.

The Merced County Office of Emergency Services, Red Cross Central CA, the Central CA Animal Disaster Team and other allied county agencies have identified facilities that may serve as human shelters and emergency animal shelters. Many of these facilities will allow sheltering of small household companion pets. Livestock, poultry, equine and other farm or large animals will be sheltered at pre-identified alternative facilities.

Pursuant to agreements with Red Cross Central CA, school districts will be requested and/or as required by Section 32282 of the California Education Code to provide school buildings, grounds, and equipment for mass care and shelter for humans during disasters. A request will be made to the school districts to provide an indoor area to operate an emergency animal shelter that is located in close proximity to the human shelter. Service dogs are allowed in the Red Cross Central CA evacuation shelters.

3.2.5 Merced County Animal Resource Directory (Appendix G)

Merced County Animal Services and the Central California Animal Disaster Team will identify and maintain a list of local animal care resources (i.e. equipment, supplies, volunteers, etc.) that are available for evacuation, search and rescue, veterinary care, and emergency sheltering of household pets, livestock, and equine.

The Central California Animal Disaster Team maintains a portable storage unit at the Merced County Animal Services facility. This storage unit contains animal equipment owned by the California Veterinary Medical Foundation has been authorized for usage by the Central CA Animal Disaster Team during state-declared disasters. Permission to use the equipment for county proclaimed disasters may be permitted; however, it is required that written authorization must be obtained in advance from the President or Operations Director of the Central CA Animal Disaster Team.

3.2.6 Memorandum of Understanding For Animal-Related Resources

For any agreements made with businesses or non-profit organizations that provide animal-related resources, a Memorandum of Understanding (MOU) shall be implemented and updated on a routine basis. **(Appendix H: MOU Sample)**

Mutual-Aid Agreements should be implemented for emergency response services that are provided by agencies outside of the Merced County Operational Area.

3.3 Volunteers and Disaster Service Workers

This Annex allows for the appropriate identification and utilization of volunteers and Disaster Service Workers to assist with Emergency Animal Response efforts during a crisis situation.

3.3.1 Volunteers

Trained volunteers are important to the emergency response system. They may have skills that augment and support emergency response efforts.

Many animal rescue/welfare organizations have paid staff or volunteers who are experienced in sheltering small and large animals, are familiar with safe and humane animal handling techniques, and be able to provide veterinary care services. During an emergency or disaster, these organizations may be called upon to assist with Emergency Animal Response operations.

It is anticipated that concerned citizens will self-deploy and spontaneously volunteer to assist with Emergency Animal Response operations. In order to determine if these “convergent volunteers” may be utilized within Merced County’s Emergency Animal Response operations, they will be directed to a designated Merced County volunteer center to be registered and screened for their qualifications.

Convergent volunteers who may qualify to assist in the Emergency Animal Response effort may receive just-in-time training by Merced County Animal Services or the Central CA Animal Disaster Team.

3.3.2 Disaster Service Workers

All Merced County employees are designated by both State and City law as Disaster Service Workers. In the event of an emergency, public employees may be assigned to serve as disaster service workers to perform activities that promote the protection of public health and safety or the preservation of lives and property.

SECTION 4.0 ORGANIZATIONAL RESPONSIBILITIES

Pre-planning for disasters allows for the most efficient use of resources and the timely coordination of response activities. By working within the incident management system of this Annex and following the Standard Emergency Management System (SEMS,) the ability to respond and provide care and shelter to animals during a small or large-scale disaster is greatly enhanced.

4.1 Merced County Office of Emergency Services

The Merced Office of Emergency Services (OES) provides preparedness before, and coordination direction during emergencies and disasters.

- Coordinates with partner agencies including the six unincorporated cities within the county, special districts, and key private agencies in providing planning, response, recovery, and mitigation activities as a result of disaster related incidents.
- Primary point of contact for requesting resources from the State
- Coordinates and allocates resources within the Merced County Operational Area.

4.2 Merced County Emergency Operations Center

The Merced County Emergency Operations Center provides a facility for centralized emergency management, interagency communications and coordination during an emergency or disaster.

The Emergency Operations Center is activated by the Merced County Office of Emergency Services.

4.3 Merced County Sheriff's Office

The Merced County Sheriff's Office is responsible for human and animal evacuations. Their responsibilities include the following:

- Issue and implement evacuation orders for humans and animals
- Secure the affected areas and prevent re-entry of unauthorized people
- Notifies and provides updates to Merced County Office of Emergency Services with estimated number of evacuees and animals
- Provides available information concerning human and animal needs
- Coordinates with the Merced County Office of Emergency Services to identify additional resources needed to accomplish the evacuations

4.4 Merced County Animal Services

Merced County Animal Services is a division within the Merced County Sheriff's Office and is responsible for implementing and executing the Emergency Animal Response strategies within this Annex:

- Serves as the lead agency for animal evacuation, emergency animal sheltering, search and rescue, care of animals being sheltered-in-place in areas where owners were evacuated, veterinary care for sick or injured animals due to the disaster, and animal recovery efforts
- Provides qualified staff and volunteers capable of performing Emergency Animal Response duties
- Appoints the Animal Services Group Supervisor who will act as the single point of contact on animal issues and disaster response strategies within Merced County's Operational Area
- Coordinates with animal welfare and/or community organizations to assist with animal evacuation, emergency animal sheltering, care of animals being sheltered-in-place within the hazard area, medical care and recovery efforts

4.5 Merced County Human Services Agency

The Merced County Human Services Agency is the lead agency for coordinating and providing support to Red Cross Central CA to identify, designate, and when requested, to manage and operate local mass care shelters during a disaster.

Under the supervision of the Merced County Human Services Agency, the Merced County Care and Shelter Branch will direct the activation and demobilization of human shelters. Their responsibilities include:

- Notify and coordinate with Red Cross Central CA when a human evacuation shelter is to be activated
- Selecting the appropriate shelter location and facility
- Obtain authorization and access to set up the shelter from the facility owner
- Work in coordination with Red Cross to operate and demobilize the shelter

- Coordinate with Merced County Animal Services to shelter companion animals brought to the human shelter by evacuees

4.6 Red Cross Central California

Upon request from the Merced County Human Services Agency, Red Cross Central CA will provide emergency sheltering and mass care services to residents throughout Merced County's Operational Area.

4.7 Central California Animal Disaster Team

The Central CA Animal Disaster Team is a regional 501(c) non-profit organization that assists emergency response agencies with displaced animals during crisis situations. Upon request, the Central CA Animal Disaster Team will assist Merced County Animal Services with animal evacuation, search and rescue, care for animals that are being sheltered-in-place within the hazard area, and emergency animal sheltering.

4.8 Non-Governmental Organizations

Non-governmental organizations have voluntary resources and services that may augment Merced County Animal Services in animal response and recovery efforts. Memorandums of Understanding between Merced County Animal Services and non-governmental organizations that provide emergency animal response resources should be formalized and signed prior to a disaster.

4.9 California Animal Response Emergency System (CARES)

The California Animal Response Emergency System is an operational guidance that assists with all aspects of animal care and control in the event of a state-declared disaster or emergency. If the local government requests assistance from the State to aid in animal response efforts, the Governor's Office of Emergency Services will activate the California Animal Response Emergency System

The California Department of Food & Agriculture serves as the lead agency for state emergency animal response and manages the California Animal Response Emergency system jointly with the Governor's Office of Emergency Services.

SECTION 5.0 OPERATIONS

5.1 Activation of the Emergency Operations Center

When there is a significant event that impacts the Operational Area, the Merced County Director of Emergency Services will activate the Emergency Operations Center.

5.2 Emergency Animal Response Annex Activation Authority

The Emergency Animal Response Annex shall be activated in the event of an emergency or disaster in the Merced County Operational Area by:

- Merced County Sheriff's Office
- The Law Enforcement Branch or designee upon activation of the Merced County Emergency Operations Center
- The Public Health Branch or designee, in the event of an animal health emergency or potential zoonotic disease outbreak.

Upon activation of the Annex, coordination of the Merced County Operational Area's Emergency Animal Response is the responsibility of the Animal Services Group Supervisor. Under the Animal Service Group Supervisor's direction, Merced County Animal Services and the Central CA Animal Disaster Team will provide qualified personnel to assume the responsibilities for the Emergency Animal Response operations.

For span of control, Animal Services Unit Leaders will be identified to lead volunteer teams to implement rescue and shelter operations. These Unit Leaders will report directly to the Animal Services Group Supervisor.

5.3 Public Information Dissemination

Public information is an essential response component during any type of an incident in which animals may be impacted. During the emergency response phase, the Animal Rescue Group Supervisor will gather pertinent information from the field and will coordinate with the assigned Public Information Officer in the Emergency Operations Center. Accurate information will be disseminated to the public utilizing traditional and social media outlets. Key messages will include the following topics:

- Logistical information that includes animal evacuation directions, and emergency animal shelter locations for household animals, livestock, and equine.
- Reunification of pets and owners information
- Volunteer information
- Animal disease information including information on eradication and proper decontamination of pets.
- Contact information for emergency/disaster updates

5.4 Animal Evacuation

5.4.1 Household Pets & Service Animals

If resources are limited in the initial stages of the operational response, priority must be given to people who evacuate to human shelters with animals. If an emergency animal shelter has been activated, people who arrive at the human shelter with household companion pets will be directed to take their animals to the emergency animal shelter. Service dogs are allowed in the human shelters.

5.4.2 Livestock & Equine Evacuation

It is the responsibility of livestock and equine owners to have evacuation plans in place; however many owners will not be prepared and/or have transportation resources available. Merced County Animal Services, the Merced County Agricultural Commissioner, the Central CA Animal Disaster Team and/or other sanctioned animal rescue organizations will coordinate efforts to assist in evacuating large animals from the hazardous areas. These animals will be transported to pre-identified emergency animal shelter facilities.

Merced County Animal Services and the Department of Public Health will serve in a coordinating role to provide oversight and direction related to the movement of diseased animals and/or animals that pose a public health risk. If applicable, the Merced County Animal Services may also coordinate with the California Department of Food and Agriculture.

5.4.3 Search and Rescue Of Animals Within The Hazard Area

Every effort will be made to safely remove household pets, livestock and equine to prevent their owners from unauthorized re-entry into an evacuated area. Merced County Animal Services the Central CA Animal Disaster Team and other sanctioned animal rescue organizations will coordinate efforts to search and rescue animals that are lost or trapped within the hazard area. The animals will be transported to an appropriate facility that can provide emergency animal sheltering.

5.4.4 Transportation of Animals Out of Disaster Area

The coordination of transportation from the hazard area to the emergency animal shelter is the responsibility of Merced County Animal Services. Due to health and safety concerns, only service animals are allowed on emergency transportation vehicles that are being used to evacuate citizens from potential disaster areas. Merced County Animal Services will explore the feasibility of allowing small household animals on public transportation in the event of a disaster.

5.5 Care of Animals Sheltered-In-Place in Evacuated Areas

It may be necessary for animals to be left in the evacuated hazard areas. Merced County Animal Services will coordinate with the Central CA Animal Disaster Team and other community partners to provide care to these animals until evacuation orders are lifted or the animals are removed and transported to an emergency animal shelter.

5.6 Care of Stray and Lost Animals

Lost, stray, or animals incapable of being cared for by their owners, may endanger themselves or the public and will be referred to Merced County Animal Services. These animals will be sheltered, fed, and if possible, returned to their rightful owners. If the animals cannot be returned to their owners, their disposition will conform to State animal law. If there is no other alternative, the animals may be euthanized in accordance to State law.

5.7 Emergency Animal Sheltering

The sheltering and protection of animals are the primary responsibility of their owners. When owners are unable to provide for the care and needs of their animals, the local jurisdictions will provide assistance as outlined in the Pets Evacuation and Transportation Standards Act of 2006 (PETS), California AB 450 and FEMA DAP 9523.19. Shelters will be operated following the Incident Command System (ICS) guidelines.

- **Animal Identification System**

Merced County Animal Services and the Central CA Animal Disaster Team will develop and execute a standardized process for identification of animals affected by the disaster that are housed at the emergency animal shelter(s). This system will include a process to document all animals that are housed at an emergency shelter for reunification with pet owners. Records will also be kept for deceased and unclaimed animals as mandated by California Food and Agricultural Code – Section 32003.

- **Triage**

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

- **Emergency Animal Shelter - Standard Operating Guidelines (Appendix I)**

5.8 Veterinary Care

Merced County Animal Services is responsible for coordinating veterinary care for their jurisdictions and should identify volunteer veterinarians in advance of a disaster response. It is encouraged for veterinary practice teams to join the California Veterinary Medical Reserve Corps program that is coordinated by the California Veterinary Medical Association.

5.9 Wildlife and Exotic Animals

During a disaster, wildlife and exotic types of animals may migrate into residential areas. The rescue and sheltering of wildlife and exotic animals is not a main focus of this Annex; however, procedures must be in place to address the rescue and control of these animals due to a public safety and health risk. All facilities housing exotic or wild animals should have a disaster plan in place.

The California Department of Fish & Wildlife is one of many regulatory agencies that oversee the possession of wildlife and exotic animals. The California Department of Fish & Wildlife shall be a consulting participant and assist in communicating and coordinating with other regulatory agencies such as the U.S. Department of Agriculture / APHIS Division, and the United States Fish and Wildlife Service. If resources allow, the Merced County Animal Services may provide support to the California Department of Fish & Wildlife as follows:

- Assist permitted and/or licensed facilities to locate suitable emergency sheltering for their restricted species.
- Conduct warnings and assist in the evaluation of confined wildlife and exotic animals including, but not limited to, those held under California Department of Fish & Wildlife permits.
- Coordinate the use of specialized personnel and equipment to recapture potentially dangerous escaped captive wildlife and exotic animals.
- 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 will be coordinated with the California Department of Fish & Wildlife - Office of Spill Prevention and Response unit.
- Assist in coordination with the University of CA, Davis “Oiled Wildlife Care Network” to rescue and rehabilitate oiled wildlife.

SECTION 6.0 ANIMAL DISEASE CONTROL

6.1 Detection, Confirmation and Control of Zoonotic Disease

The Merced County Department of Public Health serves as the lead agency responsible for monitoring and addressing any natural or human-caused disaster that may present a zoonotic disease threat to the public. Merced County Code 7.04.200 allows the health officer to declare an emergency when unusually dangerous health situations exists among dogs or other animals in the county or part thereof.

Upon making such a declaration, the health officer shall prepare and promulgate such rules and regulations as are necessary for the conduct of all persons within the area where the dangerous condition exists. These rules and regulations of the health officer may include, but are not limited to quarantine, isolation, inspection, disinfection, and destruction of diseased or suspected animals by human methods.

In addition Merced County Code 7.04.040 prevents owners or custodians of animals, wild or domestic, from inhibiting animals from receiving medically accepted treatment for zoonotic or other communicable disease.

During an emergency, the Department of Public Health will coordinate with Merced County Animal Services to leverage efforts to monitor and control animal and zoonotic disease. It is also the responsibility of the Department of Public Health to advise the public of any animal disease outbreaks and mitigation steps.

6.2 Reporting Requirements

Pursuant to Section 9101 of the California Food and Agricultural Code, Title 3 California Code of Regulations § 797 and Title 9 Code of Federal Regulations Section 161.4(f):

Who Must Report

Any licensed veterinarian, any person operating a diagnostic laboratory, or any person who has been informed, recognizes or should recognize by virtue of education, experience, or occupation, that any animal or animal product is or may be affected by, or has been exposed to, or may be transmitting or carrying any of the following conditions, must report that information.

What To Report

- Any animal disease not known to exist in the United States
- Any event with increased mortality and/or morbidity of unknown cause or source
- Any toxicology condition likely to contaminate animals or animal products (meat, milk or eggs). Report any emergency condition or regulatory condition. All monitored diseases should be reported by diagnostic facilities.
- If a “suspect” foreign animal disease is detected, it is critical to report it to the California Department Food & Agriculture - Fresno District Office. If unable to reach a district official, then a health official at California Department of Food & Agriculture headquarters should be contacted.

