

Mariposa County
Operational Area

Animal Evacuation and Sheltering Plan Element

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Office of Emergency Services
&
Mariposa County Sheriff Department

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I. INTRODUCTION

A. Overview

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

Mariposa is among the many counties in California that are susceptible to disasters. Disasters that could occur in Mariposa County are wildfires, flooding, dam failures, severe weather, agricultural hazards, and extreme temperatures. It has been learned from disasters such as Hurricane Katrina of 2005, that citizens may not evacuate their homes unless they can bring their companion pets with them. They may also attempt to re-enter their homes during disasters to save their pets, which could put their own lives at risk as well as the lives of emergency responders.

Citizens who are educated on disaster preparedness will be better prepared to evacuate their families and pets during a disaster. No one wants to leave a pet behind; however, many people are not prepared to safely evacuate their pets or have the necessary resources and supplies for pet care to last the duration of the disaster.

Disaster preparedness plans and strategies for animals must be in place before a disaster occurs. State and local governments are realizing that planning the evacuation, sheltering, and rescue of companion pets, livestock, equine and wildlife is needed. People are more likely to evacuate their homes and enter a human shelter if they know their pets will be cared for.

The Animal Evacuation and Sheltering Plan Element is a supplement to the Mariposa County Operational Area Master Emergency Operation Plan. The basis for the Animal Evacuation and Sheltering Plan Element is to provide a resource list and guidance for the evacuation, sheltering, and rescue of companion pets, livestock, equine and wildlife during a major disaster. This Plan Element can be adapted for local communities within the Mariposa County Operational Area.

B. Purpose

The Animal Evacuation and Sheltering Plan Element is designed to aid the County of Mariposa in preparing for animals before, during, and after a disaster. This Plan Element will provide guidance for the care and sheltering of animals during a major disaster.

The purpose of this Plan Element is to:

- Organize a coordinated multi-agency effort to mitigate against, prepare for, respond to, and recover from any emergency affecting the health and safety of animals in Mariposa County, CA.

- Provide the standards and procedures used to initiate the activation of an emergency animal shelter that are consistent with the Standard Emergency Management System (SEMS) and the National Incident Management System (NIMS).
- Provide direction for the coordination and set-up of emergency animal shelters. This may include the shelter location, resources, and staffing needs.
- Identify key players and resources that will be used for evacuation or sheltering animals during a disaster.

C. Goals and Objectives

Goals:

- Protect the health and safety of the community during a disaster.
- Provide for the care, control, and safety of animals during a disaster.
- Minimize animal suffering, loss of life, and potential disability by ensuring timely and coordinated assistance.
- Provide for the care of animals that are brought to emergency animal shelters during a disaster.
- Provide a reunification system for returning animals to their owners after a disaster.

Objectives:

- Establish procedures for activating and deactivating this Animal Evacuation and Sheltering Plan Element.
- Provide for the management of animal control services, disaster animal responders, animal evacuation and sheltering activities, volunteers and resources during a disaster.
- Establish a resource list for animal evacuation, sheltering, and rescue operations.

D. Organization and Scope

The County of Mariposa Animal Evacuation and Sheltering Plan Element is a supplement to the Mariposa County Operational Area Master Emergency Operation Plan (EOP). This Plan Element references multiple county, state, local volunteer organizations, and national organizations that may provide resources or services relating to animal sheltering and evacuation activities during a major disaster.

This Plan Element is applicable when a major disaster occurs within the geographical boundaries of the County of Mariposa. The disaster creates a situation that exceeds the

capabilities and resources of the local animal control agency and may be causing a threat to public health and safety.

E. Authorities and References

California Assembly Bill 450, Standardized emergency management system: animals. Pets Evacuation Transportation Standards Act of 2006, H.R. 3858

California Animal Response Emergency System (CARES)

Standard Emergency Management System (SEMS) Regulations (Government Code 8607 (e), 8608 (a), 8608 (b))

Standard Emergency Management System (SEMS) Title 19, California Code of Regulations.

Mariposa County Ordinance Code, Chapter 2.80, Chapter 6.0

II. Planning and Preparedness

A. Assumptions

Disasters or emergencies can happen at any time. The most likely disasters to occur within Mariposa County are wildfires, flooding, agricultural hazards, and severe temperatures. Although these disasters are more likely to happen, Mariposa County must still be prepared for earthquakes, dam failures, volcanic activity, landslides, and human health hazards.

In disasters, the protection of life and property is the first priority. Disasters, such as Hurricane Katrina, have shown that the evacuation, sheltering, and rescue of companion pets are important in accomplishing this priority.

Planning for and accommodating companion pets, as a component of mass evacuations is critical. History demonstrates that many residents will refuse to evacuate or resist rescue if they are forced to leave their companion pets behind. Therefore, without advance planning, the tracking, embarkation, transportation, care, feeding, and sheltering of companion pets can significantly impact the ability to safely evacuate the general population.

The following assumptions are made regarding animals in disaster:

- Local resources within Mariposa County may be very limited during the initial 48 -72 hours following a major disaster.
- A percentage of pet owners may fail to evacuate because of their animals.
- Pet owners may attempt to re-enter a secured site to rescue their pets.
- Many pet owners may arrive at human care shelters with their pets.
- Companion pets may not be allowed in human shelters.
- Service animals will be allowed in human shelters provided that they display a registered service tag. Exceptions can be given by the ACO.
- Emergency animal shelters may need to be activated.
- Most pet owners may not have evacuation plans and supplies to care for their pets.
- Some animals will be separated from their owners and will arrive at an animal shelter without identification and medical history.
- Livestock owners may leave animals behind or release them from enclosures, which may pose a safety hazard to the community. Also, citizens with livestock may not have the resources to evacuate all of their animals.
- There may be an increased incidence of pet diseases and injuries.

B. Planning Guidance

Disasters in California are managed locally. If a local jurisdiction needs additional resources during a disaster, the request for resources will be made to state and federal agencies through the Mariposa County Operational Area. The Mariposa County Operational Area will provide support and coordinate resources for the County of Mariposa and the communities within the county. Pre-planning for disasters allows for the most efficient use of resources and the timely coordination of response activities. By working within our current management system and following SEMS, we will be able to respond and provide care and shelter to animals during a large-scale disaster.

The Animal Evacuation and Sheltering Plan Element will provide guidance, as well as a resource list to help with the evacuation, care, and shelter of animals during a disaster. We can assume that once the American Red Cross sets up a human shelter during a disaster, there may be a need for an emergency animal shelter.

Emergency animal shelters that are co-located next to human shelters are a guiding principle and goal for emergency animal shelter planning in Mariposa County. By keeping the emergency animal shelter located in close proximity to the Red Cross shelter, it will enable the pet owners to visit and help provide care to their pets.

