

# LSART HOUSEHOLD PET EVACUATION & SHELTERING MANUAL

EFFECTIVE APRIL 2018



**LOUISIANA STATE ANIMAL RESPONSE TEAM**



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# **INTRODUCTION**

There are numerous challenges in developing plans for household pet evacuation and shelters, which can only be solved by creative ideas and innovative programs. This plan has been developed for the operation of evacuation points and household pet shelters serving parishes within the state of Louisiana. It is an adaptation created through investigating industry standards for animal shelters, other states' pet shelter programs, as well as ongoing experience.

## **ACKNOWLEDGMENT**

This document was developed through the collaborative efforts of individuals from various disciplines and backgrounds. It is updated periodically to include changes and improvements. Listed below are the original, workgroup members.

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## ASSUMPTIONS

- The local animal emergency coordinator designated by the parish director of emergency operations has jurisdictional authority and will direct and control all activities related to animal protection and control during an emergency.
- Support agencies include Louisiana Department of Agriculture & Forestry, Louisiana State Animal Response Team, Louisiana Veterinary Medical Association, Louisiana Animal Control Association, local humane societies, and other related groups.
- Any emergency resulting in evacuation of residents to a shelter will result in companion animal issues.
- **The protection of companion animals is the responsibility of their owner.**

## PURPOSE

- To enable residents with household pets to evacuate during an emergency when the local jurisdiction deems evacuation is necessary.
- To the greatest extent possible provide a safe place for people to care for their own pets
- To control and support the humane care and treatment of household pets during an emergency.

## CONCEPT OF OPERATIONS

- **The sheltering and protection of animals is the responsibility of their owner.** Each jurisdiction should identify the lead agency responsible for animals during disasters. In many cases, the parish animal control agency or the equivalent entity is the lead agency for situation assessment and determination of resource needs. If the jurisdiction does not have an animal control agency the entity responsible for animal bite cases involving humans is reasonable choice for a lead agency for animals during disasters.
- As needed, the Parish and State will support the protection of animals affected by an emergency to include evacuation assistance, rescue, sheltering, control, feeding, and preventative immunization of animals left homeless, lost or strayed because of an emergency.
- Request for animal protection assistance and resources will be routed through the local Emergency Operation Center to GOHSEP. Shelters have been established in an effort to assist evacuated residents with their household pets.
- Animal-related businesses, non-governmental agencies, and animal control agencies are required by Act 615 of the 2006 Louisiana Legislature to create, maintain and annually file an evacuation plan for their facility.

### **Special Note Regarding Service Animals:**

Act 615 of the 2006 Louisiana Legislature requires that persons with disabilities, who utilize service animals, as defined in the Americans with Disabilities Act, are evacuated, transported, and sheltered with those service animals. GOHSEP, through its authorized State Agency, the Louisiana Department of Agriculture & Forestry, is required to inform all facilities that provide shelter to persons with disabilities who are accompanied by their service animals of their legal obligation to provide shelter to both the disabled person and the service animal.

## TIME LINE

**This time line is only a guideline and is meant to be used for planning purposes only.**

ESF-11 Preparedness Plan		
<p>H-Hour Definition: H-Hour is set as the projected onset of tropical force winds striking the coast of Louisiana. The National Weather Service uses Landfall, which is the eye wall of the storm making landfall.</p>		
H-Hour	State ESF-11	Federal ESF-11
H-120+	<ul style="list-style-type: none"> <li>• Pre-position animal crates at regional depots as resource for use by shelters as needed</li> <li>• Identify pet evacuation shelters co-located with human shelter locations</li> <li>• Assure transportation arrangements ready</li> <li>• Establish procedures for animal responder credentialing and intake processing</li> <li>• Train and develop teams of animal care techs for pet evacuation in parishes</li> <li>• Mobilize LSART leadership team</li> </ul>	<ul style="list-style-type: none"> <li>• Update Synch plan, timelines with local, state, and federal agencies</li> </ul>
H-96	<ul style="list-style-type: none"> <li>• Acquire from storage area, and have LDOC assemble pet transport crates at correctional facilities</li> <li>• Request pre-scripted out of state assets</li> <li>• Alert out of state technical animal SAR assets</li> <li>• Notify LSART to mobilize pet shelters as needed</li> <li>• Notify LDOC of need to activate support operations plan for pet transportation &amp; sheltering</li> <li>• LDOC assembles cages and starts to configure them onto pet transport trucks</li> <li>• LDOC sends prison labor crews to set up mega-shelters under LSART direction</li> <li>• Notify LDOC to set up special needs pet shelters on prison grounds</li> <li>• Activate ESF-1, 8, 11, State and NGO assets to accomplish transportation and sheltering missions</li> </ul>	<ul style="list-style-type: none"> <li>• Initiate pre-scripted Federal Mission Assignments (MA's) for federal surge capacity staffing (USDA, VMAT, USPHS DVM Team, etc.)</li> <li>• Deploy pet transport vehicles to LDOC facilities to configure load (transport cages and supplies)</li> <li>• Deploy several 24-foot trucks to the FEMA supply depots for shelter cages and supplies</li> <li>• Alert out of state technical animal SAR assets (tasked to support)</li> <li>• Activate ESF-1, 8, 11 assets to accomplish transportation and sheltering missions</li> </ul>
H-72	<ul style="list-style-type: none"> <li>• Configure cages on trucks and at shelters</li> <li>• Activate out of state technical support assets for SAR to LDAF Baton Rouge</li> <li>• Prepare LDAF Mega-shelters with crates and supplies, Shelter Management Teams, NGO shelter teams, etc.</li> <li>• Provide LSART support to parish pick up points</li> <li>• Open special needs pet shelters on LDOC</li> </ul>	<ul style="list-style-type: none"> <li>• Veterinary Strike Team VMAT (ESF-8), Animal Care Teams (ESF-11) report to designated field locations</li> <li>• VMAT sets up clinic station at mega-shelter</li> <li>• USPHS vets arrive to support command staffing at JFO and state veterinarians/ESF-11</li> </ul>



	campuses Donation management team activates	
H-66	<ul style="list-style-type: none"> <li>• No new action</li> </ul>	<ul style="list-style-type: none"> <li>• Deploy USDA Animal Care Transport &amp; Heat Stress Teams to PPP</li> <li>• VMAT set up at pets' mega-shelter</li> <li>• USPHS vets arrive to support command staffing at JFO and State Veterinarian/ESF 11</li> </ul>
H-60	<ul style="list-style-type: none"> <li>• No new action</li> </ul>	<ul style="list-style-type: none"> <li>• USDA Transport and Heat Stress Animal Care teams are in place at PPP's</li> <li>• Status reports (2 hours)</li> </ul>
H-54	<ul style="list-style-type: none"> <li>• PPP Open for registration</li> <li>• Begin intake and registration at animal shelters of self-evacuees</li> <li>• Pet trucks travel with evacuee buses to shelter destinations as registration progresses</li> <li>• Information updates flow to all groups/parties provided by LDAF</li> <li>• Technical animal SAR teams report to ESF-11 base camps</li> </ul>	<ul style="list-style-type: none"> <li>• USDA teams provide field status reports (4 hours)</li> </ul>
H-48	<ul style="list-style-type: none"> <li>• Reports of animal status ratios (number of animals registered/total capacity) every 4 hours with DSS report</li> </ul>	<ul style="list-style-type: none"> <li>• No new action</li> </ul>
H-30	<ul style="list-style-type: none"> <li>• Shelter capacity ratio reports continue every four-hours</li> <li>• Contra-flow begins</li> <li>• PPP close: teams move to shelters as directed by ESF-11 Command</li> </ul>	<ul style="list-style-type: none"> <li>• USDA Animal Care Transport &amp; Heat Stress Teams prepare to move to shelters as directed by ESF-11 Command</li> </ul>
H-20	<ul style="list-style-type: none"> <li>• Shelters continue to intake and register pets</li> <li>• Last bus/truck convoys leave NOLA and lower parishes for safe shelter destinations</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare for post-landfall rapid needs assessment and SAR operations</li> <li>• Climate controlled pet vehicles and accompanying AC staff remain at and staff pet shelters</li> </ul>
H-8	<ul style="list-style-type: none"> <li>• Deploy out of state technical support assets for ASAR to ESF-9</li> <li>• ACO liaison to ESF-9 reports to ESF-11 Command Center</li> </ul>	

# **SECTION ONE**

## **PET EVACUATION**

**This section covers guidelines for setting up and operating a pet registration and loading station at a Parish Pickup Point (PPP) or other designated evacuation area in a community. This protocol was designed to assist with the evacuation of household pets belonging to residents without means of private evacuation transportation. In Louisiana, these residents are designated as Critical Transportation Needs (CTN) population.**

**The goal of this manual is to provide the user with a standardized guideline for safe and efficient household pet evacuation, while ensuring that all pets are properly identified, registered and linked to their owners, to facilitate reunification if separated.**

## **PARISH PICKUP POINT SUGGESTED OPERATING GUIDELINES (SOG)**



Each parish is responsible for determining when an evacuation will occur and when state assistance is required. A specific site must be chosen for people and pets to meet with the provided transportation. The parish must have a designated person to be responsible for the household pet component of the pick-up site process. This person is either the Animal Emergency Coordinator (AEC) or the Animal Control Official (ACO) for that parish. At the PPP, this individual is designated the Animal Evacuation Team Leader (AETL).

Important components:

1. The Registration Area, Banding Area and Loading Area should be distinct and separate from each other to prevent confusion and dog battles. Each of these should have a sign to designate that area. (There are examples of signage at the back of the sheltering section of this manual)
2. The Transportation Registration Forms are in triplicate (There are examples of signage at the back of the sheltering section of this manual); the owner gets a copy; the parish keeps a copy and a copy goes with the pet transporter (either the owner or the pet truck driver). If an owner indicates that one of their animals was left behind and requires rescuing, the parish will put that information on the registration form and onto their parish intake/rescue forms so they can take appropriate action.
3. Animals will be given a unique identification number. The registration system may be based on a computer database designed by the state, the parish, or FEMA. These systems use bar-coded wristbands or stickers linking the pet with its owners as a member of the household. The number from the bar-coded wristband or sticker will be entered onto the Transportation Registration (TR)

Form as the Unique Animal ID Number. If the bar-coded wristbands or stickers are not available, unique animal ID numbers can be assigned according to a pattern described later in this manual. If a pet has a microchip or the parish is providing microchipping at registration, and there is no computerized registration system, the microchip number can be the designated Unique Animal ID number entered on the TR Form.

4. The Registration Area will be the bottleneck of the process. Having more than two people here will move it along more smoothly.
5. Registering and loading animals should have a flow pattern.
  - a. People with pets should be directed with caution tape or signs towards pet registration area.
  - b. In most cases, pet registration will precede human registration at the PPP.
  - c. After the pets are registered and receive their neckbands, they will be loaded into their transport crate by their owner and the crate is then loaded onto the truck/trailer by the PPP worker.
  - d. Owners should then be directed to their human registration
6. Registration of animals should be in an area protected from sun and rain.
7. Water, ice and fans under an awning are acceptable if it is not in a building or foyer of a building.
8. There should be some type of fencing to secure the area in case a dog or cat gets loose. Ideally, a Banding Cage made from a 6' x 6' chain link pen with a top works best for a safe area to place the identification collar and put the pet into its transportation crate.

## **SUPPLY LIST FOR PARISH PICK UP POINT**

1. Tab Bands
2. Bar-coded Wristbands (if available from the state or parish)
3. Microchips (if being used at that PPP)
4. Transportation Registration forms (Example is at the back of the manual)
5. Truck Manifest forms (Example is at the back of the manual)
6. Office supplies: pens, sharpie markers, stapler, staples, etc.
7. Chairs, table
8. Awning (protection from sun & rain)
9. Drop lights, extension cords/flashlights, batteries
10. Fans
11. Clipboards
12. Slip leashes
13. Bowls for water (Styrofoam gumbo bowls work well)
14. Plastic bags for poop scoop
15. Hand sanitizer
16. Paper towels
17. Garbage cans
18. Generator, if necessary, and gas for generator
19. Ice
20. Water for humans and for animals
21. Fencing and flow markers
22. Signs: Enter, Exit, Registration Area, Banding Area, Pet Walk Area & Cleanup
23. Duct tape (Grey, Red and Yellow)
24. 2-inch clear plastic packing tape
25. Zip Ties
26. Microchip reader
27. Zip-loc bags (gallon size)
28. Rope (several 50' lengths)
29. For Loading: Ramp and cage dolly, conveyor belt and cage dolly if a semi-trailer is your transportation

## SETUP OF PPP AND REGISTRATION PROCESS



### Registration

1. Designate Animal Evacuation Team Leader, registration team, loading team, and floater. The scribe or AETL should acquire the bar-coded wristbands from the parish OEP representative (if bar-coded bands are being used).
2. Designate Registration and Banding areas far enough from transport vehicle to decrease congestion.
3. Set up sun/rain protection, chairs, table and flow pattern with signs:
  - a. Registration
  - b. Secure banding area
  - c. Loading
4. Begin registering people as they arrive (see scribe duties)
  - a. Ask for driver license or state ID card
  - b. Scribe gets required information from owner and writes it on TR Form
  - c. \*Scribe enters Unique Animal ID number on a Tab Band collar for each animal, on a wristband for the owner, and on a TR Form (up to three animals per form).
  - d. Scribe places pet owner wrist band on wrist of owner and informs owner that they will need their copy of TR form and wrist band to claim pet at receiving shelter.
  - e. Scribe places cage identification on transport cage of pets traveling on owner's lap (Lap Pets) and directs them to banding cage.
  - f. Scribe gives transporter copy or TR form with cage identification to load team if pet is too large to travel with owner on lap (Pet Truck Pet) and directs owner to banding cage.



## Banding

1. Scribe gives Tab Band collar and TR form to load team to be placed on pet in banding area.
2. Owner is directed to secure banding area and gets help placing band on animal. At this point. (see load team duties)
3. If microchips are available and the pet does not have one, the pet will be microchipped. Microchip number is entered onto the TR Form.
4. Owner loads pet into transport kennel with assistance from load team if needed. Only experienced animal handlers should be in the banding cage and should refrain from handling the animal unless absolutely necessary.
5. After the owner leaves the banding cage. Owner is then directed to the human registration area and told to show their pet owner wristband so that animal information can be included on human registration forms.
6. Animal crate is brought to loading area by the loading team.



Banding Cage with Top- Secure area for placing ID on pets and pets into kennel for transport

## Loading Protocol

1. Position truck in best possible location for shade/protection from weather.
2. Ensure that trailer bed is cooled to about 70° F and refrigerator unit is functioning well.
3. Remove all crates from the truck. Check crates to ensure they are sturdy enough to hold large energetic pets.
4. Place crates in the loading area and place grey duct tape over the transom of each transport crate.
5. The AETL should have a “map” (see loading plan diagram) of the best possible loading pattern and manner to secure the cages when the load is ready to leave. Be sure that the supplies for fastening and stabilizing the crates are present. Crates should be stacked no more than 2-high.