SECTION 7.0 RECOVERY

7.1 Annex Deactivation

The Animal Services Group Supervisor in the Emergency Operations Center will coordinate with the Law Enforcement Branch to deactivate the Annex. The Supervisor will notify Merced County Animal Services of the deactivation.

7.2 Emergency Animal Shelter Demobilization

The closing of an emergency animal shelter is usually coordinated with the closure of human shelters and will follow the procedures set forth in the Emergency Animal Shelter Standard Operating Guidelines. The Emergency Animal Shelter Manager will provide status reports to the Animal Services Group Supervisor regarding shelter activities. The Animal Services Group Supervisor will coordinate with Merced County Animal Services to implement shelter deactivation:

- Reunite animals with owners, following protocols developed for an orderly reunification process.

- Coordinate with Merced County Animal Services for the transfer and ongoing care of unclaimed animals
- Provide documentation of injuries and deaths of animals to the Animal Services Group Supervisor
- Utilize appropriate cleaning and disinfecting procedures, returning the site to its original condition
- Report disaster-related expenses to the local emergency management agency
- Arrange to re-home abandoned or owner-surrendered animals by following legal abandonment guidelines
- Identify and properly dispose of dead animals
- Arrange for the removal and distribution of donated equipment and supplies.

7.3 Unclaimed Animals Left Behind In The Emergency Animal Shelter

Merced County Animal Services shall have procedures in place for unclaimed animals. An animal may be adopted, transferred, or euthanized, but the procedures must be consistent with county and State laws. These procedures must be communicated to the owners during the animal intake process and the public.

7.4 Disposition of Lost or Stray Household Pets, Livestock, and Equine

Merced County Animal Services will implement procedures to identify owners of lost or stray animals. When unable to return animals to rightful owners, Merced County Animal Services will support efforts to identify an adoptive home for the animals. When animals cannot be adopted or fostered, or an owner cannot be found, the animal may be placed in the Merced County animal shelter and disposition will conform to state law.

7.5 Disposal of Deceased Animals (Appendix J)

It is a priority to protect the health of the public. Merced County Animal Services will provide oversight and direction with local jurisdictions for coordinating the removal of dead animals to prevent the spread of potential disease or environmental contamination. In the event of a natural disease outbreak or bioterrorism event, carcasses will be removed by agencies with appropriate authority. If a disease outbreak occurs in livestock, the Merced County Animal Services will oversee carcass removal and if necessary, will work in coordination with the California Department of Food and Agriculture and/or the United States Department of Agriculture.

7.6 Disposition of Wild & Exotic Animals

Wildlife and exotic animals are the responsibility of the California Department of Fish and Wildlife. If resources allow, efforts will be made by Merced County Animal Services to assist in transferring animals to licensed rehabilitators.

7.7 Debriefing and After Action Report

After deactivation of the emergency animal shelter, the Animal Rescue Group Supervisor, Merced County Animal Services, the Central CA Animal Disaster Team and key leaders will meet for a debriefing of the operation. The debriefing will encompass the following:

- What organizations were involved?
- What went well and what went wrong?
- Were there any deficiencies within the Emergency Animal Response plan?

- What changes need to be made to the plan?
- What was achieved?
- Were supplies and resources sufficient?
- Were the facilities sufficient?

7.8 Documentation

All data, documents, and reports will be collected for training purposes and to properly document any potential requests for reimbursements from State or Federal agencies.

SECTION 8.0 TRAINING & EXERCISES

This Annex recognizes that ongoing training and exercising of this plan are a crucial component for a successful Emergency Animal Response program.

All agencies involved in Emergency Animal Response in the Merced County Operational Area are responsible for training and certifying their departmental personnel to assist in emergency response operations. The Merced County Office of Emergency Services will also incorporate this Annex into all relevant emergency planning exercises.

The Merced County Animal Services Volunteer Program will hold primary responsibility for the identification, coordination, training and utilization of volunteers in the event of an emergency or disaster. The Central CA Animal Disaster Team will also incorporate its training curriculum with Merced County Animal Services to ensure consistency in volunteer response.

SECTION 9.0 ANNEX MAINTENANCE

The Merced County Office of Emergency Services is responsible for maintaining this Annex. The Office of Emergency Services will review the Annex, in coordination with Merced County Animal Services, the Central CA Animal Disaster Team, the Merced County Department of Public Health, and other allied agencies every two years, or as necessary for updates.

SECTION 10.0 LIST OF APPENDICES

- APPENDIX A Contact List For Emergency Animal Response
- APPENDIX B Calculating The Number Of Animals In A Geographic Area
- APPENDIX C Central California Pet Ownership Statistics
- APPENDIX D Authorities
- APPENDIX E Concentrated Animal Population Locations
- APPENDIX F Emergency Animal Shelter Locations
- APPENDIX G Merced County Animal Resource Directory
- APPENDIX H Memorandum of Understanding / Mutual-Aid Agreements
- APPENDIX I EAS Standard Operating Guidelines
- APPENDIX J Carcass Disposal Guidelines / Vendors

APPENDIX A

MERCED COUNTY ANIMAL EMERGENCY RESPONSE CONTACT LIST

Name	Title	Emergency Position	Phone Number
Sgt. Scott Dover	Animal Control Director Merced County Sheriff's Office	Animal Control Director	209-564-2096
Kristi Caseri	Animal Control Supervisor	EOC; Evacuation; Emergency Animal Shelter	209- 728-7434
Robert McMillan	Animal Control Officer II	Animal Evacuation; Emergency Animal Sheltering	209-395-7436
Naomi E. Flam	President, Central CA Animal Disaster Team	Emergency Animal Sheltering; assist with evacuation; search/rescue; care for animals that are sheltered-in-place	559-433-9663 559-269-7685
Mary Reimer	Operations Director Central CA Animal Disaster Team	Emergency Animal Shelter Manager	(559) 360-4228

APPENDIX B

CARES



California Animal Response Emergency System

Calculating the Number of Animals in a Geographic Area

of people evacuating _____ / 2.91 people per household* = _____ (# of evacuating households) *US Census Bureau, 2011

of evacuating households _____ x

.53 for dogs _____

.60 for cats _____

.13 for birds _____

.04 for horses _____

.01 for others _____

(Note: % may be much higher in rural areas)

(A) _____ Total number of animals

(B) _____ Total households seeking shelter divided by those who evacuated (a percentage like 10%)

Take that percentage (B) times total maximum pets (A) to assess likely size of sheltering capacity needs

Example: If 3000 households evacuate and seek shelter you would expect a maximum of some 4400 kind of animals, but since only 400 (13%) of evacuating households sought shelter, that number would be nearer to 572 of all pet types. Size of pets must also be considered.

Useful statistics:

California is home to nearly 19 million domestic animals. Polls conducted in 2012 estimate that California is home to 6.7 million dogs and 7.1 million cats. The California Department of Food and Agriculture reported in 2012 that there are over 5.5 million cattle in California (1.8 million of which are dairy cows), 570,000 sheep, 141,000 goats, 670,000 horses, just over 100,000 hogs, and millions of chickens in the Golden State.

Approximately one out of every three households in California owns a dog or a cat. Furthermore, households that do own them tend to own an average of 2.

Species	Average Number of Pets per Pet-Owning Household
Dogs	1.69
Cats	2.19
Birds	2.74
Horses	2.67

Source: U.S. Pet Ownership and Demographics Sourcebook, Center for Information Management. American Veterinary Medical Association. Schaumburg, IL 2012.

For Livestock numbers, refer to the California Agricultural Statistics Review:

http://www.agcensus.usda.gov/Publications/2007/Full_Report/Census_by_State/California/

QUICK ESTIMATE CALCULATOR

Method 1:

During a disaster less than 10% of the evacuating population will normally seek public shelter.

As a general rule of thumb, one out of every three households in California owns a pet. On average, it can be expected that a household, if it utilizes sheltering services, will bring 1.7 dogs or 2.2 cats.

Example:

<u>Estimated Evacuating Household Pet Population</u>				
Evacuating Households	Number that will seek shelter (approx. 10%)	Number seeking shelter that have pets (1 out of 3)	Estimated Number of Pets	
			Dogs (x1.7)	Cats (x2.2)
1000	100	33	56	73

Method 2:

Another method of determining how many animals will require shelter services is to determine the estimated number of animals in a population:

AVMA Pet Population Calculator

<https://www.avma.org/KB/Resources/Statistics/Pages/US-pet-ownership-calculator.aspx>

and then multiply by 0.10 (on account of 10% actually requiring sheltering services.)



APPENDIX C

CENTRAL CALIFORNIA PET OWNERSHIP ESTIMATES (BASED ON 2010 CENSUS FIGURES)

MERCED COUNTY: Population 255,793

	Number of Pet Owner Households	Pet Population
Dogs	35,909	57,455
Cats	29,908	62,768
Birds	3,050	6,985
Horses	1,519	44,034

FRESNO COUNTY: Population 930,450

	Number of Pet Owner Households	Pet Population
Dogs	137,640	220,224
Cats	114,637	240,587
Birds	11,690	26,774
Horses	5,656	15,461

KINGS COUNTY: Population 152,982

	Number of Pet Owner Households	Pet Population
Dogs	21,476	34,362
Cats	17,887	37,539
Birds	1,824	4,178
Horses	883	2,412

MADERA COUNTY: Population 150,865

	Number of Pet Owner Households	Pet Population
Dogs	21,179	33,887
Cats	17,640	37,020
Birds	1,799	4,120
Horses	870	2,379

MARIPOSA COUNTY: Population 18,251

	Number of Pet Owner Households	Pet Population
Dogs	2,562	4,099
Cats	2,134	4,479
Birds	218	498
Horses	105	288

TULARE COUNTY: Population 454,143

	Number of Pet Owner Households	Pet Population
Dogs	63,755	102,008
Cats	51,100	111,440
Birds	5,415	12,402
Horses	2,620	7,161

APPENDIX D

AUTHORITIES

Pets Evacuation and Transportation Standards Act of 2006, H.R. 3858 (“PETS Act”)

The PETS Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to require the Director of the Federal Emergency Management Agency (FEMA) 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. The act authorizes the FEMA Director to:

- Study and develop plans that take into account the needs of individuals with pets and service animals prior to, during, and following a major disaster or emergency
- Make financial contributions, on the basis of programs or projects approved by the Director, to the 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.

FEMA Disaster Assistance Policy 9523.19 (See attached)

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.

California Assembly Bill 450, 2006

This state law requires the Governor’s Office of Emergency Services (OES) to approve, adopt, and incorporate the “California Animal Response Emergency System (CARES) program into the state emergency plan. In addition, the California Department of Food and Agriculture (CDFA) and the Governor’s Office of Emergency Services were required to enter into a Memorandum of Understanding to incorporate CARES into all levels of the Standardized Emergency Management System.

California Animal Response Emergency System (CARES)

CARES is an operational guidance to assist with all aspects of animal care and control in the event of an emergency or disaster. In addition, CARES provides resources for the public, for animal businesses, for animal shelters, and for emergency planners. CARES is structured in accordance with the Standardized Emergency Management System (SEMS) and the Incident Command System. (www.cal-cares.com)

Emergency Support Function (ESF #6, 8, 9, 11, and 14 – See attached))

Federal Emergency Support Functions (ESF) provides the structure for coordinating Federal interagency support for a Federal response. Animal emergency response issues are included in ESFs # 6, #8, #9, #11, #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
- Supporting animal/veterinary issues in natural disasters as coordinated by USDA’s Animal and Plant Health Inspection Service (APHIS)

Merced County Emergency Services/Ordinance Chapter 2.72 of the Merced County Code

Provides for the preparation and carrying out of plans for the protection of persons and property within the county in the event of an emergency; the direction of the emergency organization; and the coordination of the emergency functions of the county with all other public agencies, corporations, organizations, and affected private persons.

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; 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.

APPENDIX E

MERCED COUNTY - CONCENTRATED ANIMAL POPULATIONS (February 2016)				
ANIMAL RESCUE FACILITIES				
<u>Company Name</u>	<u>Address</u>	<u>City</u>	<u>Zipcode</u>	<u>Telephone #</u>
Merced County Animal Control Shelter	2150 Shuttle Drive	Atwater	95301	209-385-7436
Last Hope Cat Kingdom	6660 Bailey Road	Atwater	95301	209-357-5425
Merced SPCA	1021 E. Childs Ave.	Merced	95341	209-384-7722
Los Banos Animal Shelter	1010 Airport Road	Los Banos	93635	209-827-7089
VETERINARY HOSPITALS				
Atwater Veterinary Clinic (Sister vet hospital of Merced Vet Clinic)	2100 Bell Drive	Atwater	35301	209-358-6000
Merced Veterinary Clinic	3200 G Street	Merced	95340	209-383-0555
Merced Animal Medical Clinic	3765 E. Yosemite Ave.	Merced	95340	209-383-0434 209-381-0911 (Emergency)
Valley Animal Hospital	58 W. 16th Street	Merced	95340	209-384-7387
Los Banos Veterinary Clinic	1900 E. Pacheco Blvd.	Los Banos	93635	209-826-5860
Pacheco Veterinary Clinic	1624 E. Pacheco Blvd	Los Banos	93635	(209) 826-3212
HORSE BOARDING STABLES				
Krogh Ranch	7615 W Highway 140	Atwater	95301	209-357-8866
Silver Bell Barn	7160 State Highway 140	Atwater	95301	209-380-9311 (Marnie Howe) 209-769-6669 (Cynthia Bell)
Cherry Stables Horse Boarding	26886 CA-140	Gustine	95322	209-854-3540
Arkenfield Farm	4400 Dickenson Ferry Road	Merced	95341	209-722-4416 209-756-4417 (Cell)
Rascal Slough Ranch	18539 August Ave.	Hilmar	95324	209-667-1183
Angel Acres Horse Hotel & Boarding	13557 Volta Road	Los Banos	93635	209-826-2187
EDUCATIONAL FACILITIES				
University of CA - Merced	5200 N. Lake Road	Merced	95343	209-228-4400 866-993-0969 (Emergency) 209-228-2677 (Police Dept)
WILDLIFE REHABILITATION FACILITY				
San Joaquin Raptor Rescue Center	958 E. 22nd St.	Merced	95340	209-723-9283

APPENDIX F

MERCED COUNTY -- MASS CARE SHELTERS & EVACUATION RESOURCE CENTERS (10/28/2014)

Red Color = Not Approved Shelter Site

Blue Color = Not surveyed

FACILITY	FACILITY INFORMATION			ANIMAL SHELTERING	
	EVACUATION SHELTER	EVACUATION RESOURCE CENTER	NOTES	SMALL ANIMALS ALLOWED	LARGE ANIMALS ALLOWED
ATWATER 95301					
Atwater Community Center 760 E. Bellevue Road	NO	YES		YES	NO
Atwater High School 2201 Fruitland Ave.	YES	YES		YES	YES
Saint Anthony's Catholic School-Parish Hall 1801 Winton Way	NO	NO	Asbestos Exposure	NO	NO
BALLICO 95303					
Ballico Cressey School District 11818 W. Gregg St.	NO	YES	Not ADA Compliant	NO	NO
DELHI 95315					
Delhi Education Park (High School) 16881 W. Schendel	YES	YES		YES	NO
El Capitan Elementary 10115 North Fifth Street	NO	NO	Not ADA Compliant Poor Parking		
Schendel Elementary School 16114 Schendel Road	NO	NO	Not ADA Compliant Poor Parking		
GUSTINE 95322					
Gustine High School Hwy 33 and Hwy 140	YES	YES			
Al Goman Community Center 745 Linden Ave.	NO	YES	No pet facilities	NO	NO
LE GRAND 95333					
Le Grand High School 12961 Le Grand Road	YES	YES		YES	NO
LIVINGSTON 95334					
Livingston High School 1617 Main Street	YES	YES		YES	YES
Livingston Middle School 101 F Street	YES	YES		YES	NO
Livingston Community Center 848 Prusso Street	NO	YES	Use as a Resource Ctr OR Pet Shelter	YES	NO
Campus Park Elementary School 1845 H Street	NO	NO	Too small / not ADA compliant		
Yamato Colony School 800 Livingston Cressy Way	NO	NO	Not ADA compliant		
Selma Herndon Elementary School 714 Prusso Street	NO	NO	Not ADA compliant		
LOS BANOS 93635					
Los Banos Community Center 645 7th Street	YES	YES		YES	NO
Los Banos Fairgrounds 403 F Street					
Merced College, Los Banos Campus 16570 South Mercy Springs Road	NO	NO			