III. TYPES OF ANIMALS

The California Animal Response Emergency System (CARES) defines “animals” as “affected commercial livestock, companion animals, exhibition animals, and exotic pets”. This definition excludes non-captive wildlife.

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

Service animals, defined by the Americans with Disabilities Act as guide dogs, signal dogs and other animals trained to provide assistance to individuals with disabilities are exempt from restrictions with regards to facility and transportation access.

For the purposes outlined in this Plan Element, animals will be categorized as follows:

- Dogs and cats
- Horses/equine
- Livestock/farm animals
- Fowl
- Wildlife
- Reptiles & amphibians
- Small mammals (i.e. rabbits, guinea pigs, mice, rats, etc.)
- Domestic & exotic birds
- Other exotic pets

IV. COUNTY OF MARIPOSA – ESTIMATED PET POPULATION

The County of Mariposa is home to a large number of companion and service animals. Also, within Mariposa County, small livestock or fowl may reside in backyards of homes (chickens, small goats, pot-bellied pigs, etc.). All animals will be given shelter or taken to the appropriate facility. In addition, California State Fairgrounds, houses livestock and equine for their agricultural programs. The Fairgrounds may be used as a resource for sheltering animals during a disaster.

Tables 1 & 2 are estimated figures of companion animals that may reside in the County of Mariposa. The number of total companions was based on the Census Bureau 2010 figures – 18,251 households.

The American Veterinary Medical Association "US Pet Ownership & Demographics Sourcebook, 2007" provided regional information on pet ownership within the USA. The states with the highest number of pet-owning households were California (7.3 million), Texas (5.2 million) and Florida (4.1 million). For dogs, cats, and birds, the figures used for Table 1 were for California. In 2006, California was ranked number one with the highest population of dogs (7.0 million) and cats (8.8 million).

For the animals listed in Table 2, the calculations on pet ownership were based on national statistics.

Table 1

	Number of Pet- Owning Households	Percentage of Pet Owners	Mean Number Per Household	Estimated Pet Population
Dogs	6,278	34.4%	1.6	10,044
Cats	5,949	32.6%	2.1	12,492
Birds	949	5.2%	3.1	2,941

Table 2

	Number of Pet- Owning Households	Percentage of Pet Owners	Mean Number Per Household	Estimated Pet Population
Fish	1,423	7.8	8.4	11,958
Hamsters	127	0.7	1.5	191
Guinea Pigs	91	0.5	1.6	146
Other Rodents	73	0.4	2.1	153
Turtles	182	1.0	1.8	328
Snakes	55	0.3	1.5	82
Lizards	109	0.6	1.5	164
Other Reptiles	18	0.1	2.9	53

V. KEY PLAYERS

A Mariposa County

The command structure within the Mariposa County Operational Area Master Emergency Operation Plan uses the Incident Command System (ICS). The County of Mariposa Emergency Operations Center (EOC) will serve as the central point for coordinating, gathering and disseminating information within the operational area during a disaster. The EOC will act as the primary point of contact for requesting resources from the state.

The command structure (ICS) in the EOC includes an Animal Services Group Supervisor position. A representative from the County Sheriff's Department will hold the Animal Services Group Supervisor position in the Operations Section of the EOC. During a disaster, the Animal Services Group Supervisor will be in contact with the Central California Animal Disaster Team (CCADT) and the Mariposa County SPCA (MCSPCA). The Animal Services Group Supervisor will collaborate with both groups to determine if there is a need for the activation of an emergency animal shelter.

B. Local Animal Control Agencies

If a major disaster were to occur within the Mariposa County Operational Area, the Animal Services Group Supervisor from the Sheriff's Department seated in the Operational Area EOC, in coordination with the CCADT, SPCA and field personnel, will determine if an emergency animal shelter or rescue operation is needed. If an animal evacuation, shelter, or rescue is needed, the Animal Services Group Supervisor will request the CCADT and the SPCA to activate these resources. The request for animal evacuation, shelter, and/or rescue to the CCADT and the SPCA will trigger the activation of their Emergency Shelter Plans and Appendix A of this Plan.

The CCADT and the SPCA's role in animal evacuation, shelter, and rescue, is to provide qualified staff and volunteers capable of performing these duties. The animal evacuation, shelter and rescue teams will be staffed by CCADT, SPCA personnel, and volunteer organizations listed in the CCADT and SPCA's Emergency Shelter Plans. The location of the emergency animal shelters will be determined by the EOC Animal Services Group Supervisor in coordination with law enforcement, fire departments, and the American Red Cross. Local animal control agencies, CCADT, and the SPCA will also work with allied animal rescue agencies to further the capabilities of these duties.

C. Animal Resource and Contact List

See Appendix A.

VI. RESPONSE STRATEGIES

A. Organizational Roles and Responsibilities

The Sheriff or Fire Incident Command will determine if evacuations are needed. The Sheriff's Department is the lead county agency for evacuations. They will carry out evacuations and secure the affected areas.

The Sheriff's Department will notify the County Office of Emergency Services (OES) regarding evacuations and the need for providing a shelter for evacuees. The Sheriff's Department will provide OES with estimates of the number of persons being evacuated, as well as any available information concerning animals and transportation needs. County OES will assist the Sheriff's Department in identifying additional resources needed to accomplish the evacuations.