6. \*Loadmaster records each animal's information on the truck manifest as it is loaded and places the pet's Unique Animal ID number on duct tape on the transom of crate as shown in the diagram below. (see loadmaster duties)



The Pet's Unique Animal ID Number is taped to the duct tape with clear tap or written on the duct tape using a waterproof marker such as a sharpie pen.



7. Load crates with animals in them at the front of the truck towards the cab, moving from side to side. Secure the crates. See suggested diagram and flow pattern at the end of this SOG.
  - a. Keep at-risk animals off truck in a safe area and load them last unless the truck is climate-controlled. If the truck is the most comfortable place for the animal, that is where it should be placed.
  - b. An AC Heat Stress Monitor may be present to assist in deciding the best situation for the animals. They have tools to measure temperature and can monitor the animals for signs of heat stress. They will inform the AETL of any potential problems.
  - c. Animals at risk for heat-related problems include long haired animals, older animals, brachycephalic (short muzzled) dogs (ex. Pugs, Bull Dogs) or cats. (ex. Persians)
  - d. Signs of Heat Stress: Excessive, rapid panting, redness to gums, glassy look to animal's eyes.
  - e. Dangers of Heat Stress: Cardiac failure, kidney failure, death.





## **Before Truck Leaves**

Cargo must be checked prior to departure to ensure all cage doors are securely closed and the crates are secured in the truck. This should be done by the Loadmaster.

1. Loadmaster makes sure all crates are secured with load bars and straps and all crate doors are securely shut.
2. USDA AC team member or AETL will check all animals for any signs of heat stress or other risk factors and take appropriate steps for that animal.
3. Loadmaster makes sure the driver knows destination and has contact information.
4. Loadmaster makes sure driver has completed manifest form and has his copies of the TR form for each animal on the transport.
5. Ensure transport driver has method of providing water to pets if transport is delayed.
6. Shut door and be sure that ventilation is adequate.
7. The Loadmaster will call the State ESF-11 ICC and the receiving Shelter Manager to inform them of the departure time, number of animals and intended destination.

## **Final Check of Transport Protocol**

AETL or loadmaster must verify that truck driver knows how to ventilate the truck.

1. Driver must stop every two hours, open door fully and allow 30 minutes of air circulation.
2. The ESF-11 must be contacted to inform them of an animal potentially in distress so action can be taken. (for example, a veterinarian nearby can take animal and treat it)



## **PERSONNEL AND DUTY DESCRIPTIONS FOR PPP**

(Minimum of 8 people needed- More scribes make the process flow faster)  
(All forms and sample signs may be found at the end of sheltering section of this manual)

1. Animal Evacuation Team Leader (AETL)
2. 2 Scribes to register pets (must have legible handwriting to fill out form)
3. Loadmaster to direct loading operations and complete truck manifest forms
4. 2 Loaders to assist owners with banding pet and placing pet in crate then loaders load crates on truck
5. 1 floater to fill in where needed (scribe, banding assistant, loader, traffic monitor)
6. LA-licensed Veterinarian and assistant

If possible, a parish will benefit greatly by requesting the following personnel for technical assistance:

7. LSART Liaison (if available) to provide on-site technical assistance with operations
8. USDA Animal Care Team (if available) to monitor for stress and safe animal handling

### **Animal Evacuation Team Leader**

This person is responsible for the overall registration process and must maintain a calm atmosphere. To do this well, the AETL should not be tied down in the other tasks of the PPP, but be available to move about and make decisions on animals and loading, etc.

#### **AETL duties**

1. Arranges design of area including flow pattern and designates jobs to team
2. Ensures proper handling of animals, proper loading of animals
3. Ensures documentation is completed properly
4. Ensures that protocols are followed and makes final decisions for the agency with jurisdiction

### **Registration Team**

This team consists of at least two scribes, positioned at a table in front of banding cage to record information. Scribes must have legible handwriting. If microchips are used, one veterinarian and at least one animal handler are also needed.

#### **Scribe duties**

1. Requests a state driver's license or state ID card from the pet owner. Verifies that the information is correct and writes owner and pet information on Transportation Registration form.
2. Assigns a unique Animal Id to each pet. The transporting agency determines what will be used as a Unique Animal Id. (options for Assigning a Unique Animal Id are below)
  - If using the state's computer system and bar-coded wrist bands, the unique Animal Id is the bar-coded number on the wristband assigned to each pet. The number on the bar-coded wristband becomes the unique animal Id number.

- If the parish is microchipping each pet, the microchip number can be the Unique Animal Id for each pet. Pets to be microchipped should be microchipped in a secure banding cage with an experienced animal handler and a veterinarian.
  - If bar-coded wristbands and microchips are not available, the animal registration team can assign the Animal ID number using this pattern of letters and numbers: The first element will be the owner's (Head of Household) initials, first and last. The second component will be the owner's driver license or state ID number. The third part will be a letter signifying the individual animal. For example, Mr. and Mrs. Peter Thibodeaux arrive to be evacuated with two dogs and one cat, and Mr. Thibodeaux's (Head of Household) driver license number is 7864321. Their pets' Animal ID numbers will be PT7864321A, PT7864321B, and PT7864321C.
3. The Unique Animal Id is written on a tab-band collar for the pet and a wristband for the owner with a permanent marker. One pet owner wristband can designate multiple pets. It is not necessary to provide a separate wristband for each pet.
  4. The Transportation Request Form is completed by adding each pet's Unique Animal Id to each pet on the form. Pets can be scanned by the scribe for existing microchips and the information entered on the TR form.
  5. Puts the wrist band for the owner with their animal(s) unique animal Id(s) on the owner's wrist. Owners may have multiple Unique Animal Ids on one wrist band.
  6. The scribe will place the barcoded wrist band around one handle of the soft sided transport cage. If the pet will be riding on the owner's lap (Lap Pet) The Unique Animal Id is written with permanent marker on duct tape placed on the soft sided pet carrier if wrist bands are not available
  7. The scribe gives the owner their copy of the TR form and explains that this form and the pet owner wrist band with all of their pet(s) unique Id numbers will be used to reclaim their pet(s) at the receiving shelter.
  8. The owner is directed to the secure banding area to put tab-band collar around pet's neck. (owner may need assistance from load team)
  9. Pets that cannot ride on the owner's lap are designated as Pet Truck Pets and will be transported separately from the owner.
  10. The scribe hands the bar-coded wristband and truck driver's copy of TR Form to the loading team.
  11. The loading team uses clear tape to secure the bar-coded wristband on top of the cage over the grey duct tape previously placed on the cage to identify the animal inside the cage. The placement of the bar-coded wrist band and clear tape is such that the barcode can be read through the clear tape. If microchip numbers or assigned pattern of numbers and letters are used as the Unique Animal Id. The Unique Animal Id is written directly on the duct tape over the transom of the transport cage.
  12. The Load team directs the owner to place the pet neck band around the pet's neck. Cats and exotic pets do not have to have the neck band placed on the pet's neck if the pet is riding with the owner (Lap Pet) and if it is deemed safer not to take the pet out of its carrier at the PPP.
  13. The load team directs the owner to human registration and asks them to notify human registration that they are a pet owner, so the animal identification information can be entered on their family registration form.

14. Monitors for safe animal handling.

## Loading Team

Positioned behind banding cage to receive animal in crate, record information on truck manifest and place crates into transport vehicle

### Loadmaster duties

1. Oversees the loading process.
2. Fills out truck manifest, signs over to driver.
3. Receives TR forms from load team and collects for transport with truck driver to receiving shelter.
4. Ensures that the Unique Animal Id on the TR form matches the Unique Animal Id on the Transport Crate transom.
5. Verifies that all crate doors are secure as pets are loaded.
6. Ensures that no exotic pets are put on refrigerated trucks.
7. Ensures that every pet in truck is listed on truck manifest.
8. Informs driver that they must stop every 2 hours and ventilate for 30 minutes.
9. Signs the truck manifest verifying that truck is loaded and checked.
10. Leaves contact info on truck manifest, so loadmaster can be contacted if questions arise.
11. Calls Shelter Manager at receiving shelter to notify them that truck has left PPP.
12. Monitors for safe animal handling.



### Load team duties

1. Monitors for safe animal handling.
2. Responsible for unloading loose crates from truck and inspects the crates to ensure they are secure enough to hold large active dogs.
3. Grey duct tape is placed over the transom of each transport crate. If animals are deemed aggressive or bite a human, the grey duct tape will be replaced with red duct tape. If an animal is separated from owners for any reason and requires full care they will be transported to a facility where full care is available. The grey duct tape on these pets' crates will be replaced with yellow duct tape.
  - Grey duct tape indicates a typical pet.
  - Red indicates an aggressive pet or bite case.



- Yellow duct tape is used for animals that have to be fully cared for and will be transported to a separate facility where full care is available, such as Dixon Correctional Facility
4. Receives TR forms and barcoded wrist band from scribe.
  5. Secures the bar-coded wristband bearing the pet's Unique Animal ID Number on the duct tape with a strip of waterproof clear packing tape or writes pet's Unique Animal ID on duct tape if barcoded wristbands are not available.
  6. Directs owner on proper placement of Tab-band collar on animal.
  7. Responsible for helping owner place animals into crates and loading crates into truck. Verifies that all crate doors are secure.
  8. Loading from front to back (cab to rear) and side to side may be the easiest method of loading so that the loaded animals are not constantly stirred up by other animals passing by them.
  9. Secure crates with load bars and straps as the truck is loaded. Crates are stacked only two rows high. (see suggested plan at end of SOG)
  10. Ensures that no exotic pets are put on refrigerated trucks.
  11. Ensures that load master gets the transporter copy of the TR form.
  12. Animals that arrive in their own crates will be placed in larger crates
  13. Crates brought by owners will be labeled with owner name and Animal ID# and stored at the parish pickup point for retrieval, post-event.

## **Floater**

Floaters should maintain situational awareness at the PPP and be trained to step in and assist where needed. Ideally, they should be trained in safety and first aid.

### **Floater duties**

1. Scribe, banding, animal handling, loading.
2. Talks to pet owners waiting in line to identify potential issues that may slow down the registration process.
3. Identifies owners who may need assistance with registration; non-English speaking, impaired, owners with aggressive or uncontrolled animals, etc.
4. Identifies animals who may need assistance with registration; exotic pets, heat stressed, anxious, or pediatric pets, etc.
5. Crowd control, interpreter, medic, gofer.
6. Monitor for safe animal handling, health and safety of PPP team.

## **Veterinarian**

Veterinarian assist the AETL in making decisions about the health and behavior fitness of animals to be transported with people and on pet trucks.

### **Veterinarian duties**

1. Assist in determining if an animal cannot be safely evacuated with people or other animals either because of health or behavior issues.
  2. Advise AETL when an animal should be transported in vans versus pet trucks; exotic pets, animals that seizure, pediatric pets.
  3. Provide veterinary medical assessments and care as well as microchipping services when needed.
  4. Advise AETL when pets should be transferred to a local veterinary facility.
  5. Monitor animals for heat stress.
  6. Monitor for safe animal handling.
- **Microchipping (if Microchips are available and required by the parish)**
    1. It is a best practice to permanently identify pets with a microchip.
    2. In Louisiana, only LA-licensed veterinarians are allowed to implant microchips.
    3. Ideally a trained animal handler such as a vet tech or animal control officer should assist the veterinarian when microchipping.
    4. Receive animal in banding cage and scan for existing microchip.
    5. If no microchip exists, animal is microchipped.
    6. Scribe is notified of microchip number, either pre-existing or newly implanted.
    7. Scribe enters microchip number as well as the Unique Animal ID on TR Form, pet's tab-band collar, and owner's wristband (if bar-coded registration is not being used).

### **LSART Liaison**

LSART Liaisons are present to offer technical assistance in operations and logistics at the PPP. They report to the AETL and can communicate with ESF-11 ICC quickly if needed.

### **LSART Liaison duties**

1. Assist the AETL in determining an effective setup and flow of pet registration and loading
2. Assist the AETL with suggested guidelines for registration and loading
3. Provide liaison to State ESF-11 and LSART Command Post for assistance
4. Communicate with LSART Command Post every 2 hours to provide update on transport logistics

## USDA Animal Care

Normal job duties for the APHIS Animal Care personnel are to educate and advise on housing and shelter, identification issues, veterinary care and transportation for animals. They may be available at the PPP and shelter in two capacities.

- The Heat Stress Monitoring Team (HSMT) will monitor for signs of heat stress in the animals. They have the ability to monitor for animals in distress based on the environmental conditions and added stress of transportation and sheltering.
- The Transportation and Sheltering Team will provide advice and monitor for any potential issues to ensure a smooth transport cycle and shelter conditions. The AC personnel are not present in an official capacity to regulate the housing, care, etc. They are available to you in an advisory capacity for best practices. Please use their services as much as you can as an extra set of eyes and ears.
- Important issues should be immediately reported to the AETL. They will discuss the issue and include reasons why this is or can be a problem and suggest ways to improve it. The AETL will determine if the owner needs to be contacted or if they need to take immediate action.