MERCED 95340					
Central Presbyterian Church 1920 Canal Street	YES	YES		NO	NO
First Baptist Church 500 Buena Vista Dr.	NO	NO	Not ADA compliant parking area inadequate		
East Campus Education Center 1900 G Street					
Merced County Fairgrounds 900 Martin Luther Kings Jr. Way	YES	YES		YES	YES
Yosemite High School 1900 G Street	YES	YES	Pets housed on the Sequoia HS Campus	YES	NO
MERCED 95348					
Merced Union High School 205 W. Olive	YES	YES		YES	YES
PLANADA 95365					
Planada School District 9525 East Brodrick					
Cesar Chavez Middle School 161 S. Plainsburg Road	YES	YES		YES	NO
Planada Community Center 103 Live Oak Street	NO	NO	Not ADA Compliant		
WINTON 95388					
Winton Middle School 6300 North Cypress Ave.	YES	YES		YES	

APPENDIX G

MERCED COUNTY ANIMAL EMERGENCY RESOURCE DIRECTORY

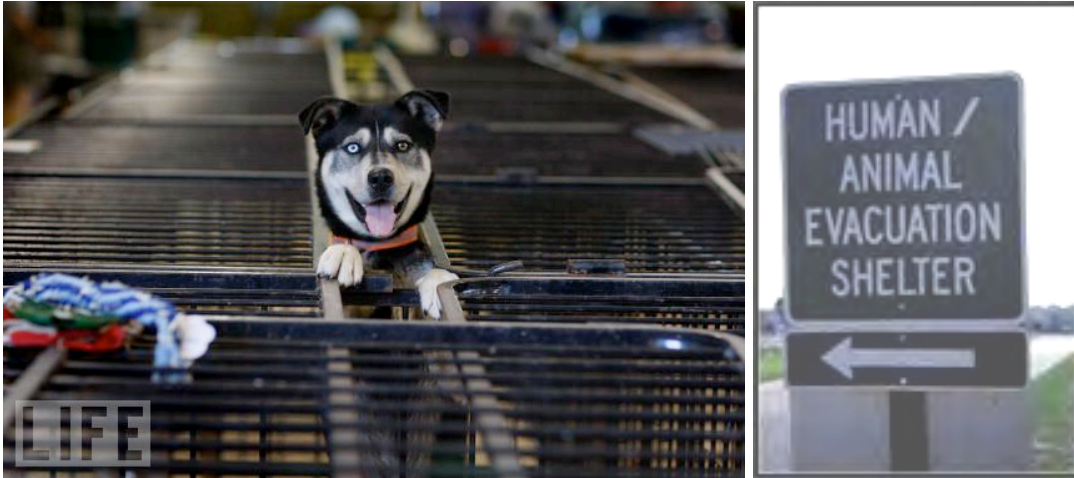
VETERINARY HOSPITALS (February 2016)

VET HOSPITAL NAME	ADDRESS	PHONE #	NOTES
PACHECO VETERINARY HOSPITAL	1624 E. Pacheco Blvd Los Banos, CA 93635	(209) 826-3212	Hours: Monday - Friday 9:00 a.m. - 5:00 p.m. Closed Saturday & Sunday Exotic Pets Accepted (ferrets, hedgehogs, reptiles)
MERCED ANIMAL MEDICAL CENTER	3765 E. Yosemite Ave. Merced, CA 95340	(209) 383-0434 (209) 381-0911 (ER)	Full-Service Veterinary Hospital; 24 /7 Emergency Care www.mercedamc.vetstreet.com
ATWATER VETERINARY CLINIC (Sister vet hospital of Merced Vet Clinic)	2100 Bell Drive Atwater, CA 35301	(209) 358-6000	Full Service Veterinary Hospital Hours: Monday - Friday 7:30 a.m. - 6:00 p.m. Saturday & Sunday: Closed Veterinarians: Mike Copeland (Large animals - dairy) Carole Chiffelle (small & large animals) Paul Cook (dairy and small animals) Nicole Ekblom (dairy); Keely Bertram (small animals); Alicia Smith (small animals / dairy) www.atwatervet.com
MERCED VETERINARY CLINIC	3200 G Street Merced, CA 95340	(209) 383-0555	Full Service Veterinary Hospital Hours: Monday - Friday 7:30 a.m. - 6:00 p.m. Saturday: 9:00 a.m. - 1:00 p.m.; Sunday Closed Veterinarians: Ellis Karr; Betty Lawson; Mike Wesselink (dairy / small animals) www.mercedvet.com
LOS BANOS VETERINARY CLINIC	1900 E. Pacheco Blvd. Los Banos, CA 93635	(209) 826-5860	Full-Service Veterinary Hospital / Boarding Services Hours: Monday - Thursday 8:00 a.m. - 7:00 p.m. Friday: 8:00 a.m. - 6:00 p.m. Saturday: 8:00 a.m. - 2:00 p.m.; Sunday Closed Vets: Dr. Mason & Dr. David Simmons
VALLEY ANIMAL HOSPITAL	58 W. 16th Street Merced, CA 95340	(209) 384-7387	Full-Service Veterinary Hospital Hours: Monday - Friday 7:30 a.m. - 6:00 p.m. Saturday: 8:00 a.m. - 4:00 p.m.; Sunday Closed Christine McFadden, DVM Jon Klingborg, DVM Adam Lauppe, DVM

APPENDIX G

MERCED COUNTY ANIMAL EMERGENCY RESOURCE DIRECTORY			
HOUSEHOLD PET & LIVESTOCK SUPPLY STORES (February 2016)			
BUSINESS NAME	ADDRESS	PHONE #	NOTES
CONLIN SUPPLY COMPANY	717 E. Childs Ave. Merced, CA 95341	(209) 725-1100	Livestock equipment; fencing; cattle nutrition Hours: Monday - Friday 9:00 a.m. - 5:00 p.m. Saturday 8:00 a.m. - 4:00 p.m.; Sunday Closed www.conlinsupply.com
ATWATER FEED	1222 Atwater Blvd. Atwater, CA 95301-4316	(209) 358-1840	Small & large animal feed; hay; poultry food Hours: Monday - Friday 8:00 a.m. - 5:00 p.m. Saturday 8:00 a.m. - 12 noon; www.atwaterfeed.com
ARMSTRONG'S PET WORLD	1814 Bellevue Road Atwater, CA 95301	(209) 358-2350	Small Animal Pet Supply including reptiles Store Hours: Monday - Sunday 10 a.m. - 7:00 p.m.
	1941 G Street Merced, CA 95340	(209) 722-2350	
STANISLAUS FARM SUPPLY	674 S. Hwy 59 Merced, CA 95341	(209) 723-0704	Small and large animal feed supply Hours: Monday - Friday 8:00 a.m. - 5:00 p.m. Saturday: 8:00 a.m. - 12 noon; Sunday Closed www.stanislausfarmsupply.com
HILMAR FEED & SUPPLY	9038 Lander Ave. Hilmar, CA	(209) 664-9095	Small animals, livestock feed & supplies Hours: Monday - Friday 8:00 a.m. - 6:00 p.m. Saturday: 8:00 a.m. - 5:00 p.m. Sunday: 8:00 a.m. - 1:00 p.m. www.hilmarfeed.com
PET SMART	1196 W. Olive Ave Merced, CA 95348	(209) 722-0844	Primarily small animal pet food & supplies Store Hours: Monday - Saturday 9:00 a.m. - 9:00 p.m. Sunday: 9:00 a.m. - 7:00 p.m. www.petsmart.com
PETCO	1230 Commerce Ave. Atwater, CA 95301	(209) 357-1488	Primarily small animal food & supply Hours: Monday - Friday 10:00 a.m. - 9:00 p.m. Saturday 9:00 a.m. - 9:00 p.m.
	1429 W. Pacheco Blvd. Los Banos, CA 93635	(209) 827-6813	Sunday 10:00 a.m. - 7:00 p.m.

APPENDIX H



EMERGENCY ANIMAL SHELTER **STANDARD OPERATING GUIDELINES (SOGS)**

Standard Operating Guidelines (SOGs) encompass a basic outline for how CCADT conducts its work of caring for animals in crisis in most circumstances. SOGs are a method of recording and sharing best practices for the many detailed aspects of operating a temporary emergency animal shelter.

SOGs are guidelines, not strict rules. Since all emergency situations are different and the condition of the animals in each situation adds even more variables, many items may be changed, modified, omitted or amended. When CCADT is managing a shelter, SOGs provide structure upon which the leadership team can determine the procedure that works best for a given circumstance.

Deployment circumstances vary widely and can change quickly, therefore flexibility is inherent in the SOGs. In some cases, on-site procedures are dictated by an organization or authority that has their own SOGs that may or may not be very different from CCADT Responders' normal operations. Also, it is important to remember that while on site, volunteers may encounter SOGs that are not included in this manual.

Please keep in mind everything that is done during an emergency response is done in the best interest of the animal. There are 50 ways to do things correctly and we have chosen one way that will best suit these specific animals under these specific circumstances. If you have any questions or concerns, please feel free to ask your supervisor.

If you have questions about any SOG, please contact the Emergency Animal Shelter Manager.

The content in this document was provided by permission from RedRover, Inc., a national animal rescue organization headquartered in Sacramento, CA. Revisions were made by the Central CA Animal Disaster Team.

Volunteer On-Site Orientation SOG

Ideally, all volunteers will receive an orientation immediately after arriving on site from the Team Leader or his/her designee. However, there are times in emergency services when volunteers must be put immediately to work, but orientation should take place as soon as possible after arrival. We recognize it is imperative that all volunteers get the same information upon arrival to ensure safety and proper shelter operations. Orientations may be held in groups at a specified time. When a volunteer or team of volunteers arrives, the following items are to be a part of the formal orientation:

Sign In: All volunteers must sign in and out each day.

Facility Tour: To include as necessary: sign-in location, restrooms, break area, water, human food, animal food, feeding areas, isolation ward, medical ward, maternity ward, grooming, animal water access, shelter supply location, cleaning supply location and any other specialty locales.

Safety Issues: While taking the Facility Tour, safety issues should be pointed out such as tripping hazards, pinching, sharp or otherwise dangerous kennels, stalls or cages, broken windows, etc.

Chain of Command: ICS, Chain of Command or Organizational Chart will be placed prominently at the shelter, usually at the front desk. CCADT Responders volunteers will report to the Team Leader unless otherwise noted.

Status Update: If this is a criminal case: any additional information obtained since original deployment time such as surrenders or hearings is shared. During disaster deployments: evacuation, curfew or damage updates, expected weather, etc. will be explained.

Daily Duties: Brief reminder of feeding and cleaning standard operating guidelines. Reminder or assignation of schedule, assigned duties and area.

Additional Animal Care Information: Basic animal handling and body language review. Special animal issues (aggressive, timid), special diet, etc.

Special Skills: Any special skills or equipment can be brought up and discussed at this time (i.e. photographer, groomer, grief counselor, etc.) There may or may not be a need for special skills.

Meals: Discuss whether meals are provided, hotel offers breakfast, on-site food is available, or dinner plans if applicable.

Accommodations: Directions to hotel from shelter and vice versa. Room sharing and roommate information, if applicable, or, camping information.

Briefings: When and where next briefing will be held.

Did your orientation miss one or more of the above items? Ask your Team Leader or Supervisor!

Safety SOG

The Animal Shelter Team Leader and staff will attempt to identify all safety concerns at the emergency shelter location. Concerns will vary from site to site and can change daily. Use proper judgment and be alert for any unidentified concerns.

CCADT volunteers will be advised of any known safety issues. Continually check for tripping hazards, electrical issues, HAZMATs (bleach containment), behavior issues with animals and other concerns, and advise the Team Leader immediately if you identify a hazard.

If a volunteer is not an experienced animal handler, they should use proper precautions when working with the animals, ideally not handling animals or handling them only when working with an experienced partner.

A disaster situation is not the time to learn safe animal handling protocol. It is highly recommended that volunteers gain handling experience by volunteering at their local shelter prior to deploying in a crisis response. Ideally, volunteers will be provided with appropriate equipment to safely handle animals (i.e., cat gloves, latex gloves, slip leads) when possible.

If necessary, signs will be posted near safety concerns to remind personnel to use caution.

Injury SOG

Injuries include animal-inflicted wounds, such as scratches and bites, and those that are accidental, such as from falls or cuts.

CCADT volunteers must:

1. *Immediately inform* the Team Leader when an animal bite or scratch occurs, even if the bite/scratch appears minor; or if any injury occurs that results in bruising, bleeding, trauma to the head or other body part, or other injury.
2. Be prepared for the possibility that you will be required by on-site leadership to seek professional medical care, even if you insist that the injury is minor. When an injury occurs, the Team Leader may need to work with the Safety Officer, Incident Command or next up in Chain of Command. The Team Leader's primary role is to ensure that the volunteer receives proper medical treatment.

The CCADT Leader or on-site member will:

1. Immediately administer first aid to clean the wound and examine it.
2. Arrange for mandatory transport to advanced medical care if any of the following occurs:
 - Difficulty or absence of breathing
 - Decreased or altered mental state
 - Excessive bleeding that does not slow after 10-20 minutes of direct pressure
 - Head, back or neck injury is suspected
 - Fracture is suspected
 - Anytime extent of injury cannot be determined

Note: If the injury is a cat bite or scratch, volunteer will most likely need to seek advanced medical care for proper cleaning of wound and precautionary antibiotics, even if the wound appears to be minor.

3. Inform Emergency Services Manager of injury, if not on scene.
4. If the injury is an animal bite or scratch, the Team Leader will label cage with Quarantine sign available in the CCADT Responders volunteer sign-in binder. The Incident Command will determine who needs to advise local animal authority and follow local procedure for bites.
5. Complete an incident report and submit to headquarters within 24 hours.

Injury SOG (continued)

6. Complete Volunteer Insurance Claim Form with patient and submit to headquarters within 24 hours, if patient requires professional medical care.
7. Ensure volunteer takes appropriate amount of time to rest or recover and follows medical recommendations.
8. Re-assign job duties or assist with early demobilization plans for volunteer if necessary.
9. Coordinate with volunteer and headquarters for follow up phone call to volunteer.

What happens to an animal who has scratched or bitten?

Since many of the animals volunteers come into contact with are extraordinarily stressed, fear biting is not uncommon. Animals are not euthanized just because they bit or scratched. All factors will be considered, including animal behavior outside of the emergency shelter environment. Most commonly, if an animal bites, he/she will be quarantined in foster, at a boarding kennel or vet office for 10 days prior to transport to rescue.

Volunteers *must* report all bites for the animal's safety and well-being, as well as their own and others who will be working with the animal. This allows everyone to know how best to handle the animal and make sure they are in the right situation to keep everyone safe.

Public Relations / Media SOG

CCADT volunteer behavior when media is on-site.

A volunteer may communicate with the media **only** with the CCADT Leader approval. With approval, volunteers can discuss the following topics:

- Where you are from
- Why you chose to respond to the situation
- If you took time off work/school to help the animals
- What tasks you are performing at the shelter
- Volunteers are to clarify that they are volunteers with CCADT

Volunteers may *not* express opinions on legal cases, promote unrelated organizations or discuss any other aspect of the deployment. If volunteers are asked questions about the overall deployment, whether a disaster response or criminal seizure, they should refer the reporter to the Team Leader or CCADT staff member on site.

Volunteers are encouraged to act normally and continue working with the animals while media is present.

Smoking, eating, drinking or any other non-work related activity should not take place in the presence of video cameras or photographers. Volunteers should be in uniform (CCADT t-shirt) at all times. Perform your assigned duties as efficiently and professionally as possible.

Please inform the Team Leader of any difficult situations that may arise while media is filming. If the lights or commotion are causing undue stress for the animals or if a stressed or fractious animal is next in line for vet exams, please advise the Team Leader so cameras may be shifted away and not cause further duress for the animals.