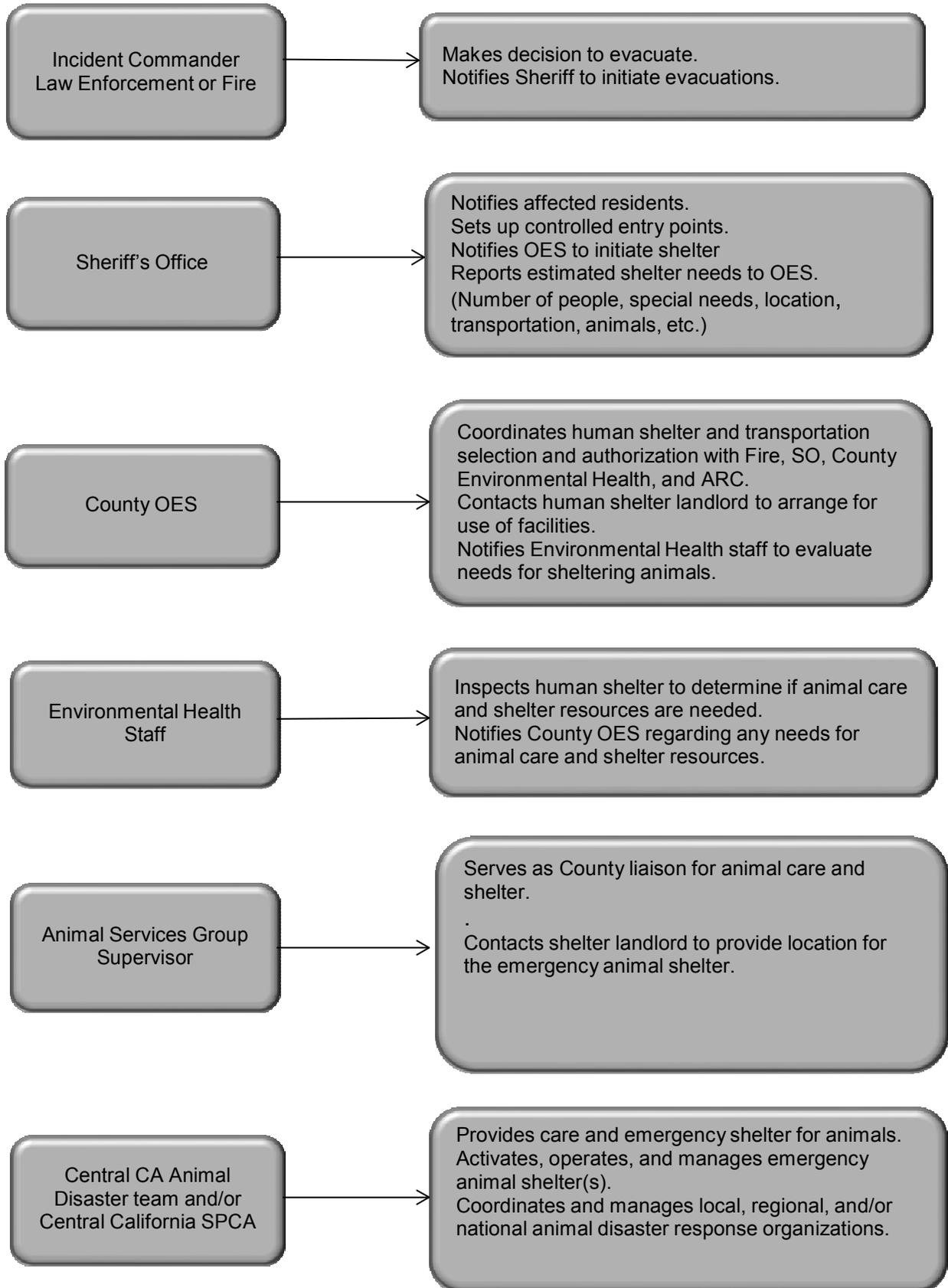
The County Office of Emergency Services (OES), in coordination with the County Department of Social Services Emergency Response Team, the Central Valley Chapter of the American Red Cross (ARC), Fire Department, and the Sheriff's Department will select the appropriate location and facilities to set up a human shelter. Authorization and access to set up the shelter will be obtained from the owner.

The Animal Services Group Supervisor in the EOC will have Environmental Health Department staff go to the human shelter and evaluate if an animal shelter is needed. If Environmental Health Department staff determines that an emergency animal shelter is needed, the Animal Services Group Supervisor in the EOC will contact the CCADT and the SPCA to request the activation of an emergency animal shelter. A liaison from the CCADT or the SPCA may be requested to staff a position in the EOC and will work under the supervision of the Animal Services Group Supervisor.

School districts will be requested pursuant to agreements with ARC and/or as required by Section 32282 of the California Education Code to provide school buildings, grounds, and equipment for mass care and shelter during disasters. If needed, a request may be made to the school districts to provide an area for an emergency animal shelter that is adjacent to the evacuee shelter. Service animals will be allowed in the American Red Cross shelters.

Agreements with additional facilities may need to be secured according to current Memorandum of Understandings. (MOU)

B. Animal Care and Shelter Communications Flow and Response Chart



C. Animal Evacuation and Transportation

In the event of an emergency, most pet owners will evacuate and take their pets with them. Some pet owners will not have the transportation resources to evacuate their animals during an emergency or if they were away from home when the disaster occurred, they may not be allowed to enter the evacuation area to take their pets with them.

Authorization to enter evacuated areas is at the discretion of the incident commander. Animal control, law enforcement, fire, and volunteer groups will coordinate with each other to search for and rescue animals that are lost or trapped within the disaster area.

The local animal control agency, normally only the Animal Control Officer (ACO), will coordinate for the care and feeding of any animals that remain within the evacuated areas.

Transportation of animals out of the disaster area will be primarily executed by the local animal control agency which will coordinate transportation resources with volunteer groups. The animals will be transported to an appropriate facility that can provide veterinary care and shelter for them according to their needs or injuries. Owners can designate a different location if situation warrants it.

D. Protocols for Animal Shelters

- If an emergency animal shelter has been activated, people who have evacuated and arrive at the human shelter with companion animals will be directed to take their animals to the emergency animal shelter for intake purposes.
- If an emergency animal shelter has not been activated, a human shelter representative will contact County OES to relay information that companion animals are being brought in by the evacuees.
- Receive and care for animals.
- Register, tag, and establish accurate records of all animals.
- Maintain effective communication with the local Emergency Operations Center, and field personnel.
- Provide food, water, and waste disposal for animals.
- Provide medical care for sick and/or injured animals.
- Identify, control, and if necessary, euthanize animals that pose hazards to the well-being and safety of citizens.
- Identify and properly dispose of dead animals.

- Supervise prevention and control of zoonotic diseases in cooperation with the

Mariposa County Public Health Department.

- Establish detailed records of costs, including but not limited to supplies, employee / volunteer hours, animal care, housing, animal disposal, and veterinary care.
- Follow Standard Operating Guidelines (See Appendix B).

VII. DEMOBILIZATION

Shelter operation staff will provide regular status reports to the EOC regarding emergency animal shelter activities. Based on this information, the EOC will determine when the animal shelter should be deactivated.

A. Shelter Closure

The Animal Services Group Supervisor in the EOC will coordinate with the field incident command, the CCADT, and the SPCA regarding closure of the emergency animal shelter. Closure of the animal shelter will follow the procedures set forth in the Standard Operating Guidelines found in Appendix B.

B. Shelter Recovery Operations

- Reunite animals with owners, following protocols developed for an orderly reunification process.
- Make arrangements for ongoing care of unclaimed animals.
- Identify and properly dispose of dead animals.
- Provide documentation of injuries and deaths of animals to the Emergency Management Organization.
- Deactivate emergency animal shelter utilizing appropriate cleaning and disinfecting procedures, returning the site to its original condition.
- Report disaster related expenses to the local emergency management agency.
- Following legal abandonment guidelines, make arrangements to re-home abandoned or owner-surrendered animals.
- Make arrangements for the removal of donated supplies. Donated supplies to remain with the lead animal shelter organization.