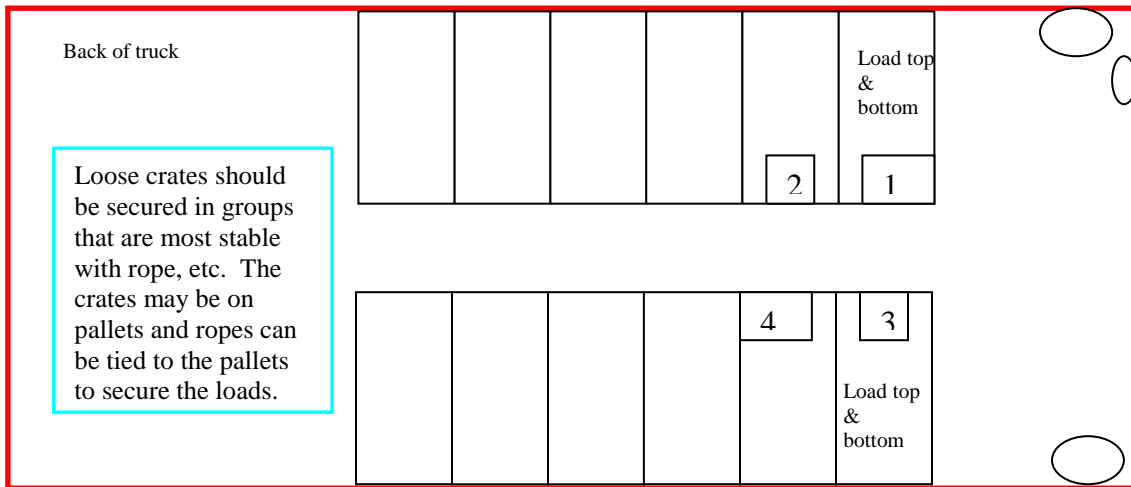
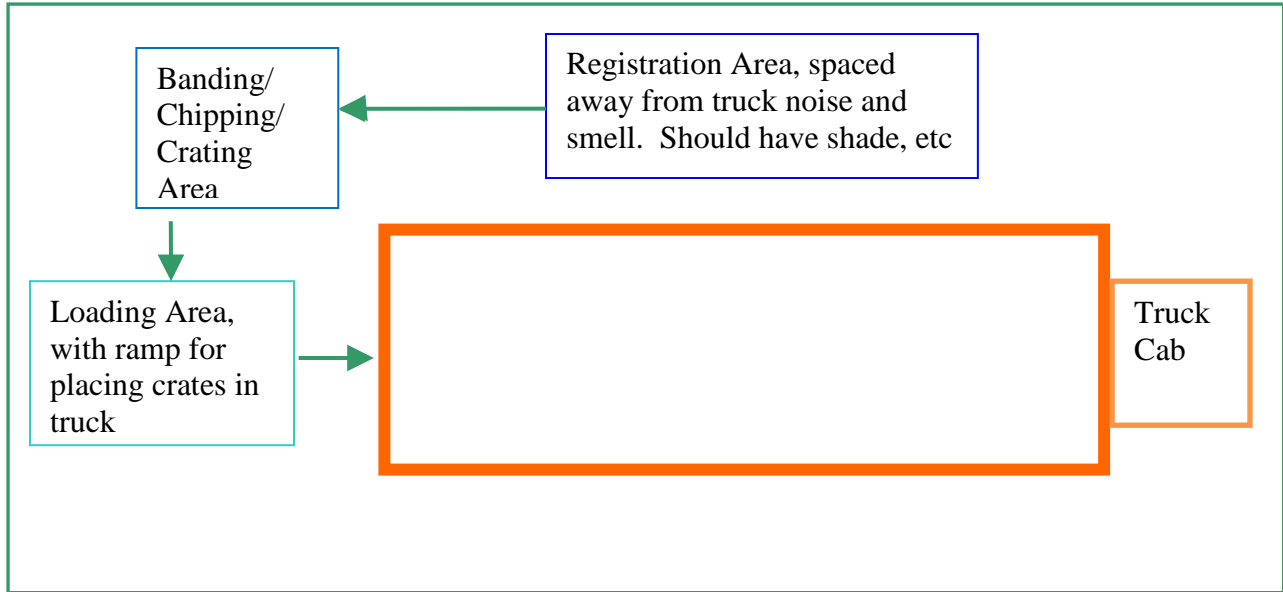
### USDA APHIS AC duties

1. Monitor for signs of heat stress
2. Complete AC loading forms
3. Communicate with AC lead at Federal ESF-11
4. Monitor for safe animal handling





## SUGGESTED FLOW PATTERN



## **SECTION TWO**

# **EMERGENCY PET SHELTERING**

**This section covers guidelines for setting up and operating a temporary pet emergency shelter in a community. This protocol was designed to assist with the sheltering of household pets belonging to Louisiana residents, recognizing that not all shelters can be pet-friendly.**

**It should be understood that there are two basic categories of pet emergency shelters in Louisiana. Pet shelters specifically for pets of owners without means of private evacuation transportation. In Louisiana, these residents are designated as Critical Transportation Needs (CTN) population, and the shelters are designated as CTN shelters. Parishes and non-profit organizations, through the local ESF-11 function, operate pet shelters for self-evacuators. These Self-Evacuator Pet Shelters are usually located adjacent to Red Cross shelters.**

**There are different types of pet- friendly shelters.**

**Cohabitated pet shelters are where pets are in the same space with owners**

**Co-located pet shelters are where pets are housed near owners but are not in the same space.**

**Stand-alone pet shelters are where owners are not caring for their own pets  
In Louisiana co-located and cohabited pet shelters are the preferred type because stand - alone pet shelters are more likely to have increased animal bites to humans and require three times more pet shelter staff than co-located or cohabitated pet shelters**

**The goal of this manual is to provide the user with a standardized guideline for safe and efficient household pet shelter operation, while ensuring that all pets are properly identified, registered and linked to their owners, so they can be reunited if separated. Shelter operators are encouraged to make every effort to prevent separation of pets from their owners and preserve the strength of the human-animal bond.**

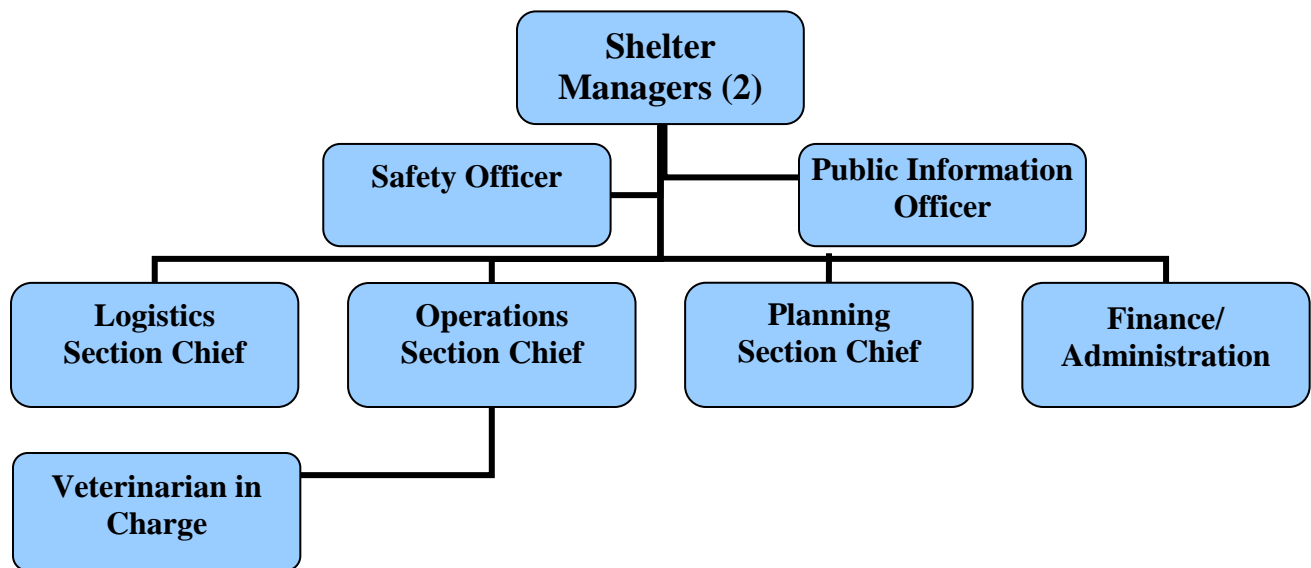
## SHELTER COMMAND STRUCTURE AND DESCRIPTIONS

### Who is in charge of the emergency evacuation shelter?

Shelters will be operated following the National Incident Management System Incident Command System (NIMS ICS) design. Because there is no national standardized system for definition of pet shelter teams, there may be some deviation from ICS title designations in describing shelter personnel. Regardless, it is understood that there is a strictly defined chain of command within the shelter structure.

Ultimately, the local animal emergency coordinator (usually the Animal Control Officer) will direct and control all activities in their jurisdiction related to animal protection and control during an emergency. The Louisiana Department of Agriculture & Forestry (LDAF) operate state CTN Shelters. The Louisiana State Animal Response Team (LSART) works to support ESF-11 officials at both the local and state level. Other organizations such as humane societies and other related groups may assist with the organization of the emergency evacuation shelter if requested and credentialed by the state or the parish.

### SHELTER MANAGEMENT TEAM



### SHELTER MANAGER

Each shelter will attempt to have two people sharing this role. It is suggested that one will be the District LSART Representative or the designated LDAF employee and the other will be the local Animal Control Officer or their designated deputy. The Shelter Manager reports to the ESF-11 Operations Chief at the Incident Command Center. They oversee the Shelter Management Team.

The Shelter Manager is responsible for overall shelter opening, operations and closure:

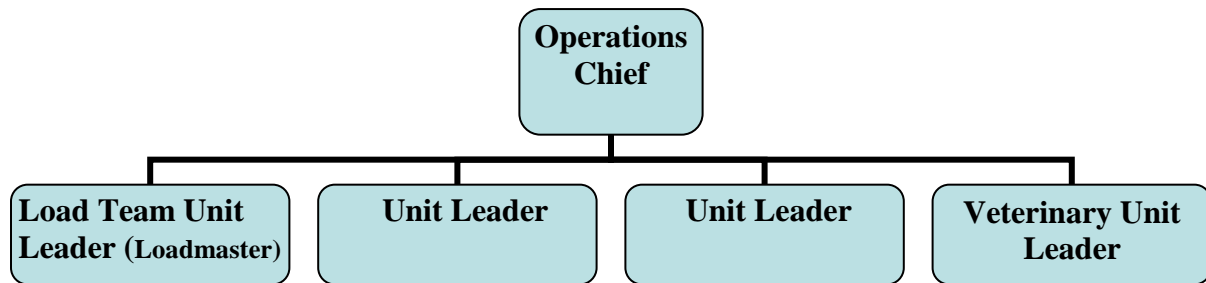
1. Submits Situation Reports nightly to ESF-11 Incident Command Center at local or state level. See attached Situation Report (SitRep) and where to send it.
2. During intake, supervises unloading and designates which Shelter Unit receives self-evacuators or parish-assisted pet evacuees.
3. Ensures that all animals receive proper and timely care.
4. Communicates with ESF-11 Incident Command Center at local or state level.
5. Directs closure of shelter and return transport of pets.

### **SHELTER LOGISTICS CHIEF**

The Shelter Logistics Chief coordinates with the Logistics Chief in the ESF-11 Incident Command Center and reports to the Shelter Manager. The Logistics Chief is responsible for overall logistical support of household pet-friendly shelter component.

1. Set up perimeter security fencing.
2. Set up signage and registration location at designated shelter.
3. Designate separate areas for pet living quarters.
4. Designate dog walk areas and cat exercise areas if available.
5. Evaluate building facilities and report conditions.
6. Inventory supplies and report on needs and surplus.
7. Set up fans, trash cans, and other necessary supplies.
8. Stage additional support supplies including disinfectant, refrigerators, first aid, and any other needed supplies communicated from the Operations Chief.
9. Assist in setting up veterinary care, quarantine and “cat chill area” area if needed.
  - a. Need will be determined by the shelter veterinarian in charge
  - b. Suggested areas include incoming triage, hospital and general hospital care area.

## **SHELTER OPERATIONS CHIEF**



The Operations Chief is responsible for overall operations of the shelter.

1. Monitors the daily operations of each pet unit in the facility and supervises Unit Leaders.
2. Monitors the daily operation of the hospital and supervises Veterinary Care Team Leader.
3. Works with Shelter Manager and supervises Load Master in offloading and placement of animals in the shelter as they arrive on transport vehicles.
4. Works with Shelter Manager and oversees closure of shelter and supervises Load Master in loading and placement of animals on transport vehicles as they depart on transport vehicles.
5. Reports daily to the Shelter Manager.

## **SHELTER PLANNING CHIEF**

The planning chief is responsible for daily planning and reporting activities at the shelter.

1. Work with Shelter Operations and Shelter Logistics to develop Incident Action Plans for next operational period. (24 hours) (See attachment)
2. Receive Unit SitRep from each unit.
3. Assist the Shelter Manager with developing Shelter Situation Reports (SitRep) to be sent to the ESF-11 Incident Command Center at local or state level and the Emergency Operations Center (EOC).

4. Animal census will be taken every morning by 7:00 a.m. The census shall be recorded on the SitRep and the report sent in that evening. It is understood that the census on the report is taken by 7:00 a.m. even though the report is sent that evening

### **SHELTER FINANCE/ADMINISTRATION CHIEF**

Responsible for monitoring and documenting costs and mutual aid response.

1. Document requests for supplies and ensure request are valid.
2. Document volunteer hours, meals and billeting. (see attached volunteer time sheets)
3. Maintain cost accounting for supplies and other materials procured before, during, and after the event.
4. Monitor damages for storm related, evacuee related, and cat/dog/owner related events.
5. Submit financial summary to Shelter Manager on scheduled frequency.
6. Set up and monitor donations reception areas.
  - a. Monetary donations
  - b. Donations of goods
  - c. Document and acknowledge donations
    - i. Receipts
    - ii. Thank you, notes,
    - iii. Inventory of goods

### **PET SHELTER PUBLIC INFORMATION OFFICER**

The Public Information Officer at a pet shelter is responsible for directing all communications to the public and media from the shelter management team

1. Communicating with Unit Heads to ensure all team members have current information regarding planning and operations.
2. Communicating with the ESF-11 PIO at ICC, JIC to coordinate internal and public messaging.
3. Coordinating messaging from all NGO groups operating within the shelter and monitoring NGO public messaging to insure it is accurate and consistent with shelter messaging.

4. Providing information to pet owners and human shelter workers as conditions change.

## **SAFETY OFFICER**

The Safety Officer must insure the safety of all animals and all people at the shelter

1. Request inspection of facility from local fire department to make sure code requirements are met.
2. Develop a medical plan for both people and animals at the shelter on ICS form 220.
3. Identify, designate and prominently mark all fire exits, first aid stations for humans and pets as well as hazardous paths, water stations, rest rooms, handicap accessible areas and other potential risk areas within the facility.
4. Monitor safety of animal holding areas – electrical, water, fire, structural, kennel placement, security.
5. Monitor safety of all public areas – slippery paths, unlit areas, uneven footing, hazardous equipment or objects such as loose boards, protruding metal or nails.
6. Encourage safe handling practices for animals and require reporting of all bites, scratches and other injuries. Log all injuries and report animal bites to parish authorities on shelter situation form and on ICS form 226.
7. Encourage shelter workers to maintain proper hydration, food intake and rest. Make sure that adequate supplies of drinking water are available at all times.
8. Strictly enforce a no-smoking policy within the facility.

## **SHELTER VETERINARIAN IN CHARGE**

The Veterinarian in Charge reports to the Operations Chief and communicates with other management staff as needed. He/she supervises the Veterinary Care Team in the shelter.

1. Sets up the triage area, hospital ward, medical and behavior isolation unit and critical/special care units in the shelter.
2. Identifies if there is a local veterinary facility established to accept pets from the shelter if the owner does not have a primary care veterinarian available and the pet requires more extensive care than what can be provided on site.

3. Supervises veterinarians and veterinary technicians at the shelter.
4. Schedules hours for vaccination clinics, hospital, and veterinary checks of units.
5. Schedules volunteer veterinarians to work and documents hours worked.
6. Maintains inventory of all pharmaceuticals, supplies and materials used for veterinary care.
7. Makes sure accurate records are kept of all veterinary care given.
8. Triage any emergencies and decides when a patient should be referred to an outside veterinary care facility.

## **SHELTER LOADMASTER**

The Shelter Loadmaster reports to the Operations Chief. The loadmaster at the evacuation shelter is responsible for:

Verifying receipt of animals:

1. Verifies that each pet on the Truck Manifest is received at the shelter.
2. Verifies that each pet on the Truck Manifest has a corresponding transportation request form.
3. Contacts Shelter Manager and Parish loadmaster to resolve any discrepancies.
4. Dictates the speed of offloading.
5. Signs the truck manifest to acknowledge receipt of the pets.