Animal Cruelty Response SOG

Situations involving a large-scale animal cruelty case, such as a puppy mill, neglect case, animal fighting raid or hoarding situation.

Confidentiality

Most large-scale animal cruelty cases are dealt with on a criminal level. These responses are extraordinarily confidential. Please do not discuss ANY details of your deployment with anyone, and **do not** post comments or photos to Facebook or other social media about the deployment. Casual comments have led to owners getting tipped off and all animals removed from the location prior to rescue, leading to continued suffering for those animals. It is of utmost priority to keep all information regarding a deployment confidential until otherwise specified. CCADT staff or Team Leader will advise when it is clear to share photos and information.

Photographs

No photographs may be taken during deployment unless permission has been granted by the prosecuting entity or the Incident Command. All photos are considered evidence and the release of evidence to the public (even sending one photo electronically to a family member) jeopardizes a case, even resulting in the dismissal of the entire case. Taking photos, even with a cell phone for personal use, threatens the case, and at a minimum, significantly impairs CCADT's relationships with partnering agencies. These rules apply to all photographs, including those taken with cell phone cameras.

Tampering with Evidence

The animal's welfare must remain a priority. Even though many of their problems are easily fixable, the animals' condition **CANNOT BE ALTERED UNTIL PROPERLY DOCUMENTED**. This includes, trimming nails or cutting off matted fur. If an animal is in extreme discomfort, please bring it to the Team Leader's attention and ideally it can be documented and attended to immediately. If you cut a mat off of a dog prior to proper documentation that is **TAMPERING WITH EVIDENCE**. This in turn can cause all of the evidence collected to be considered **TAINTED** and **INADMISSABLE** in court. The result of this small action can easily cause the loss of the entire case and all animals will be returned to where they came from.

Socialization

During most seizure responses, there will not be a lot of socializing time for these animals while under our care. These animals may be critically stressed and we should not force introducing them to socialization or handling as that may be more harmful than beneficial. If an animal's stress increases when receiving attention, please limit contact with that animal. While we receive enjoyment out of cuddling a dog this may actually be traumatic to animals under duress. Limited contact with the animals is crucial, even if the animal seems to enjoy it. Overstimulation is one of the leading causes of intestinal difficulties and behavioral issues for all animals.

Cage Cleaning

Cleaning cages needs to be done quickly and efficiently. The cages do not need to be immaculate each time they are cleaned. Most of these animals are coming from years and years of accumulated feces and dirt. Attempting to make their kennel spotless is unnecessary and can cause undue stress on the animal. Ensure the animals are dry, have water and the cage is relatively clean. These animals are not used to being held. Although volunteers may get satisfaction by holding and cuddling the animals, the animals are not used to this, they are unsure of our motives.

Transport and Placement

Incident authority usually is coordinating transport during this time and the goal is to begin transport of the animals as soon as the triage and documentation is complete. Once in the care of rescue groups they will be sent into immediate foster if needed where they will receive the individual attention, grooming, etc. so desperately needed.

Placement partners are pre-identified, reputable organizations. Animals are usually transferred in small groups to these agencies in order to not inundate any one community. These shelters and rescue groups do everything they can for the animals to give them the second chance they deserve. Unfortunately, at times, medical issues and/or behavioral issues arise and the animal is deemed unadoptable. With the increase in large-scale rescues, more and

Animal Cruelty Response SOG (Continued)

more shelters are continuously at capacity and there is less room for long-term behavior modification or medical treatment. This is the reality of the animal over population crisis. The lead agency and partnering rescues do all that is possible to find homes for each of the animals rescued on each deployment, but there have been, and will continue to be, times when an animal is not placed and must be euthanized. This is a last resort and all involved are positive the animal has at least received their second chance.

Reasons for Being There

There will be many times you want to do something “for the animal.” Think it through to ensure it is actually in the animal’s best interest, not just making you feel better. A dog that has been living for years in six inches of feces probably doesn’t notice the back of his kennel is messy or there is a dirty bowl in his cage. He is terrified and unsure of our motives. If we reach in to clean that dirty back corner, he most likely will be scared, his stress level will increase, and he may even bite. Now you are injured and unable to continue caring for the dog, other personnel has to care for you instead of the dog, and the dog will need to remain in quarantine for ten days rather than go into immediate rescue. Keep the big picture in mind, do what is best for the animals in the long term.

Trust

The organizations involved in large-scale rescues have been doing this for many, many years. There are multiple policies and procedures in place. If you have any questions about any of them, please feel free to ask, there is a reason. We are all there FOR THE ANIMALS. Keep in mind thousands of dollars are spent on each deployment. Many organizations reputations are also at stake. No one would do anything to jeopardize the animals’ future in any way. Animals are only transferred to reputable agencies or rescues that have a previous relationship in place. ALL of the animals’ best interest remains a priority from seizure to shelter to transfer to rescue. Unless it is determined that it is in the best interest of the animal to end their suffering, whether physical or mental, all animals are given a chance at rescue.

Disaster Response SOG

Situations involving a natural disaster such as a fire, flood, tornado or hurricane.

Incident Command

The Incident Command System and Chain of Command are paramount during a disaster response. Be sure that you are familiar with ICS and be extra cautious about staying within your role.

Confidentiality

The main confidentiality concerns during a natural disaster deployment are the identity of the animals and the evacuees. Sometimes the location of the emergency shelter will be confidential as well. Be sure you understand what information is confidential and what is not. Ask if you are unsure, and especially be sure prior to sending that text, posting to a social networking site, or sending an email. During a disaster, the media is quick to pick up information and disseminate it, even if it is incorrect or confidential.

Photographs

Assume that no photographs may be taken of the animals or the evacuees unless explicit permission has been given otherwise. If permission is granted, any photos taken on site should not have the animal's ID number visible. These rules apply to all photographs, including those taken with cell phone cameras.

Flexibility

Disaster responses can require extreme flexibility. There can be day-to-day fluctuations in the number of animals, moment-to-moment changes in the shelter's mission and operations, and a wide variation of available volunteer food and housing amenities. At a disaster's worst, volunteers may be asked to camp, bring their own food and gasoline and use wet-wipes instead of a shower. This may be when a community needs us the most.

Reasons for Being There

Typically, the mission of the CCADT emergency shelter is to shelter the pets of evacuees while the evacuees stay at a human shelter. Many times the emergency shelter will house rescued animals who do not have their owners identified yet. Sometimes the evacuees will be caring for their pets while CCADT volunteers help them. Any of these situations can involve varying degrees of interaction with evacuees, as well as local emergency response personnel and animal control. During a disaster response, it is just as important that we treat evacuees and other people with respect and dignity as we treat their animals.

Reunification

CCADT's ultimate goal during a natural disaster response is reunification of every pet with their owner. Sometimes, it is apparent that the animal is not being housed in conditions that animal lovers would approve of, the animal needs to be neutered, or there may be blatant reasons to suspect cruelty.

CCADT's role in a disaster is not to provide general pet education or be animal control. If cruelty is suspected, be sure to talk to the Field Leader about what you have observed. CCADT staff will bring concerns to the authorities.

Animal Handling SOG

In order to keep the animals' welfare as a top priority:

RECOGNIZE your skill level. Do not handle an animal you are not thoroughly comfortable handling or **ABLE** to knowledgeably handle. Other personnel on site can be identified who can work with fractious, scared or aggressive dogs or feral cats in an appropriate manner. Many of these animals are terrified and unsure of our motives. Our goal is to keep them safe and calm and not feel threatened or go into "survival mode" and try to bite.

WATCH the reactions of the animal you are handling. Exiting a kennel, walking past a barking dog standing too close to another animal and many other stimuli may cause panic or a behavior change in an animal. If the animal is not comfortable – immediately remove him from that situation and get assistance or further direction.

BE AWARE of your surroundings. If other personnel is having difficulty with an animal, stay out of the way. Attempt to get the attention of staff, supervisor or lead to help them if needed. Stand back unless directed otherwise; do not move closer and watch as that only heightens the animals stress level.

PARTNERS

While feeding and cleaning, you will be assigned to a partner. **DO NOT EVER LEAVE YOUR PARTNER.** You are attached at the hip for the entire time you are completing a task with a partner. If you are able to clean cages individually, do so right next to each other. If you separate from your partner and are in another stall or out of eyesight, you may not be able to get help or realize your partner needs help if caught in a sticky situation. You most likely will not be heard if you yell. For your own safety as well as the welfare of the animals – **STAY WITH YOUR PARTNER.**

General rules

- Do not **EVER** drag a dog with a slip lead around its neck; if he won't walk and you are unable to carry him, ask for assistance.
- Do not pull a dog out of its kennel by his legs.
- If you are not easily able to handle an animal without causing undue stress to the animal, please ask for help. You are not expected to be able to handle all animals on site; some may need expert handlers.
- If you get into a situation when you cannot safely and comfortably (for you **AND THE ANIMAL**) do what you are trying to do – **STOP – BACK AWAY** and ask for assistance.

Animal Caution Labels SOG

Volunteers are not to label an animal's cage; only Team Leaders will have this responsibility.

Volunteers should expect rudimentary labeling. Using colored duct tape works well if pre-made signs are not available. If an animal is not to be handled by anyone but specific staff, please ensure the cage is labeled properly; a long piece of red duct tape, placed diagonally over the front of the cage works well to notify others of a potentially dangerous animal.

On the flip side, animals that just need extra time or have medical issues need to be marked clearly as well so as to not confuse them with animals who shouldn't be handled. The Team Leader will clearly mark the issue on the cage and what precautions should be taken.

The label should include the following information:

Who: Name and affiliation of personnel who witnessed the behavior or medical issue

Animal Caution Labels SOG (continued)

What: What exactly was seen or happened

Why: Information (if available) as to why the animal was behaving in that manner or why precautions need to be taken. Sometimes there is a very obvious reason for negative behavior that can easily be avoided. For medical issues, it may be as simple as wearing latex gloves and sanitizing after handling.

When: What was going on at the time? Was the animal under duress? Did the behavior occur during intake? Feeding time? This may help to identify the “why” and avoid future problems.

Where: Location of the witnessed behavior or medical issue. Was the animal in his cage resting? Was a walker reaching in to get the animal? Was the animal outside near other animals?

All information should be noted to help ensure proper future care and handling of the animal.

Animal Intake Supplies And Process SOG

On most deployments, CCADT is working with a requesting agency and their protocols will be in place. It is highly unlikely CCADT will utilize this specific Intake Process; however, portions of it may be found useful for the requesting agency to take into consideration. In order to best serve the animals and their owners (during a natural disaster response), these intake procedures are guidelines to ensure safety, limit liability and initiate disease control.

Supplies Recommended

These are supplies that CCADT Responders volunteers will most likely encounter while doing intake. These lists are printed here as a reference for volunteers and leaders.

Optimal

- Preprinted NCR Animal Intake Forms
- Daily Animal Care Sheets
- Laptop computer
- Printer/copier with a supply of copy paper
- Digital camera with a supply of memory cards and replaceable batteries
- Pet ID tab bands in a variety of sizes
- Microchip scanner
- Microchips
- Slip leads
- Supply of gallon-size zip lock bags or plastic sheet protectors
- Zip ties
- Colored stickers or tabs
- Office supplies – pens (ink and felt), pencils, stapler, paper clips, scissors, clip boards, index cards, supply of file folders, dry erase board and dry erase pens and eraser

Standard

- Preprinted NCR Animal Intake Forms
- Daily Animal Care Sheets
- Digital camera with a supply of memory cards and replaceable batteries
- Small white dry erase board with dry erase pens and eraser
- Pet ID tab bands in a variety of sizes
- Microchip scanner
- Microchips
- Extra slip leads
- Supply of gallon-size zip lock bags or plastic sheet protectors
- Zip ties (cable ties)
- Office supplies – pens, stapler, paper clips, scissors, clip boards, index cards, supply of file folders

Animal Intake Process

Many times, this process takes place in the field. If not, it is a critical process that should be followed at the emergency shelter.

- Ideally, animals should be unloaded in an enclosed area to prevent escape.
- Animals should be separated by species.
- Verify the field intake information against the physical description and condition of the animal.
- Write firmly and legibly on the triplicate form, making sure to copy ALL the field intake information onto the Animal Intake Form.
- Write down the microchip number if applicable, as well as the microchip company (Avid, HomeAgain, etc.).
- If applicable, clearly write the animal's intake number on an ID band using a permanent marker and assist the animal handler in securing the ID band around the animal's neck.
- Clearly write the animal's intake number on a 3x5 index card and hand to the animal handler to hold near the animal's body for a photo ID.
- Assist the photographer by getting the animal's attention.
- Take at least two (2) good digital photos and check for clarity.
- Check all paperwork for clarity and verify information.
- Transfer the animal's intake number onto the Animal Intake Form and Daily Animal Observation Sheet.
- Place the completed Intake Form and Daily Animal Care Sheet in a zip lock bag or protective sheet cover and give to the animal handler.
- The animal handler will take the animal with the packaged Intake Form and Daily Observation Form to the Shelter Manager or Team Leader (as directed) who will direct him/her to the animal's assigned run or cage.
- The animal handler will attach the animal's packaged identification information to the run or cage with a zip tie, duct tape or other designated means.

All paperwork copies should be filed in a binder, numerically by species. At the end of the Intake process, a headcount should be taken of all animals by species and compared to the file of paperwork.

Daily Care SOG

During deployments, CCADT volunteers have the most contact with the animals. Volunteers are the eyes and ears for the medical team, and perform an invaluable task by helping to identify problems and gaining information that can be used to provide proper care or as evidence to strengthen the case.

Please note clearly on the Daily Dog or Cat Observation Sheet

- The date, time and your initials in regards to all feeding, cleaning and walking, etc.
- Animal behavior, such as if the dog seems to prefer other small dogs, acts uncomfortable around male dogs, enjoys playing ball, etc. This information will help the next volunteer who interacts with the animal.
- Behavioral changes should also be noted. If an animal is active one day and lethargic the next, the animal should be monitored for a medical issue. Also, it should be noted if the animal is very timid and frightened yet slowly warming up and becoming social over time. This is invaluable information in determining rescue placement for the animal.
- When cleaning out cages, check on the form if the animal has urinated or defecated. If you are unable to confirm – write **UNK** (unknown) and the date and time in the comments section and initial.
- If there is anything unusual: diarrhea, vomiting, lethargy (compared to previous contact with the animal), wounds or injuries that are not noted on the medical sheet, or anything else that may need to be addressed.

Clearly initial each time a notation is made in case there are further questions.

If a dog or cat has not eaten for three days, please tell your supervisor. This can be a symptom of a serious illness or severe periodontal disease. Many dogs with poor or no teeth are unable to eat hard food and may not eat if the problem is not addressed. The Team Leader or veterinarian will most likely recommend soft food, thereby solving the problem and improving animal care.

Transferring cages

Never under any circumstances transfer an animal to another cage without direction from the veterinarian or Shelter Manager. If you are instructed to do so, transfer all food and water bowls, toys, blankets or towels, litter box, etc. Once the animal has been transferred, the cage should immediately be cleaned and disinfected.

Replacing paperwork or ID bands

Sometimes ID bands or paperwork is destroyed by animal, **DO NOT under any circumstances reassign an ID band or make up a new Intake Form, Cage Card or Treatment Sheet.** Bring to the attention of your Team Leader. Only assign personnel or the Shelter Manager should reassign an ID band or duplicate paperwork.

Unloading Transport Vehicles SOG

This is usually a very fast process, so remain calm and focused. Take your time with the animal if needed. However, unloading the truck usually needs to occur in a very time-efficient manner.

Volunteers will be clearly directed by CCADT personnel during unloading so please remain aware and listen to all instructions. Proper handling will be demonstrated on-site.

In some instances, animals will already be confined in kennels. Listen for instruction on how to carry and where to put these animals. Otherwise, animals will be removed from their transport cages by qualified personnel and handed over to volunteers waiting in line near the transport vehicle. Volunteers should have slip leads and be prepared to accept the animal AND paperwork and ensure they stay together.

If you are not comfortable handling any of the animals, please step aside and let a more experienced volunteer handle him or her, then get back in line for the next animal.