C. Final Data Collection

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

D. Debriefing and After Action Report

After deactivation of the animal shelter, personnel from the EOC, CCADT, SPCA, and key volunteers will meet for a debriefing. The debriefing will encompass the following:

What organizations were involved?

What went well?

What went wrong?

Were there any deficiencies with the plan?

What changes need to be made to the plan?

What was achieved?

Were supplies and resources sufficient?

VIII. Appendices

- A. Animal Resource and Contact Lists
- B. Standard Operating Guidelines
- C. Shelter Forms

Appendix A

Animal Resource and Contact Lists

Emergency Animal Shelter Resources

**Mariposa County SPCA
5099 California St.,
Mariposa CA
Phone (559) 289-0374**

**Central California Animal Disaster Team
Naomi Flam, President
Phone (559) 269-7685**

**Mariposa County Sheriffs Department
Captain Sterling Cramer
Phone (209) 966-3615**

**Mariposa County Office of Emergency Services
5082 Bullion Street
Mariposa CA.
Phone (209) 966-4330**

**Mariposa County Fairgrounds
Brian Bullis, Manager
5007 Fairgrounds Road
Mariposa, CA.
Phone (209) 9662432**

(All requests for Fairgrounds service will be coordinated through the ACO/Sheriff.)

Dead Animal Haulers

**Baker Commodities Inc
16801 Jensen Avenue
Kerman, California
(559) 846 9393**

**Dignified Dead Animal Disposal
(805) 523-1241**

**Gulley's Livestock Disposal
(760) 949-7957**

**Sisk Tallow / Recycling Company
4506 S Commons Rd.
Turlock, CA 95380
(209) 667-1451**

**Lost Horse
(209) 772-2842**

Animal Rendering

**Baker Commodities Inc
16801 Jensen Avenue
Kerman, California - 93630
559.846.9393**

**West Coast Rendering Co
4105 Bandini Blvd
Vernon, CA
323- 261-4176**

Animal Shelter Supply Resources

Mariposa Feed and Supply

5145 Hwy 140

Mariposa CA.

209-966-3326

Fosters True Value

5188 Hwy 49N

Mariposa, CA.

209-966-2692

Bootjack Rental and Feed

5039 Cole Road

Mariposa CA.

209-966-3545

Pioneer Market

5034 Coakley Circle

Mariposa, CA.

209-742-6100

Greeley Hill True Value

Greeley Hill Road and Holtzel Road

Greeley Hill, CA.

209-878-3414

Dumolts Foothill Ranch

9683 Merced Falls Road

Lake Don Pedro, CA.

209-852-2326

Appendix B

Standard Operating Guidelines

EMERGENCY ANIMAL SHELTERING **STANDARD OPERATING GUIDELINES**

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EMERGENCY ANIMAL SHELTER STANDARD OPERATING GUIDELINES (SOGS)

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

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

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

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

If you have questions about any SOG, please contact the Emergency Animal Shelter Manager
– Mariposa County Sheriffs Department – (209) 966-3615.

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Volunteer On-Site Orientation SOG

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

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

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

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

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

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

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

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

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

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

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

Briefings: When and where next briefing will be held.

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

Safety SOG

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

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

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

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

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

Injury SOG

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

Volunteers must:

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

The Volunteer Leader or on-site member will:

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

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

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

Injury SOG (continued)

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

What happens to an animal who has scratched or bitten?

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

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

Public Relations / Media SOG

Volunteer behavior when media is on-site.

A volunteer may communicate with the media **only** with the leader approval and the Incident PIO approval; volunteers can discuss the following topics:

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

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

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

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

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

Animal Cruelty Response SOG

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

Confidentiality

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

Photographs

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

Tampering with Evidence

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

Socialization

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

Cage Cleaning

Cleaning cages needs to be done quickly and efficiently. The cages do not need to be immaculate each time they are cleaned. Attempting to make their kennel spotless is unnecessary and can cause undue stress on the animal.

Ensure the animals are dry, have water and the cage is relatively clean. These animals are not used to being held. Although volunteers may get satisfaction by holding and cuddling the animals, the animals are not used to this, they are unsure of our motives.

Transport and Placement

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

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

Animal Cruelty Response SOG (Continued)

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

Reasons for Being There

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

Trust

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

Disaster Response SOG

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

Incident Command

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

Confidentiality

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

Photographs

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

Flexibility

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

Reasons for Being There

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

Reunification

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

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

Animal Handling SOG

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

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

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

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

PARTNERS

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

General rules

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

Animal Caution Labels SOG

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

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

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

The label should include the following information:

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

Animal Caution Labels SOG (continued)

What: What exactly was seen or happened

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

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

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

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

Animal Intake Supplies And Process SOG

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

Supplies Recommended

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

Optimal

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

Standard

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

Animal Intake Process

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

- Ideally, animals should be unloaded in an enclosed area to prevent escape.
- Animals should be separated by species.
- Verify the field intake information against the physical description and condition of the animal.

- Write firmly and legibly on the triplicate form, making sure to copy ALL the field intake information onto the Animal Intake Form.

- Write down the microchip number if applicable, as well as the microchip company (Avid, HomeAgain, etc.).

- If applicable, clearly write the animal's intake number on an ID band using a permanent marker and assist the animal handler in securing the ID band around the animal's neck.

- Clearly write the animal's intake number on a 3x5 index card and hand to the animal handler to hold near the animal's body for a photo ID.

- Assist the photographer by getting the animal's attention.
- Take at least two (2) good digital photos and check for clarity.
- Check all paperwork for clarity and verify information.
- Transfer the animal's intake number onto the Animal Intake Form and Daily Animal Observation Sheet.

- Place the completed Intake Form and Daily Animal Care Sheet in a zip lock bag or protective sheet cover and give to the animal handler.

- The animal handler will take the animal with the packaged Intake Form and Daily Observation Form to the Shelter Manager or Team Leader (as directed) who will direct him/her to the animal's assigned run or cage.

- The animal handler will attach the animal's packaged identification information to the run or cage with a zip tie, duct tape or other designated means.

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

Daily Care SOG

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

Please note clearly on the Daily Dog or Cat Observation Sheet

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

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

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

Transferring cages

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

Replacing paperwork or ID bands

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

Unloading Transport Vehicles SOG

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

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

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

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

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

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

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

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

Animal Feeding SOG

Food Preparation Area

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

Supplies

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

Food Preparation

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

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

Pregnant, Nursing Moms and Litters

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

Species And Age-Specific Feeding Guidelines

Dogs and Puppies

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

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

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

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

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

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

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

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

Animal Feeding SOG (continued)

Species & Age Specific Feeding Guidelines (Continued)

Dogs and Puppies (cont.)