Verifying safety and accuracy of the loading process during home transport:

1. Fills out truck manifest.
2. Places Unique Animal Identification Number on each crate with grey duct tape.
3. Verifies that all crate doors are secure as pets are loaded.
4. Ensures that no exotic pets are put on refrigerated trucks.
5. Ensures that every pet in truck is listed on truck manifest and has a TR Form.
6. Makes sure driver is aware that they must stop every 2 hours and ventilate for 30 mins.



7. Signs the truck manifest to verify that truck is loaded and checked.
8. Leaves contact info on truck manifest so loadmaster can be contacted if questions arise.
9. Calls loadmaster at receiving PPP to notify them that truck has left shelter.

## **ANIMAL UNIT LEADER**

The Animal Unit Leader oversees registration and operation of up to a 500 Animal Unit. This role will usually be filled as part of a Sheltering Team from a local or national humane organization. Each Unit Leader should be at or near their Unit Registration Table at all times.

1. Oversees construction of cages for up to a 500 Animal Unit. The cage must have an empty page protector attached to the cage with a zip tie. A color-coded card will be placed by the Unit Leader to identify the cage location within the Animal Unit and shelter.
2. Manages shelter team or volunteers, ensuring that animals are handled only by their owners or a designated person. Response shelters (post-storm shelters that are set up to receive rescued animals and generally do not have an owner present) may need additional shelter workers to manage the un-accompanied animals.
3. Documents animal injuries and reports human injuries to the correct channels (see bite protocol attachment).
4. Submits Unit Situation Report to Shelter Operations Chief daily. Each group of up to 500 animals will have a Unit SitRep submitted to the Ops Chief. An animal census will be taken every morning by 7:00 am. The SitRep will include the inventory of animals, supplies, needs, and any incidents.
5. Registers evacuees and their pet using associated forms. (See attached Admission/Discharge Sheet)
6. Issues a Failure to Comply (See Failure to Comply form attachment) reprimand if an owner does not properly care for their animal. Shelter teams are responsible for ensuring pet owners take care of their pets. If an owner has not walked, cleaned, fed, & watered their pet before 10:30 a.m. and 6:00 p.m., the shelter worker will notify the Unit Leader and the Unit Leader will designate a shelter worker to care for the pet. The Daily Animal Care sheet shall be signed by the shelter worker in red to signify that the shelter worker cared for the pet and not the owner. The information will also be written on the back of the Admin/Discharge sheet and will include the date and time and the name of the shelter worker who cared for that animal.

7. Designates when shelter workers may handle animals. Unless there is a problem the owner will handle their own pet.
8. Full authority to evict a shelter worker for not cooperating and following rules.
9. Decides what action to take if an animal is in distress.

## **SHELTERING TEAM DUTIES**

To be a credentialed shelter worker in the pet evacuation shelters, volunteers will be expected to meet some basic requirements. The care and health of the evacuated pets is dependent on the cooperation and helpfulness of shelter workers with the owners and with the command structure. This list of requirements must be met by all groups volunteering to work in the pet evacuation shelters.

As a group, shelter teams will:

1. Be available in 24 hours to be present on the ground in an Animal Emergency Evacuation Shelter. Each team will be assigned to a Mega-shelter or to a smaller shelter. The shelter assignment will be determined by the requesting agency. Teams will report to the Operations Chief at the assigned shelter.
2. One shelter team will consist of 10 people per group. Eight will work the day shift (6:30 am-7:00 pm) and 2 will work the night shift (6:30 pm-7:00 am). During the intake and discharge procedures, all 10 must be available to assist in processing identification and organizing the pet owners. The entire group should be familiar with the paperwork so they can help complete it and file it properly.
3. Be prepared to camp on the grounds. Bring recommended supplies for at least 3 days of self-sufficiency.
4. Be prepared to stay for 2 weeks. The entire evacuation and transportation phases should only last about 3-4 days. The shelter phase is dependent upon the amount of damage sustained from the hurricane winds and water. The Shelter Manager will communicate the situation on a daily basis.
5. Each group shall designate a Unit Leader who is responsible for all decisions in that Animal Unit (or entire shelter if it is a smaller shelter). This person will report to the Shelter Operations Chief.
6. Each group will designate a Unit Logistics person in charge of acquiring all needed items for their group and their animal unit. They will communicate their needs to their Shelter Logistics Chief and this information will be part of their daily Unit SitRep.

7. Each group will designate an Admin /Finance person to keep track of volunteer information, hours and meals. This information will go on the daily Unit SitRep.
8. Each group will designate a Planning person to submit daily Unit Situation Reports and help plan the next 24 hours. The Unit SitRep will go to the Shelter Planning Chief. Their information will come from the daily briefings by the Shelter Manager and from the reports of activities within their Animal Unit.

**As credentialed volunteers, shelter teams must remember and follow the goals of the pet evacuation shelters:**

The goals of the pet evacuation shelter are to:

- 1) Provide a safe place for people to care for their pets while staying at the human shelter nearby.
- 2) Dramatically reduce the number of bites associated with sheltering animals by sheltering them near their owners. To accomplish this, owners should be the only one handling their pets. The only time shelter workers are allowed to handle pets is with the consent of their Unit Leader.
- 3) Prevent the separation of animal from owner. Realize when a pet bites someone, that pet must be quarantined at a veterinary hospital or animal control facility for 10 days. Preventing animal bites is of the utmost importance.
- 4) Resist judgmental attitudes about each person's level of caring for their pet. This is a good opportunity for friendly education. Always remember that this is an abnormal situation for the evacuees and you are there to help, not make changes.

**Intake Duties**

The intake process begins when the pets arrive at the shelter. At self-evacuator shelters, owners will have personal transportation and they will arrive with their pets in their vehicles. In Critical Transportation Needs (CTN) shelters, pets may arrive on pet transport or with their owners on buses. At CTN shelters, pets and owners will have pre-registered at the Parish Pickup Point (PPP), where some information on pet ownership and address will have been recorded, and a Unique Animal ID # will have been assigned to each pet.

**Offloading Pet Trucks (CTN Shelters)**

1. The Loadmaster at the receiving CTN shelter is responsible for verifying that all of the animals loaded at the parish are received at the shelter. Each pet on the truck manifest should be verified as being received at the shelter. Each transport crate should be

identified with the animal's Unique Animal ID# prominently displayed on grey duct tape over the kennel door. For each pet on the truck manifest a corresponding transportation request form should be attached. The shelter loadmaster dictates the speed of offloading. If there are any discrepancies in the manifest, the shelter manager and parish loadmaster should be contacted and the discrepancy resolved. If discrepancies cannot be resolved, State ESF-11 ICC should be notified. Care should be taken to verify each pet as being received before signing the truck manifest.

2. Every pet in the shelter must have a Unique Animal ID#. In most cases, the Unique Animal ID # will have been assigned at the PPP to each pet arriving at CTN shelters via pet transport. This Unique Animal ID # from the evacuating parish will be used to link the pet and owner and should be used on the pet's Tab-band collar, the pet owner wristband, admission/discharge forms and animal care sheets. \*Note: The Unique Animal ID # may be written on the transport kennel. Do not assume that the pet in the kennel matches the Unique Animal ID # on the kennel. Make sure the animal is identified and listed on the manifest.
3. If the shipping parish used a computerized registration system, each pet will have a unique barcode number. A barcoded band will be taped to the top of the crate door on the transom. The head of household will have a pet owner wristband bearing their pet(s) barcode numbers.
4. If the pet was shipped via state pet transport truck, the Unique Animal ID # will be written on the pet's tab-band neck collar, the transport crate and the owner's wristband. If the pet traveled with the owner via bus, it may not have the pet neckband on. The same Unique Animal ID # assigned at the PPP should be used and a Tab-band collar applied at the shelter to link the pet and owner. The owner should place the tab-band neck collar with the Unique Animal ID # around the pet's neck. Banding should be done only in a secure area such as a banding cage (if available).
5. Arriving animals will be assigned to a unit by the Shelter Manager according to home parish. If owners are present, they will be allowed to claim their pets, register their pets, and will assist with moving their pets from the transport crate to the shelter kennel. This will be done with the assistance of the designated shelter team.
6. If owners are not present and do not arrive within 2 hours of their animal arriving, shelter teams will transfer animals from transport crates to shelter kennels under the supervision of their designated unit leader, making sure to document Unique Animal ID # and kennel location on all paperwork. A file for each pet is created and placed in a binder at the designated unit check in table. A daily care sheet will be placed inside a plastic sheet protector and zip-tied to the wire kennel.
7. Once the animal has been assigned a Unique Animal ID # and a unit, the owner, if present, should read, fill out and sign the admission/discharge form and the shelter agreement. The owner and pet will then be escorted by a shelter team member to the pet living quarters and the pet will be assigned a numbered cage within the unit. The daily

care sheet will be placed inside a plastic sheet protector and the sheet protector zip-tied to the wire shelter cage.

8. As animals are placed in the shelter crates, their location is entered on three forms. The first time it is entered will be onto the Truck Manifest Sheet. When the owner claims and registers their pet(s) it will be entered onto the Admission/Discharge sheet. The location information will also be entered on the Daily Animal Care sheet.



## Pet Registration

1. Be familiar with the forms that will be used. Transportation Registration Forms (TRF) for each pet and a Truck Manifest Form arrive with the truckload of pets. Pet owners should have a pet owner transportation wristband and a copy of the TRF. They must read and sign a Shelter Agreement. The Admission/Discharge Form is used to record intake information. The Daily Care Sheet is attached to the pet's shelter crate and used to document all care received. Be familiar with where and how these documents will be handled. Copies of each are at the back of this manual.
2. Each animal group will be color-coded with a neckband to signify which Shelter Unit or shelter area (i.e., hospital, dangerous, special care) where they are to be housed. Shelter Units will be designated according to the color of the neckband. (Red Unit, Blue Unit, Yellow Unit). Efforts should be used to shelter all animals arriving from a parish in the same unit. (Calcasieu Parish = Yellow Unit; Jefferson Parish = Blue Unit; Orleans Parish = red etc.). Units will be divided into rows alphabetically and cages will be numbered in each row. (Ex: A pet might be located in Blue Unit, Row C, and Cage 24. They would be Blue-C-24.)

3. Be familiar with the Unique Animal ID # system that should be written on the pets' tab-band collar, all paperwork, and the owner's wristband. Notify the Unit Leader if a pet does not have tab-band collar. If the pet was evacuated and transported by the owner, the Unique Animal ID # will have to be assigned at the pet registration in the shelter. If bar coded bands or microchips are not available to assign as the Unique Animal ID #, the animal registration team can assign the Unique Animal ID # using this pattern of letters and numbers: The first element will be the owner's (Head of Household) initials, first and last. The second component will be the owner's driver license or state ID number. The third part will be a letter signifying the individual animal. For example, Mr. and Mrs. Peter Thibodeaux arrive to be evacuated with two dogs and one cat, and Mr. Thibodeaux's (Head of Household) driver license number is 7864321. Their pets' Animal ID numbers will be PT7864321A, PT7864321B, and PT7864321C
4. The color-coded neckband may need to be changed due to a change in location or the animal having destroyed it. For safety reasons, have the owner (if present) apply the color-coded neckband around pet's neck. This should be done in a secure area (enclosed banding cage if available).
5. Ask for proof of rabies vaccination. If owner does not have proof of rabies vaccination, advise owner that a rabies vaccination is required. Send the owner to veterinary station if it is open at intake or take name and location of pet and inform owner they must have pet vaccinated at the veterinary unit. If the pet arrives at a CTN shelter via pet transport, note the rabies vaccination status on the care sheet. If the pet is un-vaccinated and the owner unavailable, sheltering protocol requires it be vaccinated. Put the pet on a list for rabies vaccination on day 2.
6. Assign each animal a cage using the shelter location system. Ask the owner who would be the best person to be designated as the family animal caregiver. If the owner has not received a pet owner wristband from the evacuating parish, place a matching color-coded wristband on the wrist of the primary owner or the designated family caretaker. (NOTE: Do NOT remove the pet owner's transportation wristband unless specifically instructed to do so by human sheltering authorities.) Show that person how to locate their pet's kennel in the shelter. *\*Only one family member is allowed in the pet living quarters to take the pet out and clean the cage twice daily. No one under 18 is allowed in the pet living quarters. Other family members may interact with pet in dog walk areas. Exceptions may be made for single parent households.*
7. Explain to the owner that no one will touch their pet unless it is ill. Owners are the only ones allowed to handle pets. Shelter workers are only there to provide assistance. Show them how to fill in the Daily Care Sheet and tell them that they are responsible for completing the sheet daily. Explain to the owner that part of the shelter agreement is that they care for their animals. Any animal not receiving care will be removed by animal control. Explain to owners that pets should be cared for before 10:30 am and 6:00 pm. If for any reason an owner is unable to care for their pet, they are to notify their unit leader so that short-term alternative arrangements can be made.

8. Explain that owners are responsible for the actions of their pet. Owners are responsible for ensuring their pet does not injure anyone. This is a good opportunity to gently educate on other methods of leading, correcting, and developing a better bond with the pet. Be careful to use non-judgmental terms and phrases. (The goal is to educate, not be judgmental)
9. Attach the animal care sheet to the cage using the plastic page protector or plastic envelope and the zip tie after punching a hole in the plastic envelope.
10. Explain the hours the shelter will be open. After closing, the shelter will be off limits to all people except shelter personnel.
11. Explain to owner that the family designated animal caregiver must sign their dog in and out of shelter section with a picture ID twice per day. Cats will not be allowed out of cages. Only the family designated animal caregiver will be allowed to care for the cats.
12. Explain to owner where the dog walk area is. Suggest they walk their dog prior to putting them in a cage. Show them where plastic poop bags are located, how to use them and where garbage containers are located.
13. Explain to cat owners how to daily clean their cat's cage and litter box.
14. Escort the owner and pet to appropriate cage. Escort owner to the sign-in table for their unit and make sure they know where to sign in and out when visiting the shelter.

## Daily Operations

1. Owners are required to present ID to enter and take pets out of unit. They should have on their wrist a pet owner wristband color-coded wristband that matches their assigned unit. They will be required to sign in to take their pet out of the unit. Shelter workers will verify that the person has signed the daily log with the name on their picture ID.
2. At 10:30 am and 6:30 pm, shelter workers will walk through and note on animal care sheet if pet has not received their daily care. The Unit Leader will be notified. The animal will be cared for and the animal care sheet will be signed in red by the Unit Leader. A Failure to Comply notice will be placed in the plastic envelope on the cage. A notation will be entered on the back of the admission /discharge sheet for that owner and pet, including date, time and description of which rule was not followed.
3. Shelter workers are responsible for ensuring people keep the shelter clean. They should ensure that empty trash cans with plastic liners are available for owners to throw their trash in.
4. Any loose papers should be examined for their need and placed in the correct place. Do not discard paperwork unless it is clear that it is not needed.
5. Shelter workers will be responsible for monitoring the walking and potty areas. This is best done by making sure owners are aware of the necessity of cleaning up the feces and that there are trashcans with liners available. On the first 1 or 2 days, the shelter workers will probably be teaching owners how to clean up after their pets.