At this time, the priority is SAFELY CONFINING THE ANIMAL. Water, feeding and cleaning are accomplished AFTER THE ANIMALS ARE SAFELY CONFINED. Once the truck is unloaded, vet documentation will begin. Some vets will request that no water or food be given until after the exam as it can taint blood work. This will vary on a case-by-case basis. Remember to remain flexible and trust in the fact that what is occurring is in the best interest of the animals.

If multiple animals are in one cage in the transport vehicle, these animals should be housed together in the emergency shelter. Exceptions are made if there are too many animals to fit comfortably and safely in one kennel. Staff will be supervising and continually giving direction such as the number of animals that are together in a cage and how many handlers are needed.

If there are three dogs in a cage together, three volunteers need to step forward to accept the animals. All three volunteers MUST STAY TOGETHER at all times until the animals are safely in their kennel together. Most likely one volunteer will accept the paperwork on all three dogs. The paperwork, volunteers and dogs must remain together until the dogs are in their kennel with their paperwork attached.

Quickly and safely put the animals in the kennel and immediately return to the truck to continue unloading.

Animal Feeding SOG

Food Preparation Area

- Please keep this area clean and neat at all times.
- Animal food area must be separate from human food area.
- Do not leave open bags or open cans of food on the ground.

Supplies

- Dry food – adult dog/cat, puppy/kitten (stored in labeled, closed containers)
- Jugs or watering cans of clean water
- Canned food
- Can opener
- Spoons
- Paper food bowls
- Stainless steel bowls (for water)
- Garbage bags

Food Preparation

Prior to feeding, the amount of food will be designated according to animal size and condition. Scoops will be provided according to the feeding amount. Different areas of the food prep table can be labeled “Small,” “Medium,” “Large,” “Soft Adult” and “Puppy” as needed. Volunteers can begin to prep the food bowls by scooping food into bowls or disposable paper trays and stack according to animal size and food type as labeled on the table. Having the bowls of food ready expedites the feeding process immensely.

To minimize the stress of the animals in our care, follow feeding protocols and instructions carefully.

Pregnant, Nursing Moms and Litters

All animals with special needs, such as those who are pregnant, nursing or infants, will receive special care instructions from the on-site veterinary team. In some cases, “maternity wards” will be set up.

Species And Age-Specific Feeding Guidelines

Dogs and Puppies

Feeding can be a stressful time. Be cautious and aware of the animal’s body language when feeding. Review dog behavior SOGs.

Dogs *six months and older* are fed **adult dry food** twice per day, unless otherwise noted on their Daily Observation Form

- Once in the morning prior to morning clean up
- Once in the late afternoon prior to the end of day clean up

Note: If the dogs from a neglected situation, feeding may initially take place three times per day: morning, midday, and end of day.

Puppies *up to six months* are fed **dry puppy food** two to three times per day; and should receive food in a low dish.

- Once in the morning prior to morning clean up
- Midday and/or once in the late afternoon prior to the end of day clean up

Check the Daily Observation Form or the front of the cage for labels regarding special diet (i.e., soft food, puppy food). If a special diet is required, follow those directions carefully. Be sure to notate feeding amount and time on Daily Observation Form and initial.

- If feeding more than one dog / puppy in a cage, provide a bowl of food for each dog to minimize food aggression.

Animal Feeding SOG (continued)

Species & Age Specific Feeding Guidelines (Continued)

Dogs and Puppies (cont.)

- During the first few days of emergency sheltering, dogs may be fed small portions depending on the condition of the dog (unless otherwise noted on their Daily Observation Sheet) so as not to upset their systems with drastic food change.
- The Shelter Manager will determine when larger portions can be fed as well as when feeding schedules change.
- Never scoop fresh food into a bowl on top of old food. Old food should be thrown away and a fresh, clean bowl of food provided for each dog.
- If you have a dog who isn't eating, make a note on the Daily Observation Sheet. If a dog has not eaten for more three feedings, note it on the Daily Observation Form, initial it and bring it to the attention of your Team Leader.
- Note any possible medical issues observed (runny nose, goopy eyes, bloody or open wound, bloody stool, diarrhea, etc.) on the Daily Observation Form, initial it and bring it to the attention of your Team Leader.
- Note any major behavioral issues or changes such showing as aggression, seeking attention or becoming noticeably less frightened. This is useful information when determining rescue placement.
- Refill water bowl halfway.
- Transfer dirty bowls to the dishwashing area.

Cats and Kittens

All cats in a disaster or emergency situation are under stress. Please be sensitive and respectful of their space. What may seem to be a feral cat may only be a very frightened cat who needs time to get accustomed to new surroundings and new handlers. It's best to get to know the cats before opening a cage by observing their body language. Be aware of your body language as well – always remain calm, move slowly and speak softly and calmly. To minimize the stress of the animals in our care, please follow feeding protocols and instructions carefully:

Cats *six months and older* are fed **adult dry food** twice a day:

- Once in the morning prior to morning clean up
- Once in the late afternoon prior to the end of day clean up

Kittens *up to six months* are fed **kitten food** two to three times a day:

- Once in the morning prior to morning clean up
- Midday and/or once in the late afternoon prior to the end of day clean up.

Check the Daily Observation Form or the front of the cage for labels regarding special diet (i.e., soft food, kitten food). If a special diet is required, follow those directions carefully. Be sure to notate feeding amount and time on Daily Observation Form and initial.

- If feeding more than one cat or kitten in a cage, provide a bowl of food for each animal to minimize food aggression.
- Never scoop fresh food into a bowl on top of old food. Old food should be thrown away and a fresh, clean bowl of food provided for each cat.

Animal Feeding SOG (continued)
Species & Age Specific Feeding Guidelines (Cont.)

Cats & Kittens

- If you have a cat who isn't eating, make a note on the Daily Observation. If a cat has not eaten for more than three feedings, note it on the Daily Observation Form, initial it and bring it to the attention of your Team Leader.
- Note any possible medical issues observed (runny nose, goopy eyes, bloody or open wound, bloody stool, diarrhea, etc.) on the Daily Observation Sheet, initial it and bring it to the attention of your Team Leader.
- Note any major behavioral issues or changes such as aggression, seeking attention or becoming noticeably less frightened. This is useful information when determining rescue placement.
- Refill water bowl halfway.
- Take this opportunity to refresh (poop scoop) the litter box.
- Dispose of used paper food bowls and transfer dirty water bowls to the dishwashing area.

Rabbits/Small Mammals

Rabbits and other rodents should be fed non-rich diets. The home diet should be continued if known. Rabbit diet should consist of hay (oat or timothy) and green rabbit pellets.

Reptiles/Amphibians

Care must be taken to identify not only the correct food source for reptiles but also the correct presentation and time of feeding. Additionally, co-housed snakes and many lizards must be separated at feeding times. Diets vary significantly among species and according to size and age of an animal. If possible, home diets should be continued.

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

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

Domestic Birds

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

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

Livestock/Farm Mammals

- Goats - The diet should consist of commercial goat feed (non-medicated), a plant fiber source, and a salt block. Unless housed in pens that allow access to plant material, goats require a supplement of leafy hays or legumes. Goats should be fed twice a day rather than allowing the animals to free feed.

Animal Feeding SOG (continued)
Species & Age Specific Feeding Guidelines (Cont)

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

Horses/Equine

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

Chickens/Other Fowl

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

Cleaning Cages & Kennels SOG

Wire Dog Cage Cleaning SOG

You will be assigned to clean a particular aisle or section of the kennel area each day. You will also be paired with a cleaning partner (*Buddy System*).

Partners

Do not ever leave your partner. You are attached at the hip for the entire time you are completing a task with a partner. If you are able to clean cages individually, do so right next to each other. If you separate from your partner and are in another stall or out of eyesight, you may not be able to get help or realize your partner needs help if caught in a sticky situation. You most likely will not be heard if you yell. For your own safety as well as the welfare of the animals – STAY WITH YOUR PARTNER.

Do not enter any kennel area solo. We do not know these animals or their temperaments. They are in kennels that sometimes are not as strong as they are or may malfunction. If you end up in a dangerous situation or come across a loose animal, you will need immediate assistance. Many times you will not be heard if you yell for help. Always have a partner.

Dogs will be fed and have had a chance to eat prior to the morning cleaning. Check to be sure all necessary equipment/supplies are on hand. With your partner, determine who the primary cleaner is and who the primary handler is.

Cleaning Supplies/Equipment

- A 32-oz. spray bottle containing designated cleaning solution: a slight amount of Dawn dish detergent and the rest filled with water
- A 32-oz. spray bottle containing designated disinfectant solution: 1 oz. of bleach, and 32 oz. of water
- Paper towels
- Puppy pads
- Clean food/water bowls
- Watering can filled with fresh drinking water, fresh water hose or gallon jug of drinking water
- Container filled with fresh food
- Slip leash

Be sure to wear a clean pair of gloves, replacing gloves if they rip or become soiled. Remove gloves when handling clean items or if you must leave the kennel you are working on.

Cleaning Using Teams of Two

One person holds the dog or restrains the dog on a leash if the dog is not leash trained or not able to walk for any other reason. You may also decide to walk the dog outside in the designated area (be sure to pick up any feces and dispose of in designated container). Sometimes a “holding cage”, either above or below the dog’s cage will be available to place the dog while the cage is cleaned.

The second person will:

- Remove food, water bowls, towel and/or any toy(s) in cage.
- Empty uneaten food in the trash.
- Remove soiled puppy pad from cage and throw in trash.
- Dispose of spilled dog food.
- If the floor tray is dirty, dump the feces and urine in a trash container (sometimes it is easier to pick up the feces or use a paper towel to absorb the urine before moving the floor tray).

Cleaning Cages & Kennels SOG (continued)

- Using a spray bottle with designated cleaning solution, spray down the cage, including floor tray, as needed to remove solid matter.
- Wipe/rinse down sprayed cage with paper towel to remove detergent residue.
- Spray the floor tray with the disinfectant solution (bleach water in a 1:32 ratio), and let the solution remain in contact with the tray for 10 minutes.
- Wipe the tray completely dry and then replace the cleaned tray in the cage
- Line the cage with clean puppy pads.
- Place a clean water bowl in the cage and fill 1/2 full with fresh drinking water.
- Place a small towel or bedding (if available) to use as bed.
- Return the dog to the same cage.
- Check to make certain that the cage number and dog ID match.
- Make a cleaning notation on the Daily Observation Sheet, initial and note date/time.

Large Dog Kennels/Runs Cleaning

Cleaning Using Teams of Two

One team member removes the dog from the kennel and holds, restrains on leash or walks to exercise pen or designated walking area.

The second team member will:

- Remove the food and water bowls, bedding and/or toys.
- Rid the kennel of all solid waste such as feces and hair then rinse the cage thoroughly.

Before applying the prescribed disinfectant, carefully read the product label and be sure to dilute disinfectants and cleaning agents according to the manufacturer's instructions. Thoroughly apply the solution to all surfaces of the kennel. Let the disinfectant stand for the prescribed time, usually 10 minutes.

- Thoroughly rinse all surfaces with water (preferably hot).
- After enclosure is dry, add clean food and water bowls, bedding and toys.
- Return the dog to his/her assigned kennel.
- Check to make certain that the cage number and dog ID match.
- Make a cleaning notation on the Daily Observation Sheet, initial and note date/time.

Repeat until all dog cages are clean.

Once all cages in your assigned row or area are cleaned:

- Place soiled bedding in designated bin in the laundry area.
- Sweep and mop the area, take out the trash, and place a new liner in the can.
- Re-stock your cleaning area for the next shift.
- Help other teams in other areas.

Cleaning Cages & Kennels SOG (continued)

Cat Cage Cleaning SOG

You will be assigned to clean a particular aisle or section of the cat housing area each day. You will also be paired with a cleaning partner (*Buddy System*).

Partners

Do not ever leave your partner. If you are able to clean cages individually, do so right next to each other. If you separate from your partner and are in another stall or out of eyesight, you may not be able to get help or realize your partner needs help if caught in a sticky situation. You most likely will not be heard if you yell. For your own safety as well as the welfare of the animals – STAY WITH YOUR PARTNER.

Do not handle any animal solo. We do not know these animals or their temperaments. They are in kennels that sometimes are not as strong as they are or may malfunction. If you end up in a dangerous situation or come across a loose animal, you will need immediate assistance. Many times you will not be heard if you yell for help. Always have a partner.

Check to be sure all necessary equipment/supplies are on hand. With your partner, determine who the primary cleaner is and who the primary handler is.

Plan cleaning and other activities with “life-stage groupings” in mind:

- Clean kittens first, adult cats second and sick or injured cats last.
- Use a separate set of cleaning equipment for each life-stage group or thoroughly disinfect the items after every step.

Supplies needed

- A 32-oz. spray bottle containing designated cleaning solution: a slight amount of Dawn dish detergent and the rest of the bottle filled with water
- Paper towels
- Supply of disposable food containers
- Clean water bowls
- Watering can filled with fresh drinking water, fresh water hose or gallon of drinking water
- Container filled with fresh food/canned food as designated
- Cat litter and scoop

Be sure to wear a clean pair of gloves, replacing gloves if they rip or become soiled. Remove gloves when handling clean items or if you must leave the cage you are working on.

Cat cages will be cleaned thoroughly at least once a day in the morning. “Spot checks” will be done throughout the remainder of the day for proper sanitation.

Cleaning Cat Cages Using Teams of Two

The first person restrains the cat. While handling felines, ensure all handlers have a hold of the cat’s scruff at all times, even if a cat seems relaxed. Cats may be calm and friendly one minute then be set off by a multitude of small stimuli and turn into a leaping, claw-splaying, bite-attempting, terrified fiend in a split second.

To ensure the safety of the cats as well as of the volunteers, only handle cats when absolutely necessary, and always in a secured location. This way, if a cat spooks, the volunteer can release the animal and move on to safely recapture, rather than have to hold on to the animal and risk injury in the process. If a cat must be removed from the kennel, one person safely holds/handles the cat in a confined/secure location.

Cat scruffing is the most humane and effective means of handling a cat. Even while socializing or petting a cat, the scruff should be held at all times.

Cleaning Cages & Kennels SOG (continued)

Cleaning Cat Cages Using Teams of Two:

While the first person safely restrains the cat, the second person will:

- Remove every item from the cage, including food and water dishes, litter pan, blanket and toys.
- If newspapers or potty pads are used to line the cage, dispose of it as needed.
- When using the designated cleaning solution, spray all surfaces thoroughly and wipe down.
- Use a paper towel to dry the cage as thoroughly as possible and remove any bleach or detergent residue.
- Provide newspaper and/or potty pads, bedding, a clean litter pan, food, fresh water and a toy to the cage.
- Return the cat to his/her cage.

Adding Comfort to Cat Cages

Hammocks can do a lot to relieve a cat's stress level inside the temporary shelter. They provide a sense of security since they provide the cat a perch above the ground. Also, hammocks help the cats stay clean as they have somewhere clean to lay even if their cage becomes dirty or wet.