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

Cats and Kittens

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

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

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

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

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

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

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

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

Cats & Kittens

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

Rabbits/Small Mammals

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

Reptiles/Amphibians

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

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

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

Domestic Birds

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

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

Livestock/Farm Mammals

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

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

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

Horses/Equine

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

Chickens/Other Fowl

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

Cleaning Cages & Kennels SOG

Wire Dog Cage Cleaning SOG

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

Partners

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

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

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

Cleaning Supplies/Equipment

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

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

Cleaning Using Teams of Two

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

The second person will:

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

Cleaning Cages & Kennels SOG (continued)

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

Large Dog Kennels/Runs Cleaning

Cleaning Using Teams of Two

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

The second team member will:

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

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

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

Repeat until all dog cages are clean.

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

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

Cleaning Cages & Kennels SOG (continued)

Cat Cage Cleaning SOG

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

Partners

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

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

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

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

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

Supplies needed

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

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

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

Cleaning Cat Cages Using Teams of Two

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

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

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

Cleaning Cages & Kennels SOG (continued)

Cleaning Cat Cages Using Teams of Two:

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

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

Adding Comfort to Cat Cages

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

Making a hammock

Using a standard size towel:

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



Daily Volunteer Clean-Up Duties SOG

Morning Duties

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

Afternoon Duties

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

Evening Duties

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

Dishwashing SOG

Supplies / Equipment Needed

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

Fill the sinks/tubs/buckets as follows:

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

Washing/Soaking Litter Pans

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

Unfolding Newspaper/Potty Pads SOG

Why do this?

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

How?

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

Laundry SOG

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

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

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

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

Dog Walking SOG

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

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



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

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

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

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

The Buddy System

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

Partners

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

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

Entering the Kennel

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

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

Dog Walking SOG (continued)

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

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

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

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

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

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

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

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

Loose Animal SOG



If an animal escapes, follow this procedure:

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

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

Interpreting Dog Behavior SOG

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

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

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

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

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

Too Aggressive to Enter Kennel

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

Too Frightened to Enter Kennel

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

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

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

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

Dog Is OK With Your Presence – Touching And Petting

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

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

Interpreting Dog Behavior SOG (continued)

Dog is OK with Touch – Introducing the Leash

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

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

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

Understanding Dog Body Language vs. Human Body Language

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

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

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

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

Additional Dog Behavior Information

Signs of Aggression

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

Signs of Fear

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

Interpreting Dog Behavior SOG (continued)

- Yawning*
- Flattened ears*
- Lowered head*
- Flipping/whipping head around toward anyone's hands when touched *
- Whale eye: showing the whites of the eyes/dilated pupils*

*Note: Many fear postures are the same or similar to aggressive postures

To get out of a potentially aggressive situation:

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

Cat Handling SOG

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



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

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

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

The Contented Cat

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

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

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

Animal Handling SOG (Continued)

The Frightened Cat

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

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

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

The Defensive Cat

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

Ways to recognize a defensive cat:

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

The Attacking Cat

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

Ways to recognize an attacking cat:

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

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

Basic Animal Health SOG

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

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

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

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

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

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

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

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

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

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

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

Basic Animal Health SOG (continued)

Tips to avoid the spread of disease:

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

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

Animal Health Symptoms

EYES	
GOOD SIGNS <ul style="list-style-type: none"> • Clean • Clear and bright • Responsive to visual stimuli 	WARNING SIGNS <ul style="list-style-type: none"> • Watery, red or discolored • Filmy or cloudy • Inflamed (swollen) • Hypersensitive to light • Pupils are unequal in size • Pupils are overly dilated or overly constricted • Showing third (or middle) eyelid • Showing discharge • Itchy (animal rubs eyes) • Painful (animal squints)

EARS	
GOOD SIGNS <ul style="list-style-type: none"> • Clean - both outer ear and canal • Pink and clean (inner ear) • Responsive to noise 	WARNING SIGNS <ul style="list-style-type: none"> • Showing discharge (waxy or other) • Crusty, red or inflamed • Hair around ear is matted • Scabbed or fly-bitten • Itchy (animal scratches ear or shakes head) • Foul odor • Painful (animal cries when ear is touched)

NOSE	
GOOD SIGNS <ul style="list-style-type: none"> • Clean • Free of discharge 	WARNING SIGNS <ul style="list-style-type: none"> • Scabbed • Showing discharge (clear, mucous, blood or pus) • Crusty • Cracked • Congested or blocked

MOUTH	
GOOD SIGNS <ul style="list-style-type: none"> • Free of odor • Teeth are clean • Gums are pink • Gums have good capillary refill time (pink gum color returns within 1-2 seconds after being pressed with finger) • Animal appears to swallow normally 	WARNING SIGNS <ul style="list-style-type: none"> • Unusually red or pale • Dry • Salivating (animal is drooling) • Foul odor • Foreign bodies • Showing discharge • Swollen or inflamed • Gums are pale, white, purple or inflamed, teeth are loose, pitted, broken or tartar-covered • Animal has trouble swallowing

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

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

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

Identifying Communicable And Parasitic Diseases SOG

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

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

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

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

Cat Diseases

Feline Upper Respiratory Infection (URI)

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

Feline Panleukopenia

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

Feline Leukemia (FeLV)

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

Dog Diseases

Kennel Cough

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

Canine Distemper

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

Canine Parvovirus

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

Identifying Communicable And Parasitic Diseases SOG

Diseases found in Cats and Dogs

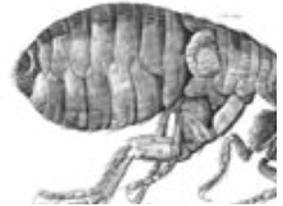
Rabies

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

Common Parasites and Parasitic Disease

Fleas & Flea Anemia

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



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

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

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

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

Ticks

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



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



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

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

Identifying Communicable And Parasitic Diseases SOG

Giardia

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

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

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



Ringworm

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

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

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



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

When Returning Home

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

EMERGENCY ANIMAL SHELTER CLOSURE

Planning should begin immediately after the emergency animal shelter has been set up. In the process of activating the emergency animal shelter, the community should understand that this shelter is a temporary resource.