## Discharge

This process begins when the ESF-11 command has been notified by the parish OEP director that the situation is safe for the people to return home.



1. Ensure only family-designated animal caregiver arrives to sign out pet. They must present picture ID and have color-coded wristband.
2. Retrieve Animal Care sheet from cage for filing with other shelter forms under owner's name.
3. Ensure owner has cleaned out cage and removed personal items from cage.
4. Have owner sign out the pet on the admission/discharge sheet.
5. Staple animal care sheet to Admission/Discharge Form and file forms in alphabetical order in discharged file.
6. Determine if person requires transportation to PPP and make sure they are in correct place and on time for their transportation. A new TR Form will be required for the return transportation cycle.
7. Assist in loading animals into transportation crates and onto transportation vehicle under supervision of the Loadmaster.

## SHELTER SET-UP: STANDARD OPERATING GUIDELINES

### Shelter Selection

(This section courtesy of Noah's Wish, 2006) These suggested locations should be considered when selecting a site for a temporary shelter:

<b>Agriculture Center</b>	These work best for livestock, but other animals can also be housed at this type of facility.
<b>Aquarium</b>	This is not the most adaptable facility, but an aquarium may have some areas in their facility that could accommodate a fair number of animals.
<b>Dog Park</b>	This is a good possibility, as the park will already have an existing perimeter fence and people in the neighboring community will be familiar with its location.
<b>Dog Training Center</b>	This is obviously going to be best suited for dogs, but other animals can be housed here if the proper caging is used.
<b>Existing Animal Shelter</b>	This is, in most cases, the best possible location since the community already knows it exists. This reduces the efforts to educate the public as to where they can take their animals. If the reputation of this shelter in the community is a negative one, some people will not want to take their animal to the shelter.
<b>Fairgrounds</b>	This is an excellent location. It is well adapted to house almost any kind animal. The pens used to house sheep or hogs can be reinforced to house dogs. The cages used to house rabbits and poultry can be used to house cats.
<b>Field</b>	An empty field can be adapted to house almost any kind of animal. It is best if the field has a sturdy perimeter fence for security reasons and to prevent animals from escaping from the facility.
<b>Golf Course</b>	There is usually extra land connected to a golf course that could be used to set up a temporary shelter. A perimeter fence is often in place too. We just have to be careful not to use the actual golf course which might lead to damaging the grass.
<b>Livestock Auction</b>	An auction yard would probably not be where small animals would be housed but it can work well for livestock.

<b>Park</b>	This type of location works as well as an empty field. There is a greater chance though that there will be more people from the public curious about the facility and asking if they can look at the animals.
<b>Pet Day Care Center</b>	This type of facility may already be in use as a site for displaced animals, but if not, then it could be utilized to house primarily dogs and some cats or other small caged animals.
<b>Race Track</b>	These facilities are well suited for housing most types of animals.
<b>School</b>	There are usually grassy areas at a school that can be used, but since schools are often used as human evacuation centers, the space for animals may not be available.
<b>Tennis Courts</b>	Tennis courts should not be used, even though they are usually completely enclosed with a chain link fence. This is because of the wear and tear on the court surface.
<b>Warehouse</b>	An empty warehouse can work really well, especially if it's raining a lot while responding to the disaster. If there is no air conditioning though, the facility can be extremely hot during the summer months. In winter, it can be extremely cold if there is no heat.



## AREAS TO CONSIDER WHEN SELECTING A SHELTER LOCATION

<b>Bathrooms</b>	<p>Purpose: The area is essential for human comfort.</p> <p>Location: There may already be bathrooms within the facility or on the property, but if they are not working or none exist, port-a-johns will need to be ordered for the shelter. These should be placed in an area away from any type of food, volunteer rest or housing areas, and places where people are working.</p>
<b>Cage Cleaning</b>	<p>Purpose: This is the area where all portable cages are cleaned and disinfected.</p> <p>Location: This area should be close to the shelter and have access to water and a good drainage system.</p>
<b>Command Center</b>	<p>Purpose: This is the area where staff and coordinators manage the response to the disaster.</p> <p>Location: Secure area with no public access</p>
<b>Communications</b>	<p>Purpose: This is where all types of communications are coordinated. This includes telephones (cell, land line, and satellite), ham radios, two-way hand-held radios, emails, faxes, and printing of information flyers.</p> <p>Location: Secure area with no public access. Electricity or generator power is required</p>
<b>Dead Animal Holding</b>	<p>Purpose: This is where dead animals are kept until they can be properly disposed of.</p> <p>Location: This area needs to be in a secure part of the shelter away from public view, any food areas, the shelter, triage, quarantine, and other areas where people are working.</p>
<b>Dog Exercise and Walk Area</b>	<p>Purpose: This is the area where dogs are walked and exercised.</p> <p>Location: This area needs to be close to the shelter but away from any area where food is kept, and people will be working.</p>
<b>Food Preparation for Animals</b>	<p>Purpose: This is where the food is prepared for the animals in the shelter.</p> <p>Location: This area should be close to the shelter and have access to water.</p>
<b>Animals Food Storage &amp; Distribution</b>	<p>Purpose: This is where all the food needed to feed animals is stored and distributed.</p> <p>Location: This area should be located near the General Information area so that the public has easy access to it.</p>
<b>Garbage</b>	<p>Purpose: This is where all the garbage collected from the different areas of the facility is kept until it can be picked up or taken to a proper disposal location.</p> <p>Location: This area needs to be in a secure part of the shelter away from public view, any food areas, the shelter, triage, quarantine, and other areas where people are working.</p>
<b>General Information</b>	<p>Purpose: This is where the public is given information to assist them in getting help for their animals. The following banners are hung in this area:</p> <ul style="list-style-type: none"> <li>○ Adoption Information (if needed in a Response Shelter)</li> <li>○ Animal Food and Supplies</li> <li>○ Animal Intake</li> </ul>

	<ul style="list-style-type: none"> <li>○ Animal Reclaims (if needed in a Response Shelter)</li> <li>○ Donations</li> <li>○ Lost and Found Animal Information</li> <li>○ Media Check-In</li> <li>○ Rescue Requests</li> <li>○ Veterinary Care</li> <li>○ Volunteer Information</li> <li>○ Language Translations</li> </ul> <p>Location: At the entrance to the facility. Think of this as the road block that controls access to the rest of the shelter.</p>
<b>Generator</b>	<p>Purpose: Used to provide electricity to the shelter when power is not available.</p> <p>Location: Because generators can be noisy the generator should be set up away from areas where animals are kept, and people will be working. Outdoor approved power cords are used to get electricity into the areas where it is needed.</p>
<b>Grooming</b>	<p>Purpose: This area is set up to bathe animals that come into the shelter.</p> <p>Location: This area should be located close to the kennel and have access to water.</p>
<b>Human First Aid</b>	<p>Purpose: This area is set up to take care of minor injuries affecting anyone within the shelter.</p> <p>Location: It should be in a quiet section of the shelter with access to electricity.</p>
<b>Intake and Reclaim</b>	<p>Purpose: This is where all animals coming into and leaving the shelter are processed.</p> <p>Location: This area should be located close to the General Information area as the public will need to be able to access it.</p>
<b>Kennels</b>	<p>Purpose: This is where all the evacuated animals are sheltered.</p> <p>Location: This area should be located out of public view and access needs to be closely controlled. It is important to not have people freely roaming through this area.</p>
<b>Lost and Found Animals</b>	<p>Purpose: This is where all information pertaining to lost and found animals is collected and where volunteers work to make matches.</p> <p>Location: This area should be located close to the General Information area as the public will need access to access it.</p>
<b>Parking</b>	<p>Purpose: The parking area is divided up into three areas, which include:</p> <ul style="list-style-type: none"> <li>○ public parking</li> <li>○ volunteer parking</li> <li>○ rescue vehicle parking</li> </ul> <p>Location: The public parking area should be most conveniently located to the shelter. The volunteer parking may need to be off-site and shuttle service arranged between there and the shelter. The rescue vehicle parking needs to be in an area where the public and volunteers are not parking so that these vehicles do not get blocked in and therefore delay responding to an emergency call. This area should be clearly marked with signs and caution tape.</p>

<b>Quarantine</b>	<p>Purpose: This is where animals are sheltered who need to be isolated from the rest of the population for medical reason, because they have bit someone, or because they have shown aggressive behavior.</p> <p>Location: This area must be located out of public view and it is imperative that access to this area can be controlled at all times.</p>
<b>Rescue Equipment Storage</b>	<p>Purpose: This is the area where all the rescue equipment is kept.</p> <p>Location: This area should be in a secure part of the facility where access can be controlled</p>
<b>Rescue Staging</b>	<p>Purpose: This is the area where the search and rescue teams meet and are given a daily briefing and their field assignments.</p> <p>Location: This area should be located adjacent to the Rescue Equipment Storage</p>
<b>Security</b>	<p>Purpose: To assist in maintaining the safety of the volunteers and animals at the shelter.</p> <p>Location: There is no set area for security. The people who support this part of the operation are mobile.</p>
<b>Staff &amp; Volunteer Food &amp; Rest Area</b>	<p>Purpose: This area is set up to provide staff and volunteers with an area where they can go to eat and get some rest.</p> <p>Location: It should be a quiet section of the shelter with access to electricity and water.</p>
<b>Staff &amp; Volunteer Housing</b>	<p>Purpose: This is where staff and volunteers, who are unable to return home daily, will sleep.</p> <p>Location: This area may be on or off site. If on-site it should be in the quietest part of the shelter.</p>
<b>Supply Storage &amp; Distribution for Animals</b>	<p>Purpose: This is where all the supplies needed to care for animals are stored and distributed.</p> <p>Location: This area should be located near the General Information area so that the public has easy access to it.</p>
<b>Triage</b>	<p>Purpose: This is where the medical condition of all incoming animals is assessed, and treatment is provided.</p> <p>Location: This area should be close to Intake, with no public access.</p>
<b>Trained Volunteer Sign-In</b>	<p>Purpose: This is where volunteers sign-in every time they come to the shelter to work.</p> <p>Location: In an area with no public access.</p>
<b>Water Storage</b>	<p>Purpose: This is where water for drinking and cleaning is stored.</p> <p>Location: This area should be set up so that the water is not stored in direct sunlight when the weather is hot. If stored in direct sunlight bacteria can grow in the water.</p>

## **Shelter Setup**

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

Items to consider and place in plan:

- A. Building – prior to use of facility, check:
  - 1. Water and power
  - 2. Adequate lighting
  - 3. Ingress and egress through all doors
  - 4. Readily available fire extinguishers (tagged within the last 12 months)
  - 5. Functionality of restrooms
  - 6. Pet truck unloading and kennel staging area (for shelters receiving pet transport trucks)
  
- B. Registration area:
  - 1. Locate near a strategic entry point for segregating “people” shelter from “pet” shelter.
  - 2. Triage – this is where animals and their owners register; picture will be taken with animal and owner if possible.
  - 3. Owner is wrist banded to signify authorization into pet area; only one (1) wristband per family. Only one family member is allowed into the dog or cat living quarters. That family member must be over 18 yrs. of age. No one under 18 is allowed in the pet living quarters. Exceptions may be made for single-parent households.
  
- C. Pet Housing Locations:
  - 1. Designate animal living quarters
    - a. Dog living quarters, separate quarantine area for aggressive or loud dogs.
    - b. Cat living quarters, separate quarantine area for aggressive cats.
  - 2. Designate Dog Walk Area and Cat Exercise Area.
  - 3. Animals in heat or animals that show signs of aggression will be isolated from the general population of animals.
  - 4. Focus on keeping animals facing away from each other.
  - 5. Monitor for aggressiveness and relocate as necessary.

D. Volunteer Registration Desk:

1. Registration for volunteers willing to assist and support agencies and organizations with various tasks.
2. Volunteers must be qualified by education and or experience for the duties they are being requested.

E. Cleaning Operations

1. Surface areas will be disinfected and sanitized with a solution suitable for antibacterial/antiviral situations.
2. Clorox clean-up wipes for hands of all involved or other appropriate hand sanitizer.
3. Trash cans to handle animal waste with liner of 3 mils thick or greater.
4. Disposable cleaning cloths (or high-grade paper towels) for cleanup activities.



## Equipment & Supplies

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

### Registration/Loading Area

Conveyor Belt (loading and offloading)	Radios (walkie-talkie)
Crate dollies	Cell Phone
Refrigerators for canned foods	Flea control products (Advantage, Frontline, Capstar)
Pens, markers, pads	Note pads
Registration and Care Forms	Duct tape (Grey, Yellow, Red)
Table and chairs	Micro-chip scanner
Animal first aid kit	Human first aid kit
Digital or Polaroid Camera	Portable fans for kennel areas
Easel stands for signage	Rabies catch pole
Colored wrist bands for owners	Avery labels, plain white
Sharpie markers	Avery labels assorted colors preprinted:
Signage	(intact male, intact female, in heat, geriatric, people-aggressive, animal aggressive).

### Dog Shelter Room

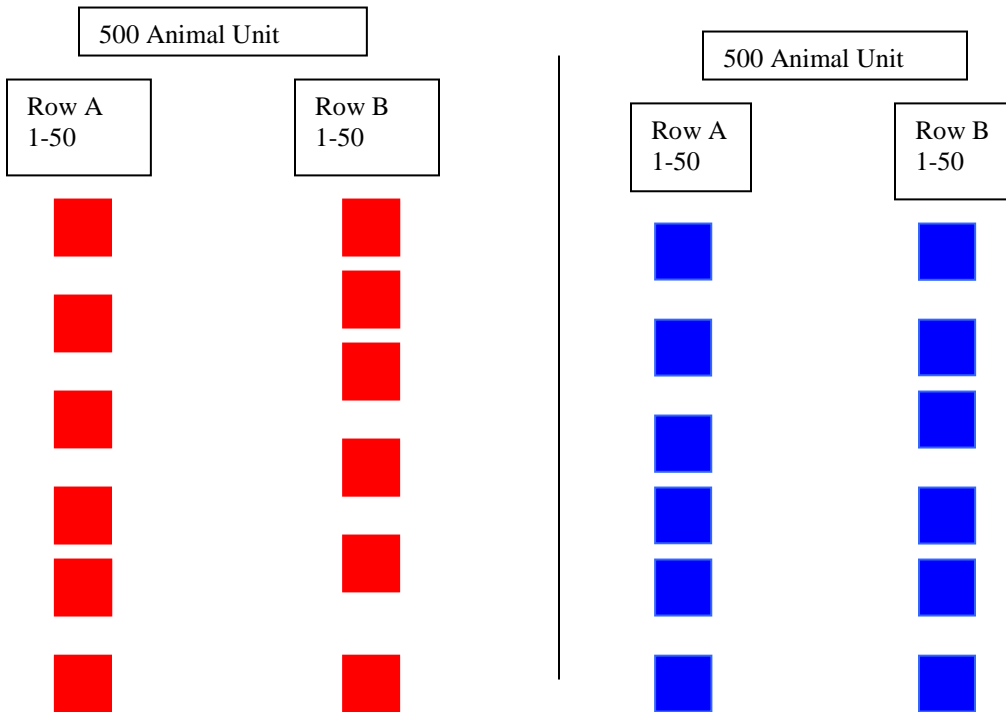
Muzzles (various sizes)	Signage
Carriers (various sizes)	Water
Can openers	Assorted foods
Spray bottles	Blankets & towels
Hand disinfectant	Disinfectant
Trash cans & trash bags	Paper towels
Heavy duty plastic bags	Food & water bowls
Mops, buckets, sponges	Poop scoops
Table and chair	Newspaper for bedding
Leashes, collars, and harnesses	ID neckbands
Quality rope	

### Cat Shelter Room

Carriers (various sizes)	Leashes, collars, and harnesses
Cat litter and disposable pans	Quality rope
Can openers	Water
Signage	Assorted foods
Hand disinfectant	Blankets and towels
Spray bottles	ID neckbands
Paper towels	Food and water bowls
Heavy duty plastic bags	Disinfectant in spray bottles
Mops, buckets, sponges	Heavy gauntlets/cat gloves
Table and chair	(welder gloves are acceptable as an alternative)

## Shelter Design

Designing the shelter is part of the preparation process for logistics. Size and availability of utilities will determine the number of animals held in the shelter. Crates will be configured such that each crate has a row and a numbered place in that row. If possible, animals should be housed together by parish.