Making a hammock

Using a standard size towel:

1. Tear two strips approximately 1" wide and 6" long into the four corners of the towel (see picture below).
2. Tie the torn ends of the towel to the bars of the wire cage to create a hammock for the cat to sleep/hide in.
3. Remove the towel and wash and replace if necessary



Daily Volunteer Clean-Up Duties SOG

Morning Duties

- Set up supplies –spray bottles, mop buckets, watering cans, food buckets, paper towels, etc..
- Dog/puppy cage cleaning and feeding
- Cat/kitten cage cleaning and feeding
- Take out the trash
- Sweep/mop floors
- Dishwashing
- Laundry
- Food prep

Afternoon Duties

- Wash dishes
- Wash, fold and stock laundry (if applicable)
- Walk/exercise dogs (if applicable)
- Top off water bowls
- Spot clean crates – as necessary
- Unfold newspaper
- Unfold potty pads
- Sweep/mop floors
- Take out trash when necessary
- Relocate donations to designated donations storage area
- Food prep for evening feeding

Evening Duties

- Dog/puppy cage cleaning and feeding
- Cat/kitten (if any) cage cleaning and feeding
- Wash dishes
- Sweep/mop floors
- Empty trash
- Return and restock all supplies/equipment to proper storage space
- Check headcount against paperwork
- Any other duties as assigned

Dishwashing SOG

Supplies / Equipment Needed

- 3 sinks, tubs or buckets of fresh water
- Bleach
- Dawn dish detergent
- Scrubber pad/sponge

Fill the sinks/tubs/buckets as follows:

- 1) Cleaning—fill one sink/tub/bucket with fresh water and enough Dawn to make the water sudsy, but not too soapy
 - 2) Disinfecting—fill the next sink/tub/bucket with fresh water and 1/2 cup of bleach per gallon of water
 - 3) Rinsing--fill the last sink/tub/bucket with fresh water only for rinsing
- Using the scrubber pad/sponge, be sure to scrub all bowls clean of caked on food, saliva, feces, etc. in the soapy water.
 - Then put the cleaned bowl into the disinfecting tub, and leave for 10 minutes (other cleaned dishes can be added in the meantime).
 - After 10 minutes, removed the cleaned dishes from the disinfecting tub, and then dip into the rinsing tub. Set aside on clean surface to air dry.
 - Empty and rinse the dirty water from the tubs/sinks/bins after the dishes are done.
 - Leave empty to be filled the next morning

Washing/Soaking Litter Pans

- Soak the litter pans in designated cleaning solution of Dawn and fresh water, and scrub clean.
- Place the litter pans in disinfecting tub to soak for 10 minutes, then rinse thoroughly in rinse tub.
- Set aside on clean surface to air-dry.

Unfolding Newspaper/Potty Pads SOG

Why do this?

This is a huge time-saver while cleaning cages and kennels. As we know efficiency is a high priority in emergency sheltering and having all items within quick reach and ready to go make cleaning easier and safer for the volunteers and the animals.

How?

- Unfold in a neat stack. If outdoors or in a windy location, PLEASE put something heavy on top of your pile.
- Remove advertisements or slick paper – this type of paper is not absorbent. Set it aside for recycling.
- Do not use stapled newspaper or magazines. The animals may chew on the paper and the staple, if ingested, can cause internal injuries.
- Stack the unfolded newspaper and pads in the designated storage area.

Laundry SOG

Dirty laundry is placed in a large trash container or bin labeled “*dirty laundry.*”

- Remove the dirty laundry one item at a time from the container.
- Shake loose debris over a trash can.
- Place the dirty laundry in the washing machine distributing evenly. DO NOT overfill.
- Place one capful of liquid detergent and one cup of liquid bleach in the machine.
- Start the cycle on heavy duty.
- Monitor the laundry machine periodically.
- Remove the clean laundry from the washer and place it in the dryer with one fabric softener sheet (when available) until dry.
- Fold the dry laundry, keeping the towels separate from the sheets and blankets.
- Clean out the lint filter after each use of the dryer – buildup could cause a fire.
- Stack the folded laundry on the laundry storage shelves. Place towels on the top and sheets, blankets and other larger items on the bottom.
- Repeat over and over – until done.

Laundry items that cannot be used and should be moved to the donations storage area for redistribution are:

- Electric blankets
- Afghans or anything with a loose weave (animals can get their teeth and nails caught in this and could injure themselves)
- Pillows – dogs will chew these and ingest the filling
- Placemats, t-shirts, toilet seat covers
- Torn, shredded, thin materials

Dog Walking SOG

Dogs in a disaster or emergency situation are bound to be under a lot of stress. Their normal life routines have been disrupted, and they are in unfamiliar surroundings with strangers taking care of them.

To minimize stress, please follow directions carefully; *use caution and always be aware of your surroundings*. Get to know your dogs as best you can before entering a run or approaching a cage. Observe the dog's body language (be aware of your own body language as well). Review ***INTERPRETING DOG BEHAVIOR SOG***



Respect the dog's space. Never remove or relocate a dog without permission from your Team Leader. Check the Daily Observation Sheet notes to review any comments/suggestions made by previous handlers regarding the dog's temperament and/or behavior. **If you are not comfortable or unable to knowledgeably handle the animal – do not attempt to do so!**

Only assigned experienced dog handlers will be allowed to walk/exercise large, hard-to-handle dogs. These dogs will have CAUTION signs posted on their cages.

When removing a dog from the cage or dog run, always use a slip lead. Place the lead around the neck up high, right behind the ears and hold the slack straight up above the head. This will give you more control as you take the dog past the other kennels. As you walk outside, keep the dog on a short leash on your left.

In order to minimize the spread of disease or altercations, do not allow the dog to interact, sniff, touch noses, etc. with any other dog. If there are other dogs being walked at the same time, keep a safe distance between them. Remember, this is not a time for you to be socializing with other volunteers. For your safety and the safety of the dogs you are caring for, these dogs need to have your undivided attention at all times.

The Buddy System

For efficiency and safety, all volunteers will work in teams of two. If you do not have a partner, see your Supervisor to be assigned one or to be assigned to another duty.

Partners

Do not ever leave your partner. You are attached at the hip for the entire time you are completing a task with a partner. If you are able to clean cages individually, do so right next to each other. If you separate from your partner and are in another stall or out of eyesight, you may not be able to get help or realize your partner needs help if caught in a sticky situation. You most likely will not be heard if you yell. For your own safety as well as the welfare of the animals – **STAY WITH YOUR PARTNER.**

Do not enter any kennel area solo. We do not know these animals or their temperaments. They are in kennels that sometimes are not as strong as they are or may malfunction. If you end up in a dangerous situation or come across a loose animal, you will need immediate assistance. Many times you will not be heard if you yell for help. Always have a partner.

Entering the Kennel

Before you open the cage/kennel gate, have the leash ready and be sure you know how to work the latch. Most cage/kennel doors are designed to thwart escape, so the latches may be difficult to open with one hand. Take a few moments to practice on an empty cage until you can do it quickly; the ability to quickly open and close a cage door will be important when you're leaving and even more so when you come back.

Watch the dog's body language prior to entering the kennel. Review ***INTERPRETING DOG BEHAVIOR SOG*** to determine if you are comfortable handling this dog. Slowly and carefully enter the kennel while keeping an eye on the dog. Do not stare directly at the dog as he may see this as a challenge. Speak gently and move slowly and quietly. If the dog cowers in the corner or physically avoids you, but you feel safe to do so, sit or kneel quietly

Dog Walking SOG (continued)

inside the kennel. Offer the dog treats; see if he approaches you. If he does come near you, continue moving slowly and speaking quietly.

Do not try to put your face in the dog's face. Although this is normal human-to-human body language, the dog will see it differently. He will perceive this as a dominance challenge and will either act aggressively or run. If he runs or cowers at any of your movements, back away, go back to the prior step and continue sitting quietly in the kennel for short periods of time. Leave and return later for more of the same interaction.

Communication sometimes breaks down when we greet other species. We tend to approach them as we would humans, face-on and making full eye contact; we often hug, face-to-face, putting our faces close together. Just look at the common greeting of kissing both cheeks. To a dog, this is a threatening gesture and is deemed rude and inappropriate. Do not smile at a dog either. While this is a natural expression to humans, it is seen as baring your teeth and a threat to a dog.

Before you and your companion leave the kennel area, look out for other dog walkers and wait until the coast is clear.

Depending on the circumstances and the available emergency sheltering facility, dogs can be exercised in two possible ways:

1. Turned out to play in a large exercise pen. Follow the instructions for disinfecting the pen after each dog's use.
 - One team member should go into the pen with the dog, while the second team member monitors the interaction from outside. This is a safety precaution and should be strictly followed.
 - Be sure the exercise pen gate is securely closed.
 - It's always a good idea to keep a few treats stashed in your pockets.
 - A fresh bowl of water should be available inside the pen. The water bowl and any toys used during exercise should be taken to the dishwashing station and cleaned/disinfected before using again.
 - Record when the animal was walked on the Daily Observation Sheet. Write down anything noteworthy – if the dog is well behaved or if he's frightened around larger dogs, etc. – and initial.
2. Walked on a leash in the designated dog walking area.
 - Please remain within the designated walking area and do not take dogs on “long walks” or walk along the road.
 - Keep a few treats stashed in your pockets to use as a training tool.
 - Be sure to poop scoop after your dog, disposing of feces in the designated trash containers.
 - Solid surfaces should be disinfected immediately with bleach/water solution.

You may encounter a little resistance when your companion realizes he's about to return to the kennel. Some dogs are happy to return to their temporary den, but for those who refuse to cooperate, try tossing a treat into the back of the cage, slipping off the lead and quickly closing the door. If the dog is caged in a kennel, you can enter the kennel with the dog, stand between the dog and the kennel door, close the door, remove the lead, open the door toward you, and squeeze through the narrow opening. Before you leave, make sure the dog's cage/kennel is relatively clean and the water bowl is full. Record when the animal was walked on the Daily Observation Sheet.

Write down anything noteworthy – if the dog is well behaved or if he's frightened around larger dogs, etc. – and initial.

Loose Animal SOG



If an animal escapes, follow this procedure:

- Shout “LOOSE DOG!” (or appropriate species) loudly so people will hear the alarm, and raise your arm so others know where the dog is.
- CONTINUE to shout “LOOSE DOG” until you are sure others have heard.
- If you hear “LOOSE DOG,” REPEAT IT so all others throughout the shelter site are notified. Drop whatever you are doing. Put your dog in his kennel, put down the food bowl, set aside the paperwork – WHATEVER YOU ARE DOING, STOP AND RESPOND TO HELP.
- NEVER run after a loose dog – the dog will only run farther and faster away.
- Look for the dog’s location and help by blocking any doorways, aisles, entrances or egresses so the dog will not get free from the shelter. Qualified personnel will approach the dog and restrain the dog appropriately. If the dog is in another aisle or another area of the shelter, try to locate any spot where he may try to escape and assist by blocking that area.
- Listen for additional instructions.
- Once the dog is caught, yell “CLEAR” so everyone knows the animal is safe.
- Note the incident by adding “CAUTION – ESCAPE ARTIST” to the Daily Observation Form. Initial the note and report the incident to your Supervisor.

Please note: A whistle may be used in conjunction with the above protocol; however, in most shelter environments, a whistle will not be heard. There are also many dogs, particularly in puppy mill responses, whose bark sounds like a whistle.

Interpreting Dog Behavior SOG

If you are not comfortable or have any questions regarding the sociability or behavior of a dog, please make contact with your Team Leader immediately.

Many dogs that work with have unknown temperaments and handling exposure, so please be aware of signs to look for. During times of crisis, dogs may be traumatized or ultra-stressed and their behavior may be erratic or unexpected.

Puppy mill dogs are usually completely un-socialized and may perceive any involvement with humans as a threat. Watch the dog, be aware of your own actions and know when to ask for assistance.

Before approaching the kennels, note your personal body language. Keep your shoulders back but not tense, arms hung loosely at your sides and fists unclenched. Talk in confident, soothing, quiet tones. Eye contact should be soft not staring or intense. If you are tense or afraid, the dog will sense this and probably will not respond positively to you. **DO NOT SMILE AT A DOG.** This is perceived as a threat to them (showing of teeth) and may cause them to act out of fear.

Prior to entering a kennel, note the dog's reaction to you. Does the dog approach the front of the kennel and wag his tail? Does the dog bare his teeth or cower? The dog's body language will give you much information on how to best work with him or if you should not attempt to handle him at that time.

Too Aggressive to Enter Kennel

When you approach a kennel and the dog begins to growl, snarl, show teeth, raise his hackles or show any other signs of dominant aggression, do not enter the kennel. Dogs who display aggressive behavior will need to be handled by experienced volunteers or staff only. Ask your Team Leader for further instruction.

Too Frightened to Enter Kennel

When you approach a kennel and the dog cowers in a corner, puts his tail between his legs, whimpers, looks around furtively but not at you or physically avoids you, you will need to go very, very slowly. Go at the dog's pace. If he is terrified as you approach the kennel, speak quietly and leave the dog alone. Come by again later, speak quietly to the dog and offer a small amount of food – no treats. If time allows, sit quietly outside the kennel talking gently and soothingly to the dog.

Dogs under stress may not eat, as their instinct instructs them to keep an empty stomach in case they have to go into "flight mode" (the "three F's" in canine behavior are freeze, flight or fight – all the results of extreme stress). Advise the Supervisor if the dog is still too frightened to be handled after one full day at the shelter.

If The Dog Is OK With Your Presence – Entering The Kennel

Slowly enter the kennel while keeping an eye on the dog. Do not stare directly at the dog, as he may see this as a challenge. Speak gently and move slowly and quietly. Do not try to put your face in the dog's face. Although this is normal human-to-human body language, the dog will see it differently. He may perceive this as a dominance challenge and may either act aggressively or run. If he runs or cowers at any of your movements, back away, leave and return later.

Dog Is OK With Your Presence – Touching And Petting

If the dog seems comfortable with your presence, attempt to touch the dog. Slowly offer the back of your palm with your fingers curled under for the dog to sniff. If the dog whips away, freezes or runs away, back away and advise the Supervisor.

If you are sure the dog is comfortable with your presence and lets you touch him, slowly pet under the chin or on the chest. Petting a dog on top of his head or back can be seen as a threat or dominant behavior and may frighten the dog. Move slowly at all times and gradually move on to the entire body.

Interpreting Dog Behavior SOG (continued)

Dog is OK with Touch – Introducing the Leash

USE SLIP LEADS ONLY! This ensures the dog's safety and lessens the likelihood of a dog getting loose. The top priority is keeping the dogs safe. Using collars and leashes on stressed dogs allows for the opportunity for them to slip out of their collar and run.

Bring the slip lead with you into the kennel and let him sniff it while it's in your hand. If he seems to know what it is and gets excited, attempt to put the slip lead around his head. Some dogs are not used to this and whip away. Be aware of the dog's reaction and go slowly. Place the lead around his neck up high, right behind his ears and hold the slack. This will give you more control as you take the dog past the other kennels.

Try to walk quickly with the leashed dog past the other kennels as it tends to cause over stimulation with the dogs still in kennels. They will quickly get used to this routine, sometimes lowering their heads for you to put on the lead, rush past the others then relax outside until it's time for the run back into their kennel. Keep the loop of the slip lead around your wrist at all times in case the lead slips out of your hand.

Understanding Dog Body Language vs. Human Body Language

Communication sometimes breaks down when we greet other species by approaching them as we would humans: face-on, making full eye contact, hugging, face-to-face or putting our faces close together. For example, to a dog, the common human greeting of kissing both cheeks is a threatening gesture.

Dogs have a highly developed set of **calming signals** that act as diffusers of aggression and conflict. These signals include circling, lip licking, yawning, sniffing the ground, looking away, moving very slowly and deliberately, the body shake as if shedding water, distracted sniffing and either sitting or lying down.

These signals are aimed at other dogs but are also directed at us, their caretakers. Because of our (and sometimes other dogs'), inability to read postures and body language and give calming signals in return, sometimes the threats can actually escalate into physical violence.

Remember the dog has really only three choices when confronted with a fearful situation. These are commonly known as the three F's: Freeze, Flight or Fight. If the first two are found not to work, the third one kicks in.

Additional Dog Behavior Information

Signs of Aggression

- Barking or growling
- Baring teeth
- Snarling/pulling back lips
- Hackles up
- Stiff posture
- Intense staring
- Lunging
- Snapping
- Yawning*
- Flattened ears*
- Lowered head*
- Flipping/whipping head around toward anyone's hands when touched *
- Whale eye: showing the whites of the eyes/dilated pupils*

Signs of Fear

- Physically avoiding the person
- Furtive glancing around
- Flicking tongue
- Cringing
- Cowering
- Hiding
- Whining, pacing

Interpreting Dog Behavior SOG (continued)

- Yawning*
 - Flattened ears*
 - Lowered head*
 - Flipping/whipping head around toward anyone's hands when touched *
 - Whale eye: showing the whites of the eyes/dilated pupils*
- *Note: Many fear postures are the same or similar to aggressive postures

To get out of a potentially aggressive situation:

- Immediately break eye contact
- Look to the ground
- Lower shoulders
- Relax arms to the side
- Slowly and deliberately turn and move away
- If possible, move somewhere where something is between you and the dog

Cat Handling SOG

While handling felines, make sure you have an adequate grip on the cat's scruff at all times, even if a cat seems relaxed. Cats may be calm and friendly one minute, then due to any number of stimuli may turn into a leaping, claw-splaying, bite-attempting, terrified fiend.