The actual demobilization date may change due to the event circumstances. Listed below are logistics that will need to be addressed:

- A. Communication: The closing of the shelter needs to be communicated to the animal owners, stakeholders, the community-at-large, and other disaster groups.
- B. Return of animals to their owners and relocation of un-owned or unclaimed animals.
- C. Information management: An information system needs to be established to track the animal's movement from the time it enters the shelter to its final destination. If animals are moving out of state, health certificates need to be issued by a veterinarian.
- D. Animal records: Detailed written records should be maintained on all animals for potential FEMA and state reimbursement for eligible expenses (if available).
- E. Expense Reimbursement: Keep records of staff and volunteer hours. These hours need to be communicated to local emergency management officials. If a federal disaster is declared, the community can count these volunteer hours towards the local contribution to the cost of the response.
- F. Disbursement of durable equipment/food/supplies (donated or paid-for): There may be a sizeable amount of supplies left over. If there are storage issues and if it is not something that your organization needs, consider donating it to local non-profit animal disaster groups, disaster survivors, or for future disasters.
- G. Volunteer and Staff Management: Toward the time for shelter closure, it is important to schedule and confirm the number of volunteers to clean the facility. Other considerations include:
 - 1. Travel and transport issues
 - 2. Follow-up on injuries or other incidents
 - 3. Evaluation and debriefing
 - 4. Critical Incident Stress Debriefing
 - 5. Thanking the volunteers and staff
- H. Shelter Cleanup: This facility may be needed for future sheltering needs; therefore, it is important to clean the facility to its prior-to-sheltering condition (or better).
 - a. Thoroughly remove all vestiges of shelter operation.
 - b. Ensure that no damage has been done to the facility by the shelter operations. If damage has occurred, repair or replace as needed.
 - c. Confirm with the facility owner that the cleanup is acceptable.

Appendix C

Shelter Forms

Animal Intake Form SOG

Intake forms should be printed on three-part colored (white, yellow, pink) NCR paper:

- White copy stays with the originating agency.
- Yellow copy goes with the animal if transferred.
- Pink copy goes with the owner or is transferred with the animal if no owner is identified.

!Never place the intake paperwork on the animal's kennel or crate.

Purpose: The intake form tracks an animal while in care.

Intake Number: This unique number, preceded by your organizations nine digit Zip code (Zip+ 4) or postal code, can be preprinted by the print shop.

Note on above: We suggest adding your Zip/Postal code because some incidents involve multiple agencies. Nine digit Zip codes can be traced back to a specific address in the USA. This may be helpful when animals are moved in large disasters. Paperwork can become separated from an animal and this can help re-identify the animal by connecting the animal to the agency that registered the animal.

Today's Date: the date the animal was brought to the shelter.

Arriving Status of Animal:

- Rescued- can be by field team or other.
- Dropped off- can be by owner or other
- j• Dead on Arrival.

I received by: The printed name of the person filling out the intake form.

Requested Rescue: If the animal being in-processed was rescued at the request of the owner, a copy of the rescue request, found in the "Active" file should be placed with the intake form. The owner requesting the rescue should be notified that the animal has arrived at the shelter.

Offsite Status: Used to track the location of the animal whenever it leaves and returns to the shelter, such as for a vet visit.

Are you the owner? This is used to establish if the person bringing in the animal is the owner, family, friend or Good Samaritan.

Contact Information: Completed by the owner or person dropping off the animal. Information listed should be the current address and phone number of where this person is staying during the disaster.

* Permission to foster?- can only be given by the owner.

- Surrendered? - can only be surrendered by the owner.

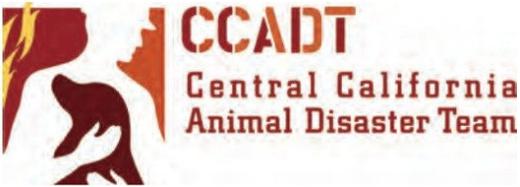
ANIMAL INTAKE FORM SOG (Continued)

Location of Animal Pickup: Must be completed by the field team or person dropping off the animal. Obtain as much information as possible, including street names and landmarks.

Animal information:

- Be as detailed as possible.
- Be sure to denote any distinguishing markings.
- Scan for a microchip and note whether located.
- Note any tag information found on a collar and do not remove the collar unless it is a danger to the animal.
- Note if the animal is aggressive or a possible fear-biter.
- **Has animal bitten anyone-** during the rescue, during intake, and ask the owner for bite history.

Attempts to Contact Owner: If microchip, tags, address or any other identifying owner information are present, denote any attempts to contact the owner.



INTAKE NUMBER

Animal Daily Walking, Feeding, & Cage Cleaning Schedule

ANIMAL DESCRIPTION

1. TYPE:
 DOG CAT HORSE RABBIT OTHER _____

2. CHARACTERISTICS:
 BREED: _____ GENDER: M F COLOR(S): _____

3. SPECIAL INSTRUCTIONS: _____

RECORD (Note time)

DATE	WALKED	FED	CAGE CLEANED	COMMENTS
------	--------	-----	--------------	----------

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THE OFFICE OF THE CALIFORNIA ATTORNEY GENERAL
 N 016 (916) 429-2457 REGULATORY SERVICES DIVISION
 REVISION 1 2008

Animal Daily Walking, Feeding & Cage Cleaning Schedule SOG

Purpose: The 'CAGE CARD" records routine, individual daily care of animals in the shelter.

Note: This is the only paper attached on the animal's containment. It should be placed where the animal cannot reach it as they will tear it apart. It can be placed in a page protector to protect it from the elements. It can also be placed on a clipboard to assist with writing on it and keeping it away from the animals.

The cage card is filled out initially upon intake and place on the animals kennel or crate.

Write the animal's intake number in the space in the upper right hand corner of the form.

Animal Description

1. **Type** – fill in the type of animal
2. **Characteristics**- Fill in Breed, Gender and Color or markings
3. **Special Instructions** -this can be dietary, medication or special handling instructions.
Volunteers need to make sure they read the cage card of every animal they handle.

Record

Should include the date, time and handler's initials when any work is done with an animal or its environment.

Comments- Should include any observations or changes in an animal's condition or behavior, such as:

1. Not eating
2. Not drinking
3. Vomiting
4. Diarrhea
5. Injury that need to be seen by vet
6. Disposition has changed to _____

Continuation forms should be used when face sheet is completed. Face sheet and all continuation pages should be kept together with the intake form copy in the page protector.