## Location of Kennels

1. Pet Mega-Shelters will be divided into Units of up to 500 animals. Each Unit will be consistently color-coded, and owner wristbands and pet collar ID bands will correspond with that color. (See attached color codes which match the available Tab Band collars and wristbands)
2. Crates are placed in rows. (Each row may have 50 crates)
3. Each row is designated with a letter (A, B, C...)
4. Each crate is designated with a number. The location for each crate is, for example, Red A-7.

As animals are placed in the shelter crates, their location is entered on three forms. The first time it is entered will be onto the Truck Manifest Sheet. When the owner claims and registers their pet(s) it will be entered onto the Admission/Discharge sheet. The location information will also be entered on the Daily Animal Care sheet (remains on shelter crate with each animal). (See attached Daily Animal Care sheet).

# **SHELTER OPERATIONS**

## **OVERVIEW**

### **Day One**

At the time the evacuation phase ends, the sheltering phase begins. Owners will be instructed at the human shelters to go to the animal shelter, claim their animals and register them. Owners will present a picture ID, their Transportation Registration Form and show their pet owner transportation wristband. If the owner and pet did not receive owner wristbands and pet neckbands at the parish pick-up point, they will be given a color-coded owner wristband and color-coded animal neckband. These color codes correspond with a specific Animal Unit within the Mega-shelters or with a smaller shelter where the animal is located. If the pet was not assigned a Unique Animal ID # at the PPP, a Unique Animal ID # will be assigned to the pet and noted on the pet's neckband and the owner's wristband and on the shelter paperwork. At this time, owners begin the daily care for their pets that includes feeding, walking and cleaning up after them.

**Each night after shelter opens, a census of the animals will be taken and reported by 7 a.m. the following morning.**

Daily shelter worker hours will be approximately 6:30 a.m.-7:00 p.m. (day shift) and 6:30 p.m. to 7:00 a.m. A nightly shelter worker meeting will be held at approximately 7:00 p.m.

### **Day Two**

On the second day of the opening of the shelter, animals will be treated for fleas with a topical or oral medication. If an owner does not have proof of rabies vaccination status, rabies vaccines will be administered. DHLPP, Bordetella (kennel cough), and FVRCP vaccines may also be available. They will be administered by the Veterinarian in Charge or veterinarians under his/her supervision. Documentation of all treatments will be kept in the individual animal's record under Medical Notes.

By 7:00 a.m. a census of the animals in the shelter will be completed and reported. This can be accomplished by the overnight shift crew.

The suggested operating hours of the shelter will be 7 a.m. to 7 p.m. Adjustments may be made by the shelter manager.

### **Day Three to End of Shelter Phase**

Each day a census is completed and reported by 7:00 a.m. and each unit sends a Unit SitRep to the Shelter Planning Chief. Each night a Shelter SitRep is sent to the ESF-11 Incident Command Center at local or state level and the local Emergency Operations Center (ESF-11) Coordinator.

Any animals not taken care of will be reported to the Unit Leader, Operations Chief and Shelter Manager.

## **SHELTER OPERATIONS DETAILS**

### **Unloading and Assigning Shelter Location**

The Shelter Manager should receive notification from Parish Loadmaster of which truck and the number of animals will be arriving at the shelter. They will designate which Animal Unit will accept these animals and notify that Unit Leader. This will allow the unit time to prepare to receive and house these animals. Each group of animals will be segregated based on truck number, PPP, time of departure and arrival. This information will be documented on the Truck Manifest. It is important to keep in mind that working in a quiet efficient manner with a minimum of loud noises will help keep the animals from becoming more stressed.

When the transportation arrives, key people need to be present to perform tasks such as unloading, confirming identification, placing animals in their cages in the shelter, and registering owners. These people include but are not limited to:

1. Shelter Manager or their designated deputy/assistant
2. Shelter Loadmaster
3. Shelter Veterinarian in Charge
4. All Unit Leaders
5. ACO (may be the Shelter Manager)
6. USDA AC TSMT or HSMT
7. Shelter Teams (under the direction of their Unit Leader)
8. Owner (may not be present)

The Loadmaster will confirm the truck number and Parish Pick-up Point and each animal on the truck manifest and be informed of any immediate conditions to respond to. The Loadmaster will sign the log and indicate the date and arrival time, verifying that the driver completed the transportation cycle. This is necessary for the drivers to receive their payment. It is necessary for the Loadmaster to maintain order and smooth operations.

The Loadmaster will direct the unloading of the crates. All crates will be off-loaded with animals still inside the crates. The crates will be placed in an area protected from the weather until they can be transferred into a shelter cage. If the owner does not arrive within 2 hours the transfer will be done in a totally enclosed secure area (suggest chain link enclosure with a top, i.e. transfer cage). The ACO or Unit Leader will verify with the Loadmaster that each animal still has a pet ID neck collar with a Unique Animal ID #. If the neckband is missing, the ACO will replace it with a new one. If the animal does not have any pet ID information, the information on this neckband will contain: truck number, PPP, time of departure (TOD) and time of arrival (TOA). The correct unique pet ID number will be placed on the neckband when the owner claims the pet. The ACO will remove these animals from their transportation crate and place the animal in designated shelter cages. The location number for that cage will be entered

onto the manifest sheet. It will be added to the A/D sheet when the owner identifies it and completes the forms.

If an animal requires veterinary attention, the Unit Leader will designate someone to escort the animal (and owner, if present) to the Veterinarian in Charge.

### **Claiming and Registering Pets in the Shelter**

The Shelter Manager will notify the Human Shelter Manager when the pet owners will be allowed into the pet shelter to claim and register their pets.

Owners will be instructed at the human shelters to go to animal shelter, claim their animals and register them. Owners will present a picture ID, their pet owner wristband and their copy of the TR form to identify the location of their pet in the shelter and get them registered.

If the owner does not have a pet owner wristband, they will receive a color-coded owner wristband and color-coded animal neckband. These color codes correspond with a specific unit where the animal is located. The neckband will have the same alphanumeric code as the one given at the PPP. At this time, owners begin the daily care for their pets, which includes feeding, walking and cleaning up after them.

Each pet in a multiple pet household should be handled separately (placed in cage before the next one is placed). The owner will be informed that the pet has a specific location in the shelter and the cages should not be moved.

THE OWNER will complete shelter forms:

1. Admission/Discharge
2. Pet Owner Rules & Sheltering Agreement

These completed forms will remain in the possession of the Unit Leader and will be placed in the Admission/Discharge binder alphabetically by owner's last name.

The owner will complete the top of the Daily Animal Care sheet and the shelter worker will explain the use and importance of this sheet. The sheet will be kept on each animal's cage at all times. Owners will be required to mark on the sheet and initial each time the animal is handled (walked, fed, watered, defecated, urinated, cleaned, etc.). If the sheet becomes torn, lost, etc., it must be replaced immediately. This verifies to the shelter workers that the owner is caring for the pet. Any time a shelter worker notices that an animal is not being cared for, they will notify the Unit Leader and the animal will receive its needed care. A Failure to Comply notice will be issued to the pet's owners by placing the notice in the page protector on the animal's cage. Any time a Failure to Comply notice is issued, it will be logged under the date in the Medical notes section of the A/D sheet.

## **Daily Care and Maintenance at the Shelter**

### **Feeding**

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

### **Water**

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

### **Walking/Exercise**

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

### **Kennel Cleaning**

Kennels will be cleaned 2 times daily before 10:30 am and 6:00 pm (minimum). If the cage needs cleaning between these times, the shelter worker must first contact the Unit Leader to remove any animal from its cage.

### **Aggressive Animals**

Aggressive animals will be housed in an area separated from regular population within each Animal Unit population. Only trained volunteers or owners are allowed to handle them. If these animals (or any animal) are considered by the Unit Leader to be handled unsafely or in an unhealthy manner, the Unit Leader should contact the Operations Chief and corrective action will be taken. The Operations Chief and Shelter Manager will determine that action.

### **Fearful Animals**

Only owners or trained volunteers with approval from Unit Leaders are allowed to handle fearful animals. If these animals (or any animal) are considered by the Unit Leader to be handled unsafely or in an unhealthy manner, corrective action will be taken. The Operations Chief and Shelter Manager will determine that action.

### **Waste Disposal**

Potty area will be designated. It should be clearly marked and plastic bags and garbage cans readily available. If shavings or sawdust is used, fresh shavings and a scoop should be available. Owners are responsible for walking their dog(s), being sure they urinate and/or defecate and noting all duties, documenting it on the Daily Animal Care Sheet. Stool must be picked up with

the plastic bags and discarded in the trashcans. It is recommended that the potty area is a small area covered with a plastic sheet that has shavings covering it. For ease of use and clean up, the sheet can be folded and discarded daily or twice daily as needed.

## **Role of USDA APHIS Animal Care Personnel**

During their daily life, the APHIS Animal Care personnel educate and advise on housing and shelter, identification issues, veterinary care and transportation for animals. They will be available at the PPP and shelters in two capacities. There is a Heat Stress Monitoring Team (HSMT) that monitors for signs of heat stress in the animals. They have the ability to monitor for animals in distress based on the environmental conditions and added stress of transportation and sheltering.

The Transportation and Sheltering Team will provide advice and monitor for any potential issues to ensure a smooth transport cycle and shelter conditions. The AC personnel are not present in an official capacity to regulate the housing, care, etc. They are available to you in an advisory capacity for best practices. Please use their services as much as you can as an extra set of eyes and ears.

Their responsibility in the shelter is to walk through the shelter to determine any problems or potential problems. This will be done each morning, mid-day or mid-afternoon and evening. They will look for open food containers, improperly discarded waste, correct cage size, safety or veterinary care issues and report to the Unit Leader for that 500 Animal Unit after each observation round.

Important issues will be immediately reported. When an item needs to be addressed, they will discuss it, including reasons why this is or can be a problem and suggesting ways to improve it. The Unit Leader will determine if the owner needs to be contacted before the next feeding time or if they need immediate notification.

## **SHELTER CLOSING**

The Governor's Office of Homeland Security and Emergency Preparedness will determine CTN Shelter closing. When this occurs, we expect that many owners may have secured their own transportation for themselves and their pet. Self-evacuator pet shelters will close when the local Red Cross shelter closes.

In CTN shelters, on the day before the animals are scheduled for transport home, new TR forms will be issued to those needing return transportation. They will be completed overnight.

### **Discharge from The Shelter**

This process begins when the ESF-11 command has been notified by the parish OEP director that the situation is safe for the people to return home.

The owner will indicate if they need pet transportation back to their parish or if they will provide it themselves. After verification of ownership (by presenting picture ID), the owner will sign and date the discharge portion of the Admission/Discharge Form. Transportation method (self or assisted) will be indicated on the discharge portion of the Admission/Discharge Form. The Admission/Discharge Form will be removed from the Admission binder and placed in the Discharge binder (alphabetically) for self-transporter or assisted transportation.

Owners who have their own transportation (self-transporters) may depart with their animals after completing the correct forms. The pet owner must properly check out of the shelter, so the Shelter Manager can plan for proper pet transportation. Owners who require pet transportation to their home parish will operate under the **RETURN TRANSPORTATION SOG**.

### **Return Transportation Guidelines**

A new Transportation Registration Form will be completed and loading of animals into pet trucks will be coordinated with the human shelters and state ESF-11 transportation. The Shelter Loadmaster will be responsible for assuring that all pets are safely loaded, and that corresponding paperwork is in order.

#### **At the Shelter**

1. Only the family-designated animal caregiver may sign out pets. They must present picture ID and have their pet owner wristband and /or their original TR form.
2. Retrieve Daily Animal Care sheet from cage and file with other shelter forms in Discharge binder.
3. Ensure owner has cleaned out cage and removed personal items from cage.



4. Any charges incurred during the stay at the evacuation shelter should be settled at this time (veterinary charges, etc.).
5. Have owner sign out the pet on the Admission/Discharge Form.
6. Staple Daily Animal Care sheet to Admission/Discharge Form and file in alphabetical order in Discharged notebook.
7. A new Transportation Registration Form will be required for the return transportation cycle for each pet traveling on pet transport. Please be sure the destination is accurate. Ask if the owner requires transportation to PPP, and make sure they are in correct place and on time for their transportation.
8. Shelter teams assist in loading animals into transport crates and on to transport vehicle.
9. Loadmaster fills out truck manifest, verifies that all crate doors are secure as pets are loaded, and ensures that no exotic pets are put on refrigerated trucks.
10. Loadmaster checks that every pet in truck is listed on truck manifest and makes sure that driver is aware he must stop every 2 hours and ventilate for 30 minutes.
11. Loadmaster signs the truck manifest to signify truck is loaded and checked.
12. Loadmaster should list contact info on truck manifest, so driver can phone if questions arise and then call Animal Emergency Coordinator at receiving parish to notify them that truck has left shelter.
13. Each receiving parish should have their Animal Emergency Coordinator (usually the ACO) present at the PPP and at the parish animal shelter to assist in the return process.

### **At the Parish**

1. At the PPP return site, an Animal Emergency Coordinator or someone designated by them will be available to assist with unloading and reuniting pets and owners.
2. It will work more smoothly at the PPP return site if the same evacuation team is available for reunification.
3. There must be a Loadmaster at the PPP to verify receipt of all animals listed on the Truck Manifest.
4. Owners must show their photo ID, their TR form and their pet owner wristband to claim their pet.