To ensure the safety of the cat as well as of the volunteers, only handle cats when absolutely necessary and always in a secured location. This way, if a cat spooks, the volunteer can avoid injury by releasing the cat and move on to safely recapture him, rather than have to hold on to the cat and risk injury to both the volunteer and the cat.



Cat scruffing is the most humane and effective means of handling a cat. Even while socializing or petting a cat, the scruff should be held at all times.

As with all other animals, body language is the major way a cat communicates with other felines and humans. They have a highly developed communication system that uses most parts of the body from their ears to their tail – just like the other animals with whom we humans come in contact. By recognizing body signals, you will be able to better handle the cat safely and with minimal stress to the cat.

The Contented Cat

Cats commonly use body language to express their contentment, often in the way they sleep and arise from sleep. A content cat is at peace with the world, snoozing away while curled tightly into a ball or stretched out upside down. Upon awakening from a nap, a contented cat may yawn lazily and go through a luxurious series of stretching movements. These movements will be accompanied by heavy-lidded blinking of the eyes and gentle twitching of the whiskers.

A long, slow, wide-mouthed yawn with a lot of teeth and a pink tongue is a sure sign that the cat feels safe and secure. NOTE: A yawn can also indicate stress and should not be used as the sole means of determining what a cat is trying to communicate. Other ways to recognize a contented cat:

- Relaxed muscles
- Seated quietly with ears erect, indicating that he/she is alert and carefully watching what is going on, but comfortable
- Soft purring: purring, just as the yawn, should not be used as the sole means of determining what a cat is feeling. Cats are known to purr if severely injured or in extreme stress. Using other body signs is an important part of determining what the cat is thinking and feeling.
- Washing with long, slow strokes, as opposed to short, quick strokes when a cat is nervous or stressed
- Greeting a human with head lowered, hindquarters raised, tail held straight up, tail tip slightly bent and moving from side to side
- Rubbing cheeks, whiskers and tail against human – scent marking
- Winding between human's legs or jumping on lap
- Pupils bright and normal
- Whiskers relaxed

Animal Handling SOG (Continued)

The Frightened Cat

Cats are often frightened in strange places or unfamiliar surroundings. Strange people or animals are also very likely to frighten a cat. The cat is likely to run from these frightening situations, but if they cannot run, they will demonstrate the body language identified below.

Frightened cats are typically more comfortable if they can find a place to hide that is isolated and dark. They do not usually seek the safety of their owners. Because of this, it is critical when transporting a cat to use a carrier that provides a sense of security. Ways to recognize a frightened cat:

- Tense muscles
- Remaining in a frozen, fixed position while assessing the situation
- The cat's eyes will remain fixed on what is frightening him/her
- Dilated pupils
- Eyes darting from side to side looking for an escape route
- May roll on side with paw raised in defensive position
- Bottle brush tail
- May assume a submissive body position – crouching down, ears flattened sideways, tail held low and chin drawn in

The Defensive Cat

If the body language above fails to achieve positive results the cat may react defensively. The above body language will continue with a more menacing modification.

Ways to recognize a defensive cat:

- Growling, hissing or spitting
- Arched back – either while laying down or standing up
- Fur along back will bristle
- Displaying fangs with mouth wide open
- Sideways stance to appear larger and more menacing
- Tail arched and bristled
- Ears flattened

The Attacking Cat

If there are no alternatives – no escape route and the threat continues or escalates – the cat may feel there is no choice but to attack. A cat in attack mode may be stimulated to attack by any stimulus including the slightest touch or noise.

Ways to recognize an attacking cat:

- Tail low to the ground, bristled and swishing rapidly back and forth
- Crouched low
- Ears pricked or furled back
- Pupils reduced to slits – helps to focus on target
- Claws extended
- Mouth open wide with lips curled and fangs bared
- Snarls, hissing and spitting will continue
- Whiskers bristled forward for advance warning of potential danger; whiskers are a sensory organ on all animals

REMEMBER: WHEN HANDLING A STRESSED CAT – LESS IS MORE. LESS MOVEMENT, LESS NOISE, LESS HANDLING AND LESS RESTRAINT. ONLY ENOUGH TO GET THE JOB DONE. If you must transport a cat, it is critical to do it safely, such as in a crate or cat carrier and not loose in someone's arms. Emergency sheltering is usually not an ideal time to attempt to socialize or attempt a lot of physical contact with a cat.

Basic Animal Health SOG

This is a temporary emergency animal shelter. Animals received at this shelter are coming from many different levels of care – some known and some unknown. Ideally, upon arrival, each animal will be evaluated by a veterinarian/vet tech and triaged according to a system of priorities.

Depending on the unique circumstances of individual disasters or emergency responses, the care provided for these animals may or may not include:

- A physical exam
- Basic vaccinations
- Deworming
- Flea treatment
- Treatment for minor injuries
- Minimal grooming
- Microchipping
- Disease testing

Urgent care will be provided by local emergency veterinarian clinics on a case-by-case basis.

In some cases, vaccinations will be given upon intake to mitigate the spread of disease. Viruses that can pose a problem in an emergency shelter situation are kennel cough (dogs) and upper respiratory infection (cats). Similar to our colds, these viruses are spread through the air and the hands and clothing of volunteers.

It is critical that you wash your hands (use hand sanitizer) after handling each animal and before you handle another dog or cat (you do not have to sanitize your hands between the handling of puppies or kittens of a singular litter).

Other diseases can spread by direct contact (nose to nose) and through direct or indirect contact with feces, such as intestinal parasites or parvovirus, which is highly contagious and has an extremely high mortality rate. Distemper and panleukopenia (feline form of the canine parvovirus) also pose huge problems. These diseases can spread like wildfire in emergency sheltering operations where large numbers of animals of unknown backgrounds are housed in close quarters. Severe outbreaks could necessitate euthanasia. Our goal is to save these animals, therefore following instruction and using precautionary measures is of priority.

The following guidelines will help to minimize the spread of disease. Volunteers play a significant role in helping management provide optimal care for animals housed temporarily in emergency shelters. If volunteers come in contact with an animal displaying any of the symptoms listed below, it **MUST** be documented on the Daily Observation Sheet and be reported to your Supervisor immediately.

Common signs of illness in dogs and cats that may warrant veterinary care:

- Eyes are watery, appear swollen or show discharge
- Ears appear red or inflamed, show discharge or have a foul odor
- Nose shows discharge (mucous, blood or pus) or is crusty, congested or blocked
- Gums are swollen or inflamed, teeth are loose or brown, or mouth has a foul odor
- Animal is sneezing, coughing or wheezing
- Animal has fleas or ticks; skin shows swelling or lesions
- Animal limps; or is thin or obese
- Animal has wounds or abscesses or body temperature is abnormal

All volunteers who handle a sick animal must use disposable gloves and clean their hands with a disinfectant. Use paper towels instead of cloth rags to dry your hands. If your clothes come in contact with a sick animal, you must remove them and wrap them in a plastic bag. After a sick animal is moved out of a cage or run, the cage must be thoroughly disinfected.

Basic Animal Health SOG (continued)

Tips to avoid the spread of disease:

- Wash your hands between animals.
- Do not let animals housed apart interact or touch noses, and keep them as far away from each other as possible.
- Immediately pick up all feces when a dog goes to the bathroom
- Use a 10 percent bleach and water solution to wash any cement or solid surface after picking up feces. Any time you use bleach solution to disinfect, rinse the area thoroughly.
- When using a mop indoors, wring it out thoroughly so the floor is not wet or slippery.
- Wash the laundry and dishes according to the posted written protocols.
- DO NOT leave dirty dishes lying around; take them to the dirty dish bin immediately.
- Change trash liners on a regular basis – DO NOT let the trash overflow.
- Report any animal that appears sick to your supervisor.

If procedures are followed, the risk of having a disease outbreak will be greatly minimized.

Animal Health Symptoms

EYES	
GOOD SIGNS <ul style="list-style-type: none"> • Clean • Clear and bright • Responsive to visual stimuli 	WARNING SIGNS <ul style="list-style-type: none"> • Watery, red or discolored • Filmy or cloudy • Inflamed (swollen) • Hypersensitive to light • Pupils are unequal in size • Pupils are overly dilated or overly constricted • Showing third (or middle) eyelid • Showing discharge • Itchy (animal rubs eyes) • Painful (animal squints)
EARS	
GOOD SIGNS <ul style="list-style-type: none"> • Clean - both outer ear and canal • Pink and clean (inner ear) • Responsive to noise 	WARNING SIGNS <ul style="list-style-type: none"> • Showing discharge (waxy or other) • Crusty, red or inflamed • Hair around ear is matted • Scabbed or fly-bitten • Itchy (animal scratches ear or shakes head) • Foul odor • Painful (animal cries when ear is touched)
NOSE	
GOOD SIGNS <ul style="list-style-type: none"> • Clean • Free of discharge 	WARNING SIGNS <ul style="list-style-type: none"> • Scabbed • Showing discharge (clear, mucous, blood or pus) • Crusty • Cracked • Congested or blocked
MOUTH	
GOOD SIGNS <ul style="list-style-type: none"> • Free of odor • Teeth are clean • Gums are pink • Gums have good capillary refill time (pink gum color returns within 1-2 seconds after being pressed with finger) • Animal appears to swallow normally 	WARNING SIGNS <ul style="list-style-type: none"> • Unusually red or pale • Dry • Salivating (animal is drooling) • Foul odor • Foreign bodies • Showing discharge • Swollen or inflamed • Gums are pale, white, purple or inflamed, teeth are loose, pitted, broken or tartar-covered • Animal has trouble swallowing

LEG/FEET	
GOOD SIGNS <ul style="list-style-type: none"> • Legs support weigh evenly (no limp) • Pads are clean and smooth • Nails are healthy looking 	WARNING SIGNS <ul style="list-style-type: none"> • Animal favors one leg (limps) • Animal has limited motion • Animal is weak or uncoordinated • Joint feels tender • Pads are cracked or hard • Pads have matted hair between them • Nails are long, short or ingrown • Legs show swelling, lumps or lesions

SKIN / HAIR	
GOOD SIGNS <ul style="list-style-type: none"> • Coat is bright and glossy • Coat appears well groomed • Skin is clean and free of oil • Skin is free of swelling, lumps and lesions 	WARNING SIGNS <ul style="list-style-type: none"> • Coat is dull • Coat is oily or dirty • Hair loss or thinning • Hair is matted • Skin is dry or flaky • Swelling, lumps or lesions • Skin is scabbed • Skin is red or irritated • Fleas, ticks, lice or other parasites

BREATHING/RESPIRATION	
GOOD SIGNS <ul style="list-style-type: none"> • Respiration is regular • Respiration sounds clear • Respiration rate is normal 	WARNING SIGNS <ul style="list-style-type: none"> • Breathing is irregular, rapid, shallow or labored • Sneezing, coughing, wheezing • Moist lung sounds • Open mouth breathing

Identifying Communicable And Parasitic Diseases SOG

This section outlines common diseases that may be encountered in a shelter environment. Whether the shelter is housing displaced animals from a natural disaster or those rescued from a seizure, animal health at the emergency shelter is always a top concern. The protocols on the preceding pages are designed to mitigate the spread of disease, but preventing disease and treating outbreaks in a temporary emergency shelter can prove to be even more challenging than when it occurs in a permanent animal shelter.

CCADT volunteers who have up close, daily contact with animals are a key line of defense against an outbreak because of volunteers' ability to identify animals that may be stricken with communicable and parasitic illnesses. In order to perform this essential function effectively, CCADT volunteers should become familiar with the descriptions and symptoms of each communicable and parasitic disease listed in this section. It is vital that diseases are quickly identified and reported.

Many diseases, especially the parasitic ones, are also zoonotic, which means they can affect humans as well as other animals. Secondly, in criminal seizures, any affliction must be documented for evidentiary purposes. This documentation must take place prior to any treatment.

CCADT volunteers who suspects any disease or parasitic infestation should notify the Team Lead as soon as possible. The Team Lead along with the Shelter Manager and Medical Director will determine appropriate action to protect volunteer safety, animal health and preservation of evidence.

Cat Diseases

Feline Upper Respiratory Infection (URI)

Highly contagious respiratory tract infection caused by an airborne virus similar to the human cold. Symptoms can include sneezing, nasal discharge, runny eyes, cough, oral or nasal ulcers, sniffles, fever, hoarse voice and/or loss of appetite.

Feline Panleukopenia

Caused by a virus so resistant, it can survive over one year outside a cat's body. Symptoms can include listlessness, diarrhea, vomiting, severe dehydration and fever.

Feline Leukemia (FeLV)

Symptoms can present in a multitude of serious health problems – everything from cancerous conditions such as lymphoma to a wide range of secondary infections caused by the destruction of the immune system. After initial exposure to the virus, a cat may show no symptoms of its presence for months, if not years, yet all the while infecting others.

Dog Diseases

Kennel Cough

Highly contagious respiratory-tract infection caused by an airborne virus similar to the human cold. Symptoms can include dry, raspy or hacking cough, backward sneezing and/or loss of appetite.

Canine Distemper

Highly contagious, it is spread by discharges from the noses and eyes of infected dogs. Symptoms can include listlessness, fever, coughing, diarrhea and vomiting; convulsions and paralysis may occur in the disease's final stages.

Canine Parvovirus

Very contagious, debilitating and widespread. Spread through infected feces, the highly resistant virus can remain in the environment for many months. Symptoms include high fever, listlessness, vomiting and diarrhea.

Identifying Communicable And Parasitic Diseases SOG

Diseases found in Cats and Dogs

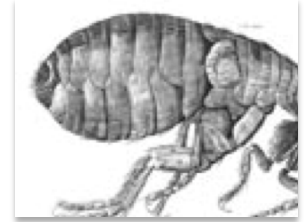
Rabies

Incurable viral disease that affects the central nervous system and is spread through contact with the saliva of infected animals through bites or any break in the skin. Symptoms include lethargy, loss of appetite, lack of coordination, seizures, aggressive behavior, disorientation and lack of fear toward natural predators, among other signs.

Common Parasites and Parasitic Disease

Fleas & Flea Anemia

Many of us are all too familiar with fleas. For animals in our care, fleas are much more than just an irritating nuisance; they can also pose a serious health risk. Flea infestations can lead to skin problems and infections, and can even cause anemia in extreme circumstances.



On small or weak animals, fleas may drink so much blood they can cause a state of inadequate red blood cells called *anemia*. Moreover, fleas are vectors for tapeworms and other diseases.

Incessant scratching and biting are two of the most commonly exhibited symptoms. Often these behaviors will be directed predominantly at areas such as the head, neck, and around the tail, as these are the places where fleas and their bites tend to be concentrated. Skin may become red and inflamed as a result of the irritation caused by flea bites and the constant scratching and biting.

Flea “dirt” may be visible on the skin, on bedding, or in other areas around the living area. Flea dirt looks like tiny dark specks and is actually a combination of dried blood and flea debris. In addition to flea dirt, the fleas themselves may be visible in the animal’s coat.

It takes a lot of fleas to produce enough blood loss to create a life-threatening situation for the host, but it still commonly happens. Young animals kept outdoors (such as those involved in a puppy mill situation) are at high risk for flea anemia. Very small, young animals do not have blood to spare. Further, they are growing and trying to expand their blood volume; they are too young to effectively groom themselves and remove their own fleas. Flea anemia is one of the most common causes of death in young, outdoor animals.

Ticks

Although ticks are commonly thought of as insects, they are actually arachnids like scorpions, spiders and mites. All members of this group have four pairs of legs as adults and have no antennae. Ticks are among the most efficient carriers of disease because they attach firmly when sucking blood, feed slowly and may go unnoticed for a considerable time while feeding.



There are many varieties of ticks across the country. If you discover a tick on an animal, note it on their animal care sheet and advise your Team Leader. In cruelty cases; the tick should be removed by appropriate personnel and documented as evidence.



If you find a tick on you during a deployment, please notify the Team Leader immediately. The Team Leader will administer first aid to remove the tick and determine appropriate next steps.