Intake number: _____

Initial Exam Date: _____

Time: _____

DOG PATIENT MEDICAL RECORD

Deployment/Event: _____ Location: _____

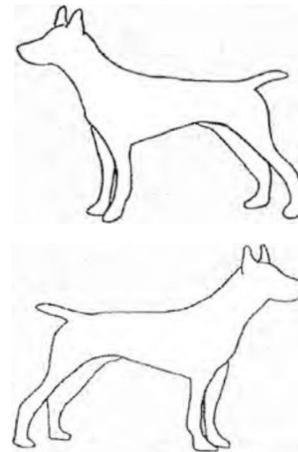
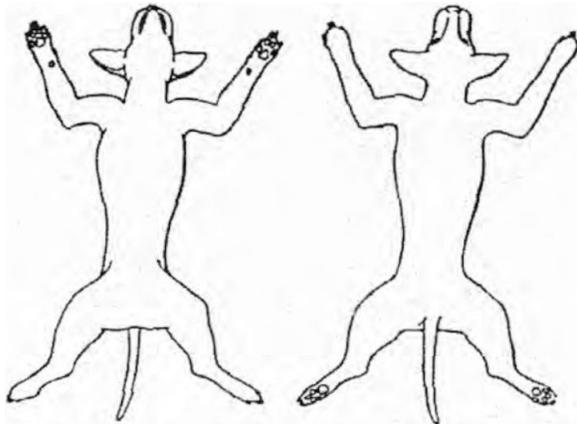
Follow-Up Exam Date _____ Clinician(s): _____

Initials: _____ Breed: _____ Color: _____ Neuter: Y I N

(circle) Gender: M / F (circle)

Age/Birth: _____ Est./Act.(circle) Current Weight: _____ kg/lb (circle) est/act. (circle) Ear Tag #: _____

Brand/Tattoo: _____ A ready Chipped: Y I N Microchip #: _____



EXAM	T	P	R	Weight #
Sensorium N Abn	Integ. N Abn	Ear-s N Abn	Heart N Abn	MescSkel N Abn
Pain Yes No	L. Nodes N Abn	Nose N Abn	Lungs N Abn	Neurol. N Abn
Hydration N Abn	Eyes N Abn	Mouth N Abn NE	Abdomen N Abn	Urogen. N Abn
Body Condition:(circle)	Emaciated (1)	Very Thin (2)	Thin (3)	Underweight (4)
Ideal (5)	Overweight (6)	Heavy (7)	Obese (8)	Grossly Obese (9)

Medical Findings: _____

Assessment/Plan: _____

Vaccinations:

No Vaccination due to Age No Vaccination due to Medical

<input type="radio"/> CBC/Chem <input type="radio"/> UA <input type="radio"/> Fecal	llabies: <input type="radio"/> 1 Year <input type="radio"/> 3 Year	(Label)
<input type="radio"/> HWT: <input type="radio"/> Neg. <input type="radio"/> Pos. -	Date: _____	(Label)
ewormer: Type: _____	Distemper: <input type="radio"/> DHPP <input type="radio"/> DHLPP	(Label)
Dosage: _____ Date: _____	Date: _____	(Label)
Ext.Pa rasitic: <input type="radio"/> Fron tline <input type="radio"/> Revolution	Bordatella: Date: _____	(Label)
Date: _____		(Label)

This form was created by the Humane Society of the United States

CAT
DAILY OBSERVATION SHEET

AnimalID : _____

Case#: - - - - -
- - -

Date														
Time	AM	PM												
APPETITE DRY														
Normal														
Nibbling														
Not eating														
APPETITE WET														
Normal														
Nibbling														
Not eating														
STOOLS														
Formed														
Diarrhea														
Bloody														
Stool outside Litterbox														
None														
URINE														
Normal														
Excessive														
Bloody														
Straining														
Urine outside litterbox														
None														
VOMITING														
None														
Food														
Bile														
Hairball														
Other:														
SNEEZING														
Yes														
No														
NASAL DISCHARGE														
None														
Clear														
Cloudy/Opaque/Green/Yellow														
Bloody														
EYES														
Clear														
Pus/Mucus														
Red/irritated														
Swollen														
BEHAVIOR														
Friendly														
Scared/Shy														
Listless/Depressed														
Aggressive or Feral														
Behavioral Notes:														
GENERAL NOTES:														

Intake Number: _____

Initial Exam Date: _____

Time: _____

CAT PATIENT MEDICAL RECORD

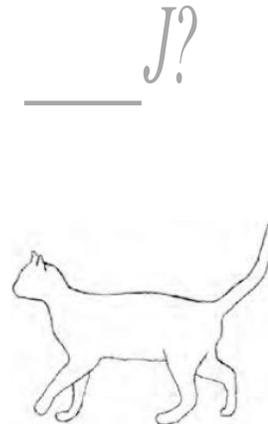
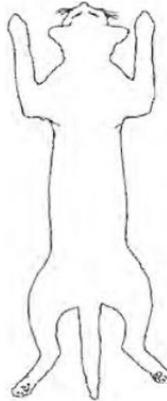
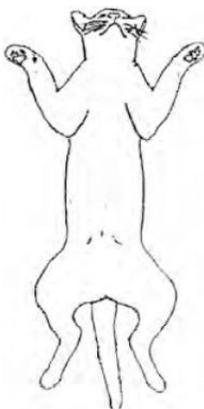
Deployment/Event: _____ Location: _____

Clinician(s): _____ Initials: _____ Follow-Up Exam Date: _____

Breed: _____ Color: _____ Neuter: Y / (circle) Gender: M / F (circle)

Age/Birth: _____ Est./Act.(circle) Current Weight: _____ kg/lb (circle) est/act. (circle) Ear Tag #: _____

Brand/Tattoo: _____ Already Chipped: Y / N Microchip #: _____



EXAM	T	P	R	Weight #
Sensorium N Abn	Integ. N Abn	Ears N Abn	Heart N Abn	MescSkel N Abn
Pain Yes No	L. Nodes N Abn	Nose N Abn	Lungs N Abn	Neurol. N Abn
Hydr-ation N Abn	Eyes N Abn	Mouth N Abn I/E	Abdomen N Abn	Urogen. N Abn
Body Condition:(circle)	Emaciated (1)	Yety Thin (2)	Thin (3)	Under-weight (4)
	Overweight (6)	Heavy (7)	Obese (8)	Grossly Obese (9)

Medical Findings: _____

Assessment/Plan: _____

Vaccinations:

No Vaccination do to Medical No Vaccination do to Age
 CBC/Ch A Fecal FeLV/ FI : Neg Pos

Ivermectin Type: _____ Dosage: _____ Date: _____ Ext.Parasite: <input type="radio"/> Frontline <input type="radio"/> Revolution Date: _____	Rabies: <input type="radio"/> 1 Year <input type="radio"/> 3 Year Date: _____ FVRCP: Date: _____	_____ (Label) _____ (Label)
--	--	--------------------------------------

In-Field Animal Tag SOG

Purpose:

- To ID the animal in case the animal's paperwork is misplaced.
- ID an owned animal in the event an owner and animal are separated before paperwork is completed.

Attach In-Field tags to:

- The outside of transport crates.
- Collars of animal not crated.
- Deceased animals where possible if transporting.

The In field animal tag should be printed on Avery labels and placed on Blank Key Tags with the wire attached.

The key tags should be filled out by the field rescue team and attached to the animal before transport.