5. A team of people should be available to stack crates and other supplies back into the truck immediately so it can return the supplies.
6. If the truck is returning for another load of animals, the team should clean the crates and place them back in the truck.

## ATTACHMENTS

**These forms should be used throughout the parishes to maintain consistency. The workers (volunteer and other) will have only one style to learn and can use it in every shelter where they work.**

- **Signage**
- **Transportation Registration Form**
- **Truck Manifest**
- **Sheltering Agreement**
- **Admission/Discharge Form**
- **Daily Animal Care Sheet**
- **Failure to Comply Form**
- **Cage Location Card example**
- **Medical Information Form**
- **Rabies Vaccination Needed Form**
- **Bite Policy/Protocol**
- **Cage Sign for Bite**
- **Bite Record Form**
- **Failure to Comply Form**
- **Incident Action Plan (IAP) example**
- **Shelter Situation Report (SitRep) example**
- **Volunteer Weekly Time Record**
- **Volunteer Duty Roster**
- **Concerns, Needs, Ideas, Problems Form**
- **Night Shift Assignments**

**Tab Bands are available in the following colors:**

white, red, blue, yellow, orange, green, pink

## **SIGNAGE FOR PARISH PICKUP POINTS AND PET SHELTER**

**Following are a list of signs that are helpful for traffic flow. In an actual evacuation, these signs posted in conspicuous places will decrease confusion for the evacuees and decrease the amount of time for the workers to direct the evacuees.**

**YOU  
ARE RESPONSIBLE  
FOR MAINTAINING CONTROL  
OF YOUR PET AT ALL TIMES**

---

**PET  
REGISTRATION  
AREA  
PLEASE MAINTAIN CONTROL OF  
YOUR PET PLEASE OFFER YOUR DOG WATER**

---

**BANDING AREA  
PLEASE MAINTAIN CONTROL OF  
YOUR PET**

**ASK FOR HELP  
IF NEEDED**

**EXIT PET  
REGISTRATION AREA  
PLEASE OFFER YOUR DOG WATER  
MAINTAIN CONTROL OF  
YOUR PET**

---

**LOADING AREA  
PLEASE OFFER YOUR DOG WATER**

---

**DOG WALK AREA  
PLEASE CLEAN UP AFTER YOUR PET  
PLEASE MAINTAIN CONTROL OF  
YOUR PET**

---

**REPORT ALL BITES  
to  
ANIMAL CONTROL OFFICER  
or  
ANIMAL EVACUATION TEAM LEADER  
or  
PET EVACUATION TEAM MEMBER**

**TRANSPORTATION REGISTRATION FORM**  
**\*YOU MUST PRESENT THIS FORM TO RECLAIM YOUR PET**

Date:		Truck Number:	
Origin PPP/Shelter:		Destination Shelter/PPP:	
Name:			
Contact Numbers: Cell:		Home:	
Other Contact Number:		Name at Other number:	
Street Address:			
City Address:		Zip Code:	
Region of City:		Parish:	
Photo ID#:		ID Type: <input type="checkbox"/> DL <input type="checkbox"/> State ID <input type="checkbox"/> Passport <input type="checkbox"/> Other	
<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/ DLH <input type="checkbox"/> Other _____	<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/ DLH <input type="checkbox"/> Other _____	<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/ DLH <input type="checkbox"/> Other _____	
Name: _____	Name: _____	Name: _____	
Unique Animal ID No.: _____	Unique Animal ID No.: _____	Unique Animal ID No.: _____	
Breed/Type	Breed/Type	Breed/Type	
Color	Color	Color	
Gender M M/C F F/S	Gender M M/C F F/S	Gender M M/C F F/S	
Medication(s):	Medication(s):	Medication(s):	
Rabies license #: _____ None: <input type="checkbox"/>	Rabies license #: _____ None: <input type="checkbox"/>	Rabies license #: _____ None: <input type="checkbox"/>	
Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No	Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No	Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Number _____	Number _____	Number _____	
Did you leave a pet behind? <input type="checkbox"/> Yes <input type="checkbox"/> No Rescue needed? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, describe pet & where:		
Owner's Signature		Intake person's initials:	

**Owners are responsible for caring for their pets at the shelters. Failure to care for your pet or make arrangements to have your pet cared for will result in removal of your pet from the shelter to the local animal control facility.**

**\*Special arrangements have been made for special need's owners with pets.**

I hereby agree to indemnify/hold harmless all persons, organizations, corporations, or government agencies involved in any or all of the processes of registration, transportation, evacuation, care and sheltering, search and rescue and reunification of my animal(s). I further agree to indemnify any persons or entities that may have suffered any loss or damage as a result of the processes of registration, transportation, evacuation, care and sheltering, search and rescue and reunification of my animal(s).

Owner's Condition:
--------------------

LSART/ASAR Form #1

Copy A – to Pet Owner  
Copy B – to Pet Transporter  
Copy C – to Remain with Transporting Agency 2

# TRUCK MANIFEST FOR PET EMERGENCY EVACUATION

Origin: \_\_\_\_\_

Truck Number: \_\_\_\_\_

Destination: \_\_\_\_\_

	Date:	Departure Time:	Arrival Time:		
	Unique Animal ID #	Species	Owner's name	Microchip #	Shelter Location
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					
32					

Truck Driver's Signature \_\_\_\_\_ Start miles \_\_\_\_\_ End Miles \_\_\_\_\_

Transport Checked at PPP: \_\_\_\_\_ Page # \_\_\_\_\_ of \_\_\_\_\_

Received at Destination by: \_\_\_\_\_

LSART/ASAR Form #2





# ANIMAL EMERGENCY SHELTER ADMISSION/DISCHARGE

**Owner Information:**

**Date:** \_\_\_\_\_

Name:		
Address:		
City:	State:	Zip:
Home Phone:	Work Phone:	
Cell Phone:	Alternate Phone:	
E-mail Address:		
Place of Employment:		
Driver's License #:		
How can you be contacted while your pets are here?		
Please list anyone authorized to care for your pets while they are here at the animal evacuation shelter. <i>(*No one under 18 years is allowed in the animal living quarters. Exceptions may be made for single parent households)</i>		
Name:	Relation to Owner:	
Name:	Relation to Owner:	

\*\*\*\*\*

**Pet Information: (Completed by Shelter Worker)**

	Pet 1	Pet 2	Pet 3
Unique ID #			
Shelter Location			
Name			
Breed			
Date of Birth			
Color			
Sex			
Spayed/Neutered			
Medication?			
Special Diet?			
Allergies/illnesses			
Identifying marks, tattoos			
Micro-chipped?			
Rabies Vaccine			
DHLPP Vaccine			
Kennel Cough Vaccine			
FVRCP Vaccine			
<b>Current Veterinarian:</b>			<b>Phone:</b>
<b>How did you become aware of this shelter?</b>			
<b>Do you have your own transportation</b> Yes <input type="checkbox"/> No <input type="checkbox"/>			

I understand that I am totally responsible for the care of my pets while I am using the facilities. I hereby agree to indemnify/hold harmless all persons, organizations, corporations, or government agencies involved in any or all of the processes of registration, transportation, evacuation, care and sheltering, search and rescue and reunification of my animal(s). I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the processes of registration, transportation, evacuation, care and sheltering, search and rescue and reunification of my animal(s). I also agree to follow the pet area rules while I am here. Any abandoned animals will be taken to the nearest local animal shelter.

I have read and understand this agreement and certify that I am the owner/agent of the above listed animal(s). I understand that if I fail to feed walk, clean care for my pet and sign the animal care sheet twice daily my pet will be considered abandoned and be removed from the shelter.

\_\_\_\_\_  
Admission Date Time

\_\_\_\_\_  
Owner/Agent for pet(s)

\_\_\_\_\_  
Shelter Initials

\_\_\_\_\_  
Discharge Date Time

\_\_\_\_\_  
Owner/Agent for pet(s)

\_\_\_\_\_  
LSART/ASAR Form #3

## DAILY ANIMAL CARE SHEET

Pet Name: \_\_\_\_\_ Cage # \_\_\_\_\_ Unique ID # \_\_\_\_\_

<b>Legend:</b>	<b>F= Food W= Water Eating= Y or N UR= Urine BM= Bowel Movement</b> <b>CC= Cage Cleaned Walked= 20 min+ Dogs are to be walked by legal owners only</b>
----------------	---

Date	Shift	Care							Checked By		Notes
		F	W	E	UR	BM	CC	Walk	Owner	Volunteer	
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
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	PM										

## FAILURE TO COMPLY NOTICE

You, the pet owner, are receiving this notice because of a break in our agreement by you to provide the care required to your pet. The checked box below details the reason for this notice and written below is the corrective action taken by the Head of Operations and Shelter Manager.

1.  Your pet was not cared for by the designated family member for at least 3 days.
2.  Your pet's medical condition was not reported.
3.  Other rule (please describe): \_\_\_\_\_

Corrective Action:

---

---

---

---

Approved by: \_\_\_\_\_

Title \_\_\_\_\_

**Shelter Worker's Signature and date:**

---

**Owner's Signature and date:**

---

**Example of Cage Location Card**

**Row 4, Cage 22**



**RABIES VACCINATION NEEDED FORM**

**RABIES VACCINATION NEEDED**

Owner Name:		Cage Number:	
Home Address:		Home Phone:	
City, State, ZIP:		Cell Phone:	
Pet's Name:		Species: Canine <input type="checkbox"/> Feline <input type="checkbox"/>	Unique ID Number:
Age:	Sex: F/Intact    F/S M/Intact    M/N	Wt.:	Color:      Breed:

\_\_\_\_\_

Owner Signature

\_\_\_\_\_

Date

**Vaccination Record:**

Date Given:	Tag Number:
Vaccine Lot Number:	Injection Location:
Given by:	Fee Paid:

## ANIMAL BITE PROTOCOL

Animal bites must be reported to the Animal Control Officer on duty immediately. This transfer of information should occur at every point along the path to the shelter.

Cage/crate should be clearly tagged, and information placed in the animal's paperwork as soon as the incident is noted or suspected:

1. "This cage/crate contains an animal that has been involved in a bite."
2. Note **date** and **time** of the bite
3. Personal identification of the human bitten should be clearly noted
  - a. Determine the rabies vaccination status of the person who has been bitten
4. Identify any person who observed the bite
5. Note owner of the animal clearly and detail the time/date notification to the owner in the animal's paperwork.
6. Note any special circumstances associated with bite.

Highlight the vaccination status of the animal. If there is no vaccine history, the animal should NOT be vaccinated until after the 10-day observation period. Any illness noted in the animal during the 10 days must be reported to the parish health unit. Any stray, unwanted dog, cat or ferret that bites a person may be euthanized immediately and the head submitted for rabies examination.

Direct the person bitten to a first aid facility: student health center on campus or their choice of physician. (Inform the physician that you were bitten in an environment where *Clostridium tetani* prevalence might be unusually high – horse arena and barns).

The cage/crate and animal should be placed in an isolation area designated at the shelter.

The animal must remain under observation for 10 full days (as determined by animal control). Other options, such as euthanasia or release to owner, must be pursued in a proper manner. All options are outlined in the Sanitary Code provided by the state public health veterinarian.

Unvaccinated animals will be handled according to the protocol of the receiving parish animal control in consultation with the state public health veterinarian.

LSART/ASAR Form #6

This cage/crate contains  
an animal that has been  
involved in a bite. Only  
authorized persons will  
handle this animal!

LSART/ASAR Form #6a



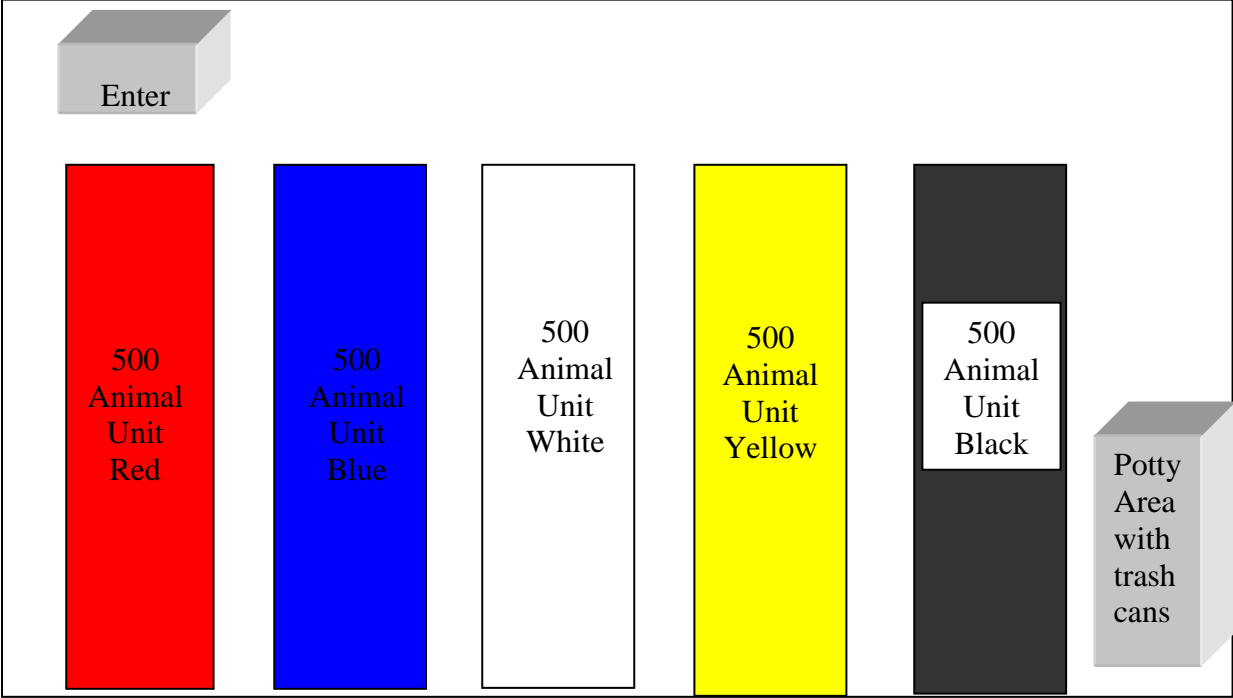
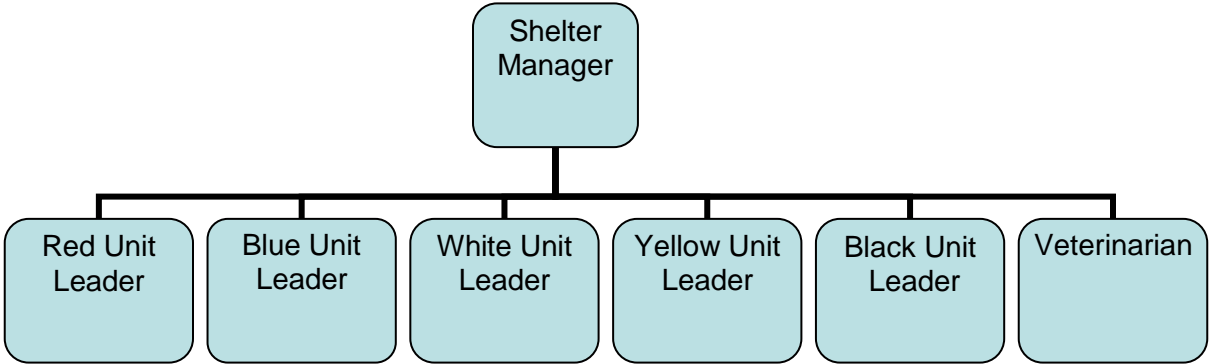
## BITE RECORD