If you experience a rash that looks like a bull's-eye, or a rash anywhere on the body or an unexplained illness accompanied by fever following a tick bite, you should consult your physician and explain that you were bitten by a tick. Disease carried by ticks can be treated with antibiotics. However, the type of antibiotic can vary and individuals should be treated early in the infection.

Identifying Communicable And Parasitic Diseases SOG

Giardia

Giardia is a parasite (protozoa) that can infect both humans and animals. Contaminated water is the typical source of a *Giardia* infection. At deployments, good hand-washing and avoiding touching your face can prevent *Giardia* transmission.

The most common symptoms in humans are diarrhea and abdominal pain. Severe cases may also exhibit cramping; bloating, nausea with or without vomiting, malaise, and fatigue. In animals, *Giardia* can interfere with the absorption of food, vitamins and other nutrients causing malnutrition.



Clinical signs range from none, to mild recurring diarrhea consisting of soft, light-colored stools, to acute explosive diarrhea in severe cases. After infection, it takes 5 to 12 days in dogs, 5 to 16 days in cats and 7 to 14 days in humans to develop symptoms. Symptoms can last two to four weeks in humans. It is recommended that you contact a physician if you suspect you have contracted *Giardia*.

Ringworm

Ringworm is not a worm; it is a fungus that can be spread from animals to humans. Ringworm is spread by contact with infected animals, and by touching objects that the infected animal has touched; such as bedding, brushes or grooming equipment, saddles and other tack, furniture, rugs, etc.

Not every animal or human who touches infected animals or objects will become infected; young, old and those with suppressed immune systems are most at risk.



In animals, the classic ringworm lesions are patchy areas of hair loss with circular, scaly areas, usually with very little inflammation or redness. Ringworm generally appears as spots around the head, ears, tail and feet of an animal. The symptoms can vary – some show little or no hair loss at all and seem relatively unperturbed while others have marked hair loss with pronounced scaly lesions which can extend to the whole body. In humans, symptoms most commonly present as circular, red, raised and itchy lesions.



To prevent the spread of ring worm, use general precautions, such as wearing gloves and covering clothing with gowns or towels when handling an animal or other objects. The good news is that unless the animal is immune suppressed, ringworm generally runs its own course in a matter of six to eight weeks and the symptoms resolve on their own with or without treatment.

When Returning Home

Prior to returning home, all contaminated clothing should be bagged separately from clean clothing. Shoes can be sprayed down with bleach solution while on site. Once home, remove and immediately wash all contaminated articles of clothing in normal wash cycle. Use common sense and attempt to keep possibly tainted items away from direct contact with your healthy pets.

MEMORANDUM OF UNDERSTANDING

BETWEEN

CENTRAL CALIFORNIA ANIMAL DISASTER TEAM



AND

**MERCED COUNTY
ANIMAL CONTROL SERVICES**

(Logo)

I. Purpose

The purpose of the Memorandum of Understanding (MOU) is to document the relationship between the Central California Animal Disaster Team, hereafter referred to as (“CCADT”) and Merced County Animal Control Services, hereafter referred to as (“MCACS”). This MOU provides a broad framework for cooperation between the two organizations in providing assistance in Merced County with domestic companion animals, livestock, and equine affected by small or large-scale disasters.

II. Independence of Operations

Each party to this MOU will maintain its own identity in providing service. Each organization is separately responsible for establishing its own policies and financing its own activities.

III. Organization Descriptions

Founded in 2011, the CCADT is a volunteer organization classified as a 501(c)3 public benefit charity (see attached). The CCADT’s primary purpose is to assist emergency response agencies with displaced domestic household pets, livestock, an/or equine during local or regional emergencies/disasters.

Mission Statement: “To mitigate the loss of human and animal lives by providing disaster response assistance for displaced animals during natural and man-made disasters in Central CA; to promote the prevention of cruelty to animals; and to foster the human-animal bond”.

Throughout the year, the CCADT participates in many community resource fairs and events to provide educational materials on disaster preparedness for pets. In addition, the CCADT provides consultation services to private organizations, governmental and non-governmental agencies in developing animal evacuation and emergency animal sheltering plans.

IV. Methods of Cooperation

The **CCADT** and MCACS desire to expand their mutually-beneficial relationship to enhance community disaster preparedness, coordinate disaster planning and response activities as it relates to domestic animals in Fresno County as follows:

Recognizing the intensity of the human/animal bond, the parties hereto desire to coordinate a program of emergency/disaster response in order to protect the public’s health and safety. This program will provide animal evacuation and emergency animal sheltering services to aid with displaced domestic companion pets, livestock and equine. Under this Memorandum of Understanding, it is mutually agreed and understood as follows:

1. Each party shall develop a mutually compatible plan providing for the effective mobilization of all its resources and facilities to cope with any type of disaster.
2. The CCADT does not self-deploy at anytime to an emergency or disaster type of event.
3. It is understood that CCADT has a Memorandum of Understanding with MCACS that expires on **December 31, 2020**.
4. CCADT will assist MCACS in animal emergency response efforts by offering the following services:
 - a. Provide emergency equipment and supplies as needed to set-up and operate emergency animal shelters at locations approved by MCACS. Emergency animal shelters that are located on site with Red Cross Central CA will be pre-identified and approved by MCACS.

- b. Provide assistance to Animal Control Services to evacuate domestic household pets, livestock, and/or equine from homes or facilities affected by the disaster.
 - c. Collaborate with MCACS to provide lost and found animal information and reunification services to pet owners.
 - d. It is agreed that stray animals (in possession of someone other than the owner) that are brought in to the CCADT emergency animal shelter will be turned over to MCACS.
 - e. CCADT will not accept wildlife into the emergency animal shelter, but will coordinate with MCACS and/or a licensed wildlife rehabilitation organization to provide assistance.
 - f. With authorization from MCACS, the CCADT will provide assistance with animals that are being sheltered-in-place in evacuated areas (i.e. provide food/water; check health condition of animal, etc.) The CCADT will only provide these services in the presence of a Merced County Animal Control/Humane Officer, or other law enforcement officer.
 - g. Other non-governmental agencies involved with animal welfare will be allowed to work only under the direction of CCADT or MCACS. CCADT reserves the right to refuse assistance from any animal welfare group or individual.
3. The CCADT will participate with the MCACS in activities to enhance disaster planning for animals such as:
 - a. training, drills, exercises or planning activities
 - b. community preparedness activities
 - c. participation on local disaster committees and/or boards
4. In the event of any situation requiring disaster response, CCADT acknowledges they must provide animal relief assistance through the direction of the Standardized Emergency Management System (SEMS) / Incident Command System (ICS). All actions of CCADT will be coordinated with other participating emergency response agencies during a disaster.
5. The CCADT agrees to participate without assurance of cost recovery. Best efforts will be made by MCACS to CCADT to reimburse or replace damaged equipment and to replace pet supplies used to assist with displaced animals during a disaster/emergency situation in Merced County.
6. CCADT agrees to hold harmless MCACS for incidents that may occur as a result of emergency response activities conducted by CCADT.
7. Each party agrees to participate in meetings and drills related to disaster relief when available.
8. CCADT agrees to furnish educational materials and appropriate training relating to dealing with animals in a disaster to MCACS.
9. Each party to this Memorandum of Understanding agrees to provide the other party with emergency phone numbers of designated personnel responsible for disaster relief. This list will be provided annually and updated when needed.
10. This Memorandum of Understanding is valid until revoked. The agreement may be revoked upon the

written request of either of the parties signed hereto. This understanding shall not be modified unless the parties first agree to and approve such modification in writing.

11. **Volunteers with CCADT will be registered as???**
12. To the extent that the equipment and/or facilities of any other entity are utilized in any animal relief efforts covered by this memorandum of understanding, such equipment and/or facilities will remain under the control and supervision of CCADT for the duration of the animal relief effort or until the originating entity resumes custody of the equipment and/or facilities.
13. In the event an emergency/disaster requires aid outside the jurisdiction of the Operational Area, coordination shall be obtained through the county Emergency Operations Center according to the Standardized Emergency Management System (SEMS).

Sample

1. **Disaster preparedness education:** CCADT encourages **MCACS volunteers who wish to assist in emergency response relief efforts** to take CCADT's free workshops on disaster preparedness for animals, emergency animal sheltering, and other offered training courses.
2. **Volunteer Involvement:**
 - A representative of **CCADT**, who responds as a member of that organization will remain independent of **MCACS** in their support of the relief operation.
 - A representative of **MCACS** who is trained by the **CCADT** and who wants to respond as a **CCADT** volunteer during a disaster (i.e. uses **CCADT** identification and/or clothing), will be subject to **CCADT** policies and procedures, be under the direct supervision of the **CCADT** and wear **CCADT** identification during the disaster response.
 - Representatives of **CCADT** can **not** support a relief operation in both capacities (representing both **CCADT** and **MCACS**).
5. **Other cooperative actions:** **CCADT** and **MCACS** will actively seek to identify other areas within their respective organizations where cooperation and support will be mutually beneficial.
6. **General**
 - a. **CCADT** and **MCACS** will use or display the name, emblem, or trademarks of the other organization *only* in the case of defined projects and *only* with the prior, express, written consent of the other organization.
 - b. **CCADT** and **MCACS** will keep the public informed of their cooperative efforts.
 - c. **CCADT** and **MCACS** will widely distribute this MOU within the respective departments and administrative offices of each organization and urge full cooperation.
 - d. **CCADT** and **MCACS** will allocate responsibility for any shared expenses in writing in advance of any commitment.

V. **Periodic Review and Analysis**

Representatives of the **CCADT** and **MCACS** will, on an annual basis on or around the anniversary date of this MOU, jointly evaluate their progress in implementing this MOU and revise and develop new plans or goals as appropriate.

VI. **Term and Termination**

This MOU is effective as of the date of the last signature below and expires on December 31, 2020, *five years (the term can be changed)* from the signature date. The parties may extend this MOU for an additional period not exceeding five years, and if so shall confirm this in writing. It may be terminated by written notice from either party to the other at any time.

VII. **Miscellaneous**

Neither party to this MOU has the authority to act on behalf of the other party or bind the other party to any obligation. This MOU is not intended to be enforceable in any court of law or dispute resolution forum. The sole remedy for non-performance under this MOU shall be termination, with no damages or penalty.

VIII. Signatures

Central CA Animal Disaster Team

Merced County Animal Control Services

By: _____
Signature

Name: NAOMI E. FLAM

Print Name

Title: PRESIDENT

Print Title

Date: December 1, 2015

By: _____
Signature

Name: _____

Print Name

Title: _____

Print Title

Date: _____

Sample

ATTACHMENT A – Organization Contact Information

Primary Points of Contact

The primary points of contact in each organization will be responsible for the implementation of the MOU in their respective organizations, coordinating activities between organizations, and responding to questions regarding this MOU. In the event that the primary point of contact is no longer able to serve, a new contact will be designated and the other organization informed of the change.

NOTE: When Attachment A is updated, the revised attachment is inserted in the MOU. The MOU *does not* need to be signed again.

Relationship Manager Contact*

Merced County Animal Control Services		Central CA Animal Disaster Team	
Contact		Contact	Naomi E. Flam
Title		Title	President
Office phone		Office phone	559-433-WOOF (9663)
Mobile		Mobile	559-269-7685
e-mail		Email	naomiflam@ccadt.org

*The Relationship Manager is the person that works with the partner organization in developing and executing the MOU.

Operational Contact**

Merced County Animal Control Services		Central CA Animal Disaster Team	
Contact		Contact	Mary Reimer
Title		Title	Operations Director
Office phone		Office phone	559-433-WOOF (9663)
Mobile		Mobile	559-360-4228
e-mail		Email	maryreimer@ccadt.org

**The Operational Contact is the person each organization will call to initiate the disaster response activities as defined in the MOU.

Organization Information

Merced County Animal Control Services		Central CA Animal Disaster Team	
Department		Department	
Address		Address	5132 N. Palm Ave., #113; Fresno, CA 93704-2203
e-mail		Email	naomiflam@ccadt.org
Website		Website	www.ccadt.org



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● California

Emergency Animal Disposal: CalEPA Emergency Response and Disaster Preparedness

In 2006, the Southern San Joaquin Valley experienced a larger-than-normal number of dairy and other animal mortalities due to extreme temperatures. In response to the heat event and the intermittent operation of key rendering plants in the valley, a series of recommendations were developed and approved by CalEPA and the California Department of Food and Agriculture (CDFA).

The following summary of the Emergency Animal Disposal Guidance prescribes the following hierarchical set of animal mortality management practices:



Temporary Storage of Carcasses for Transport to Rendering – This is the preferred means of animal disposal offering a relatively safe and integrated system that complies with the fundamental requirements of environmental quality and disease control.

Disposal at Permitted Landfills – If rendering capacity is exceeded or suspended, permitted landfilling offers the next best environmental solution to the disposal of carcasses. One local facility that may accept mortalities is the Kettleman Hills landfill. Please contact the Kettleman Hills facility at (559) 386-9711 to make arrangements for transport of carcasses. (No self-haul to Kettleman is permitted.)

On-Site Composting – If the condition of the carcasses precludes transportation to the landfill or the cost of transportation and disposal is prohibitive, on-site composting offers the next best solution. This alternative applies only to composting of animals that died on the owner's property and that will be composted on the same property (no off-site transportation). Effective composting requires technical expertise, the right equipment and proper use of materials and methods. On-site composting should only be attempted if the operator has the know-how, space, supplementary carbon sources, cover material and on-site use for the final product. Additionally, the final product from the composting must not be transported off site.

On-Site Burial – This is the least desirable and environmentally safe alternative. This alternative applies only to on-site burial of animals that died on the owner's property and that will be buried on the same property (no off-site transportation). On-site disposal should only be attempted after consideration of proximity to ground and surface water including domestic wells, drinking water reservoirs, and surface waters. Bury the animals in shallow trenches. The more shallow the burial, the less concentration of moisture that can percolate to groundwater. Do not bury the animals within 100 feet of a well. Also, any trench should provide at least five feet between the bottom and groundwater. Bury mature bovine animals no more than two deep, lime the carcasses, and then cover with three feet of soil. Do not irrigate over the disposal pits. Water added to the location will cause fluids to migrate downward. Record numbers by type of animals buried (calves, heifers, cows, etc), depth of pit, depth of cover, and location, and keep the records in a safe place for your use. Unconsolidated waste buried in this manner not only poses a risk to water quality, but also can affect future use of your property. The location may need to be excavated in the future to remedy the groundwater threat or to support foundations, etc.

Local Government Guidance

[This guidance was developed and approved by CalEPA and CDFA in 2004 for the management of animal mortalities on farms and ranches under a declared emergency \(PDF\)](#). Intended for use by dairyman, ranchers, feedlot operators, poultry farms and other confined animal facilities when normal rendering services have been suspended or there is a declaration of emergency (either local or state).



Other Resources:

- [For current heat issues affecting the state, visit California Office of Emergency Services's \(Cal OES\) Heat Preparedness site.](#)
- [Draft Guidelines for Emergency Composting of Cattle Mortalities](#) (Iowa State University, PDF)
- [Guide to Whole Animal Composting of Dairy Cattle](#) (New Mexico State University Cooperative Extension Services, PDF).
- [Carcass Disposal: A Comprehensive Review](#) (Kansas State University, PDF)

List of Licensed Dead Animal Haulers in the Central Valley (2003)

Best Way Animal Disposal (209) 769-4629
33279 Ave 8
Madera, CA 93610

Emergency Response Links

- [Emergency Response Home](#)
- [Avian Influenza](#)
- [Debris Removal](#)
- [California Drought](#)
- [Fire Response/Recovery](#)
- [Resources by Topic](#)
- [Contact Us](#)

Shayne's Custom Calves (209) 993-3131
856 E. Sandy Mush Rd.
Merced , CA 95382

Sisk Recycling Co. (209) 667-1451
4506 South Commons Rd
Turlock, CA 95380

If you have any questions about the various options for carcass disposal under a declared local emergency in your area, please contact your local environmental health department.

[Emergency Response and Disaster Preparedness](#)

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California Environmental Protection Agency, <http://www.calepa.ca.gov>

General Public Contact, cepacomm@calepa.ca.gov (916) 323-2514