Central California
Animal Disaster Team

NOTICE

THE FOLLOWING ANIMAL(S)

WERE RESCUED FROM THIS PROPERTY

ON **BY** _____

TO RECLAIM, VISIT THE FOLLOWING LOCATION

OR CALL _____

This form created by United Animal Nations, (916) 429-2457. Reprint and use by permission only. Revised 11/2006

NOTICE SOG

Purpose: This poster is used to notify a property owner that their animal(s) have been removed from the property and where they can find them.

The Notice poster should be printed on bright attention-grabbing colors

Some colors that work best are:

1. Bright Blue
2. Lime Green
3. Orange
4. Other Neon Colors

Rescue teams must make sure they fill out the form with:

1. A good description of all animals removed
2. Date the animals were removed
3. The name of the organization the rescue team is affiliated
4. Animal shelter location
5. The best phone number, if available, for owners to follow up on their animals

Note:

*****Field rescue team members should never put their own contact information on this form, only their parent organization information.

Process:

1. This form should be filled out and posted at all entrance's to the property or home.
2. At least two of the forms should be placed by front and back doors
3. Forms should be placed in zip lock plastic bags to protect them from the elements and duct taped to the building.

REPORTING DATE:	TIME (include AM/PM):	INFORMATION TAKEN BY (PLEASE PRINT):	LOCATION FORM FILED:
-----------------	-----------------------	--------------------------------------	----------------------

PRIORITY STATUS			
<input type="checkbox"/> URGENT	<input type="checkbox"/> 2 DAY	<input type="checkbox"/> 3 DAY	<input checked="" type="radio"/> OWNER REQUESTED <input checked="" type="radio"/> REPORTED BY OTHER PARTY <input type="radio"/> AGENCY REQUEST

REPORTING PARTY			
NAME: (include agency if applicable)		ADDRESS:	CITY/STATE/ZIP:
HOME PHONE: ()	WORK PHONE: ()	CELL PHONE: ()	
ALT. PHONE: ()	E-MAIL ADDRESS:		
DOES THIS ANIMAL(S) BELONG TO THE REPORTING PARTY? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		IF NOT, WHO DOES THIS ANIMAL BELONG TO? (provide name, address and phone number if known.)	

ANIMALS TO BE RESCUED							
#	TYPE	GENDER	BREED	COLOR	SIZE	AGGRESSIVE DYES DNO	CONFINED DYES DNO
2						DYES DNO	DYES DNO
3						DYES DNO	DYES DNO
4						DYES	DYES
5						<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

ANIMAL LOCATION			
ANIMAL(S) LAST SEEN: DATE: _____ TIME: _____	ARE THERE PEOPLE WITH THE ANIMAL(S)? IF YES, WHO? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO NAME: _____	IS/ARE THE ANIMAL(S) BEING FED? <input type="checkbox"/> YES <input type="checkbox"/> NO	LAST TIME FED?
WHERE IS/ARE THE ANIMAL(S) LOCATED?: <u>A D D R E S S</u> : _____ <u>C I T Y</u> : _____			
DIRECTIONS TO RESCUE AREA:			
LANDMARKS:			
LOCATION OF ANIMAL(S) ON PROPERTY:			

PERMISSION TO RESCUE	
<p>The animal(s) listed above is/are legally mine and I can show proof of ownership.</p> <p>I give permission to _____ volunteers to enter my property to rescue the animals I have listed above.</p> <p>I do not hold the staff or volunteers liable if they are not able to save the animal(s) I have requested be rescued.</p> <p>I understand that sometimes circumstances beyond control prevents this from happening.</p> <p>I do not hold the staff or volunteers liable for any damage done to my property while attempting to rescue the animals listed above. (Every effort will be made to leave the owner's property in the same condition it was when the volunteer entered the property.)</p> <p>Key provided: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Permission to force entry: <input type="checkbox"/> YES <input type="checkbox"/> NO</p>	
SIGNATURE: _____	DRIVER LICENSE #: _____ DATE: _____
<input checked="" type="checkbox"/> VERBAL PERMISSION GIVEN	

ACTION	ANIMAL NUMBER (as noted in "ANIMALS TO BE RESCUED" section) and DATE
RESTRICTED ENTRY INTO THE AREA	
UNABLE TO FIND ANIMAL(S)	
RESCUED	
COULD NOT BE FOUND	
COULD NOT BE CAUGHT	
DECEASED	

THIS FORM CREATED BY UNITED ANIMAL NATIONS (916) 429-2457

Request for Animal Rescue Form SOG

Purpose: To document requests for animal rescue.

Process

1. Intake Volunteers must be sure to print their name, date and time, and location for follow-up as necessary.
2. This form should be printed in duplicate copy if not an NCR form
 - One stays in the master form file.
 - One goes with the field rescue team.
3. Never assign more than five animals to each form. Keep multiple forms together for a single property; they will be assigned to one team.
4. Intake Volunteers should never promise when a rescue will be attempted. Inform the Reporting Party (RP) that:
 - Requests are forwarded the Animal Rescue Group/Branch.
 - RPs will be contacted if field rescue teams determine a result.

Priority Status

- Urgent- the animal is in a life-threatening situation, without food or water for several days.
- 2 Day- the animal needs attention but it is not in danger.
- 3 Day – the animal is known to be safe but needs to be reunited with owner.

Note: Intake volunteer should use sound judgment to determine an animal's priority status while interviewing the RP. When in doubt, sooner is always better.

Reporting Party

Requests may be received from the owner, a second party, or other animal agency:

- Request should come from the owner, if possible
- Request should be given in-person, if possible, to obtain a signature.
- Only the owner or tenant may give legal permission to enter a property.
- Must have complete and current contact information, i.e., temporary address, if displaced, such as human shelter location, hotel, etc.

Animals to be Rescued

Complete information is important for rescue teams as well as owners. It helps the rescue teams identify:

- The correct animal(s)
- Safety issues.
- Equipment needs

Animal Location

Complete location information is important for rescue teams. Include:

- Landmark directions to the property as street signs may be down.
- Any hiding spots that the team may find the animal; this can speed rescue and reduce the animal's stress.

Permission to Rescue

Only owners or tenants may give permission to enter a property:

- Should be done in person:
 - Obtain owner/tenant signature.
 - Check photo ID or utility bill against the address.
- Verbal permission may also be given- Information must read to the owner.

Result of Rescue Efforts

Completed by rescue team:

1. The animal is identified by the number assigned in the "Animals to be Rescued" section (1 – 5).
2. Date of each attempt.
3. Rescue teams must update the master file at the end of each operational period on the result of rescue efforts.
4. All rescued animals must go through the intake process:
 - Attach a copy of the rescue request to the proper intake form.
 - Do not remove the original rescue request form from the "Active" file until there is a conclusion with each animal listed.
5. File all original closed out rescue request forms in the "Completed" file.