Name of owner:	
Contact number(s):	
Person bitten:	
Contact number(s):	
Location of bite on body:	
Date of bite:	
Time of bite:	
Cage #	
Name of animal/ Unique ID #:	
Breed/Age:	
Quarantine Location:	
Date quarantine starts:	
Date quarantine ends:	

\_\_\_\_\_  
Signature of Animal Control Officer or Shelter Manager

LSART/ASAR #6b

## INCIDENT ACTION PLAN EXAMPLE

<b>INCIDENT BRIEFING</b>	1. Animal Shelter Designation Lafayette, LA	2. Date	3. Time
4. Map Sketch of Animal Evacuation Shelter			
Example Layout			
 <p style="text-align: center;">A diagram showing the layout of an animal evacuation shelter. At the top left is a grey box labeled 'Enter'. Below it are five vertical bars representing animal units: a red bar labeled '500 Animal Unit Red', a blue bar labeled '500 Animal Unit Blue', a white bar labeled '500 Animal Unit White', a yellow bar labeled '500 Animal Unit Yellow', and a black bar labeled '500 Animal Unit Black'. To the right of the black bar is a grey box labeled 'Potty Area with trash cans'.</p>			
5. Current Organization			
 <pre> graph TD     SM[Shelter Manager] --- RL[Red Unit Leader]     SM --- BL[Blue Unit Leader]     SM --- WL[White Unit Leader]     SM --- YL[Yellow Unit Leader]     SM --- BKL[Black Unit Leader]     SM --- V[Veterinarian]             </pre> <p style="text-align: center;">An organizational chart with 'Shelter Manager' in a light blue rounded rectangle at the top. A horizontal line below it connects to six more light blue rounded rectangles: 'Red Unit Leader', 'Blue Unit Leader', 'White Unit Leader', 'Yellow Unit Leader', 'Black Unit Leader', and 'Veterinarian'.</p>			
Page      of	6. Prepared by (Name and Position)		

7. CURRENT ANIMAL INVENTORY			
DOGS	CATS	POCKET PETS	EXOTICS (LIST TYPE)

8. Resources Summary				
Resources Ordered	Resource Identification	ETA	On Scene	Location/Assignment
Food				
Leashes				
Bleach				
Dawn soap				
Frontline Plus				

9. Summary of Current Actions	
<p>Continue daily care of animals by owners.            Education program on external and internal parasites            Monitor temperature in yellow unit</p>	
<b>INCIDENT OBJECTIVES</b>	1. Incident Name

2. Date	3. Time	4. Operational Period
<p>5. General Control Objectives for the Incident (include alternatives)</p> <p>Maintain animal shelter with groups of 10 volunteers to help evacuees care for their pets</p> <p>Monitor for any health-related issues (parvovirus, coughing, cat sneezing)</p> <p>Monitor volunteers for burn-out or exhaustion</p>		
6. Weather Forecast for Period		
7. General Safety Message		
8. Attachments (mark if attached)		
<input type="checkbox"/> Organization List - ICS 203	<input type="checkbox"/> Medical Plan - ICS 206	<input type="checkbox"/> (Other)
<input type="checkbox"/> Div. Assignment Lists - ICS 204	<input type="checkbox"/> Incident Map	<input type="checkbox"/> (Other)
<input type="checkbox"/> Communications Plan - ICS 205	<input type="checkbox"/> Traffic Plan	<input type="checkbox"/> (Other)
9. Prepared by (Planning Section Chief)	10. Approved by (Incident Commander)	



# ICS FORM 206 HUMAN MEDICAL PLAN

## MEDICAL PLAN (ICS 206)

<b>1. Incident Name:</b>		<b>2. Operational Period:</b> Date From: _____ Date To: _____ Time From: _____ Time To: _____					
<b>3. Medical Aid Stations:</b>							
Name	Location	Contact Number(s)/Frequency	Paramedics on Site? <input type="checkbox"/> Yes <input type="checkbox"/> No				
			<input type="checkbox"/> Yes <input type="checkbox"/> No				
			<input type="checkbox"/> Yes <input type="checkbox"/> No				
			<input type="checkbox"/> Yes <input type="checkbox"/> No				
			<input type="checkbox"/> Yes <input type="checkbox"/> No				
			<input type="checkbox"/> Yes <input type="checkbox"/> No				
			<input type="checkbox"/> Yes <input type="checkbox"/> No				
<b>4. Transportation (indicate air or ground):</b>							
Ambulance Service	Location	Contact Number(s)/Frequency	Level of Service <input type="checkbox"/> ALS <input type="checkbox"/> BLS				
			<input type="checkbox"/> ALS <input type="checkbox"/> BLS				
			<input type="checkbox"/> ALS <input type="checkbox"/> BLS				
			<input type="checkbox"/> ALS <input type="checkbox"/> BLS				
			<input type="checkbox"/> ALS <input type="checkbox"/> BLS				
<b>5. Hospitals:</b>							
Hospital Name	Address, Latitude & Longitude if Helipad	Contact Number(s)/Frequency	Travel Time		Trauma Center <input type="checkbox"/> Yes Level: _____ <input type="checkbox"/> No	Burn Center <input type="checkbox"/> Yes <input type="checkbox"/> No	Helipad <input type="checkbox"/> Yes <input type="checkbox"/> No
			Air	Ground			
					<input type="checkbox"/> Yes Level: _____ <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes Level: _____ <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes Level: _____ <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes Level: _____ <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes Level: _____ <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>6. Special Medical Emergency Procedures:</b>							
<input type="checkbox"/> Check box if aviation assets are utilized for rescue. If assets are used, coordinate with Air Operations.							
<b>7. Prepared by (Medical Unit Leader):</b> Name: _____ Signature: _____							
<b>8. Approved by (Safety Officer):</b> Name: _____ Signature: _____							
ICS 206		IAP Page _____		Date/Time: _____			

# ICS FORM 226 HUMAN MEDICAL INJURY LOG

## Injury Log

1. Incident:

2. Date:

3. Operational Period:

4. Date	5. Time	6. Name	7. Agency	8. Nature of Injury	9. Agency Reps Advised	10. Medical Unit Advised	11. Investigation Started	12. Injury Report Initiated	13. Injury Report Completed	14. Status

## SHELTER SITUATION REPORT (SITREP) FORM

<b>Incident Location:</b>		<b>Date:</b>	
<b>Current Situation:</b>			
1. Contact Information:			
2.			
3.			
4.			
5.			
<b>Current Operations:</b>			
1. <input type="checkbox"/> Unit <input type="checkbox"/> Shelter Inventory:			
Cats:	Dogs:	Other:	
Exotics:	Describe:		
Isolation:	Describe:		
Quarantine:	Describe:		
2. Incidents Documented:			
Failure to Comply		Describe:	
Bites to Humans		Describe:	
Human Injuries (non-bite)		Describe:	
Animals Injured		Describe:	
Animals Sick		Describe:	
Other		Describe:	
3. Staffing:			
Day Shift Volunteers		Night Shift Volunteers	
Day Shift Veterinarians		Night Shift Veterinarians	
USPHS Animal Care		Other	
4. Supplies Needed:			
Animal Care:	Office Supplies:		
Medical:	Signage:		
Equipment:	Food & Water:		
Other:			
5. Special Needs:			
6. Other:			
<b>Future Operations:</b>			
1.			
2.			
3.			
<b>Submitted By:</b>		<b>Title:</b>	



## SHELTER SITUATION REPORT (SITREP) EXAMPLE

This is an *example* of a situation report to be submitted daily by the Shelter Manager to LSART. The report should cover a 24-hour period of operations. The Planning Officer is responsible for preparation of this report.

(\*All **Bold Text** can be used as standard format for a SitRep.)

**Incident Location:** Rapides Coliseum Pet Shelter    **Date:** September 12, 2006

### **Current Situation:**

1. *The Pet Megashelter at Rapides Parish Coliseum has been activated as of September 10, 2006. The shelter is located at 5000 Coliseum Blvd., Alexandria, LA; the telephone number is 318-555-1212.*
2. *The Command Post is located at the southwest entrance of the facility.*
3. *A donations center has been set up at the north corner of the facility and is staffed from 8 a.m. until 6 p.m. Monetary donations are being accepted to the Walter J. Ernst Veterinary Foundation, P.O. Box 000, Baton Rouge, LA, 70802.*
4. *A volunteer check in-post is located at the east corner of the facility.*
5. *There are five shelter units within the facility:*
  - a. *Cat Unit*
  - b. *Dog Unit*
  - c. *Exotic Animal Unit*
  - d. *Behavior Isolation Unit*
  - e. *Medical Quarantine Unit*

### **Current Operations:**

#### **1. Shelter Inventory:**

<b>Cat</b>	<i>126</i>
<b>Dog</b>	<i>384</i>
<b>Exotic</b>	<i>4 (3 birds, one rabbit)</i>

#### **Unit Inventory:**

<b>Cat Unit</b>	<i>125</i>
<b>Dog Unit</b>	<i>379</i>
<b>Exotic Unit</b>	<i>4 (3 birds, one rabbit)</i>
<b>Behavior Isolation Unit</b>	<i>4 (dogs)</i>
<b>Medical Quarantine Unit</b>	<i>2 (1 cat, 1 dog)</i>

#### **2. Incidents Documented:**

<b>Failure to Comply</b>	<i>5</i>	
<b>Bites to Humans</b>	<i>2</i>	<i>quarantined</i>
<b>Human Injuries (non-bite)</b>	<i>0</i>	
<b>Animals Injured</b>	<i>1</i>	
<b>Animals Sick</b>	<i>4</i>	<i>2 hospitalized off-site</i>

**3. Staffing:**

<b>Day Shift Volunteers</b>	<i>44</i>	<b>Night Shift Volunteers</b>	<i>8</i>
<b>Day Shift Veterinarians</b>	<i>3</i>	<b>Night Shift Veterinarians</b>	<i>1</i>
<b>USPHS Animal Care</b>	<i>4</i>	<b>RN</b>	<i>1</i>
<b>Other</b>		<b>Other</b>	

**4. Supplies:**

*Animal care supplies – adequate inventory*

*Medical supplies – adequate inventory*

*Equipment – Adequate*

*Office Supplies – Need tab band collars XL- 100*

*Signage – Need 2 additional Pet Walk Area signs*

*Food & Water for Volunteers – Bottled water shortage- Need 10 additional cases per day*

**5. Special Needs:**

- a. There is a need for stress counseling for evacuees and volunteers. A request has been sent to Rapides OEP for a counselor from area hospitals.*
- b. Two critically ill animals were sent to local veterinary hospitals for intensive care treatment.*
- c. There is a need for additional security at the back gate of the facility. A request has been made to Alexandria Animal Control to provide an additional officer. Additional support may be needed and will be requested from LSART.*

**6. Other:**

- a. All animals from assisted evacuation transport have been processed into the shelter*
- b. A rabies vaccination clinic has been set up, staffed by local veterinarians*
- c. Shelter personnel are monitoring the feeding, watering and exercise of pets by owners*

**Future Operations:**

- 1. Formulate plan for phase out of shelter operation*
- 2. Continue care and feeding of pets*
- 3. Process animals to be transported home*

**Submitted by:** \_\_\_\_\_

**Title:** \_\_\_\_\_

## VOLUNTEER WEEKLY TIME RECORD

Week beginning: \_\_\_\_/\_\_\_\_/\_\_\_\_

Incident Identifier: \_\_\_\_\_ Location: \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_ No. of Days Worked: \_\_\_\_\_

Pre-Incident       Post-Incident       Both

Date	Day	Time In	Time Out	Total Hours	Verified
__/__/__	Sunday				
__/__/__	Monday				
__/__/__	Tuesday				
__/__/__	Wednesday				
__/__/__	Thursday				
__/__/__	Friday				
__/__/__	Saturday				

Total Weekly Hours

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

Team Leader Name: \_\_\_\_\_

Team Leader Signature: \_\_\_\_\_

## VOLUNTEER DUTY ROSTER

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Incident: \_\_\_\_\_ Shelter Unit: \_\_\_\_\_

Team Leader: \_\_\_\_\_ Cell Phone: (\_\_\_\_) \_\_\_\_\_

NAME	CELL PHONE	SHIFT (DAY/NIGHT)		HOURS
1.	( ) _____ - _____			
2.	( ) _____ - _____			
3.	( ) _____ - _____			
4.	( ) _____ - _____			
5.	( ) _____ - _____			
6.	( ) _____ - _____			
7.	( ) _____ - _____			
8.	( ) _____ - _____			
9.	( ) _____ - _____			
10.	( ) _____ - _____			
11.	( ) _____ - _____			
12.	( ) _____ - _____			
13.	( ) _____ - _____			
14.	( ) _____ - _____			
15.	( ) _____ - _____			
16.	( ) _____ - _____			
17.	( ) _____ - _____			
18.	( ) _____ - _____			

## CONCERNS/NEEDS/IDEAS/PROBLEMS (C-NIP)

(For volunteers to complete and submit to Unit Leader for inclusion in SitRep)

Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Shelter Unit: \_\_\_\_\_

Team Leader: \_\_\_\_\_

Cell Phone: (\_\_\_\_\_) \_\_\_\_\_

1. Volunteers:

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2. Owners or Evacuees:

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3. Supplies:

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4. Facility:

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5. Maintenance:

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6. Safety:

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7. Medical Problems with Animals:

Cage # \_\_\_\_\_ Describe: \_\_\_\_\_

Cage # \_\_\_\_\_ Describe: \_\_\_\_\_

Cage # \_\_\_\_\_ Describe: \_\_\_\_\_

Cage # \_\_\_\_\_ Describe: \_\_\_\_\_

Attach another sheet if needed.

All shelter units should hold shift change discussions twice daily. Please bring concerns, problems, needs and ideas to the morning meeting.

## NIGHT SHIFT ASSIGNMENTS

Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ Shelter Unit: \_\_\_\_\_

Team Leader: \_\_\_\_\_ Cell Phone: (    ) \_\_\_\_\_

1. Volunteer Name: \_\_\_\_\_

2. Volunteer Name: \_\_\_\_\_

3. Security Person: \_\_\_\_\_ Phone: \_\_\_\_\_

	CAGE NO.	TIME	INITIALS	SECURITY	TEMPERAMENT
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Problems or ideas?

\_\_\_\_\_

\_\_\_\_\_

20 Animals per page

Page \_\_\_\_\_ of \_\_\_\_\_

Total \_\_\_\_\_

\*Return to Team Leader every morning.