

LSART COMPANION ANIMAL EVACUATION AND SHELTERING MANUAL



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INTRODUCTION

There are numerous challenges developing shelters, for both human and animal, which can only be solved by creative ideas and innovative programs. This plan has been developed for the operation of a cat and dog friendly shelter for various parishes within the state of Louisiana. It is an adaptation created through investigating industry standards for animal shelters, other states pet shelter programs, as well as ongoing experience.

This plan outlines the shelter operation associated with pet friendly shelters. Not all shelters can be pet friendly.

Acknowledgment

This document was developed through the collaborative efforts of individuals from various disciplines and backgrounds. Listed below are the workgroup members:

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Assumptions

- The local animal control official will direct and control all activities related to animal protection and control during an emergency.
- Support agencies include Louisiana Dept. of Agriculture, Louisiana Veterinary Medical Association, Regional Animal Response Team (RART), local humane societies, and other related groups.
- Any emergency resulting in evacuation of residents to a shelter will result in companion animal issues.
- **The protection of companion animals is the responsibility of their owner.**

Purpose

To control, and support the humane care and treatment of companion animals during an emergency situation.

Concept of Operations

The sheltering and protection of animals is the responsibility of their owner. The parish animal control services or the equivalent entity is the lead agency for situation assessment and determination of resource needs. As needed, the Parish and State will support the protection of animals affected by an emergency to include rescue, sheltering, control, feeding, and preventative immunization of animals left homeless, lost or strayed as a result of an emergency.

Request for animal protection assistance and resources will be routed through the local Emergency Operation Center, ESF 11. Shelters have been established in an effort to assist evacuated residents with their companion cat or dog.

TIME LINE

**When is the Temporary Evacuation Shelter Opened?
See timeline below for event planning.**

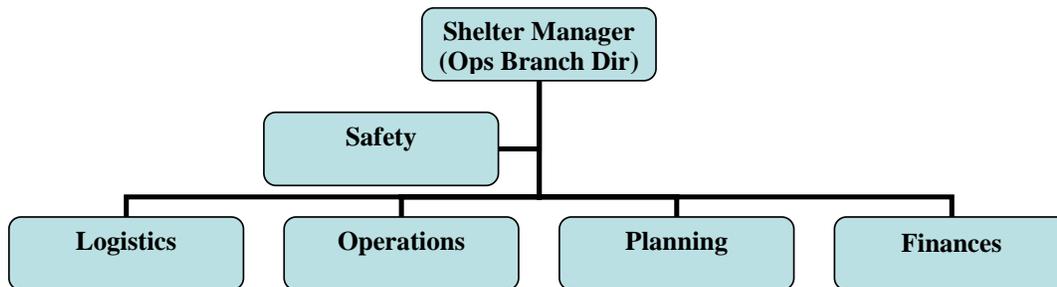
| Game Plan for ESF-11 Preparedness | | |
|--|--|--|
| H-Hour Definition: H-Hour is set as the projected onset of tropical force winds striking the coast of Louisiana. The National Weather Service uses Landfall, which is the eye wall of the storm making landfall. | | |
| H-Hour | State ESF-11 | Federal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

| | | |
|------|--|---|
| | <ul style="list-style-type: none"> • Donation management team activates | |
| H-66 | <ul style="list-style-type: none"> • No new action | <ul style="list-style-type: none"> • Deploy USDA Animal Care Teams to Transport & Heat Stress Teams to PPP • VMAT set up at pets mega-shelter • USPHS vets arrive to support command staffing at JFO and State Veterinarian/ESF 11 |
| H-60 | <ul style="list-style-type: none"> • Intake and registration of pet-owning households begins at shelters • Status reports every 4 hours with DSS report | <ul style="list-style-type: none"> • USDA Transport and Heat Stress Animal Care teams are in place at PPP's • Status reports (2 hours) |
| H-50 | <ul style="list-style-type: none"> • Pet trucks move in convoy with evacuee buses to shelter destinations (DOTD control) – still searching for more refrigerated/upgraded bus • Information updates flow to all groups/parties provided by LDAF • Technical animal SAR teams report to ESF-9 base camps | <ul style="list-style-type: none"> • USDA teams provide field status reports (4 hours) |
| H-48 | <ul style="list-style-type: none"> • Deploy technical animal SAR teams | <ul style="list-style-type: none"> • No new action |
| H-30 | <ul style="list-style-type: none"> • Shelter capacity limitations issued in four-hour reports | <ul style="list-style-type: none"> • No new action |
| H-20 | <ul style="list-style-type: none"> • Technical animal search and rescue teams pre-positioning • Shelters continue to intake and register pets | <ul style="list-style-type: none"> • Prepare for post-landfall rapid needs assessment and SAR operations |

SHELTER COMMAND STRUCTURE AND DESCRIPTIONS

Who is in charge of the emergency evacuation shelter?

Shelters will be operated following the National Incident Management System Incident Command System (NIMS ICS) design. Ultimately, the local animal control official will direct and control all activities related to animal protection and control during an emergency. The Louisiana Veterinary Medical Association's (LVMA) State Animal Response Team (LSART) works to support the Louisiana Dept. of Agriculture & Forestry (LDAF), Office of Animal Health Services. The LA State Veterinarian and USDA Area-Veterinarian-in-Charge are co-incident commanders for any animal issues at the state level under ESF 11. Other organizations such as local humane societies and other related groups may assist with the organization of the temporary shelter if requested and credentialed by the state.



Shelter Manager

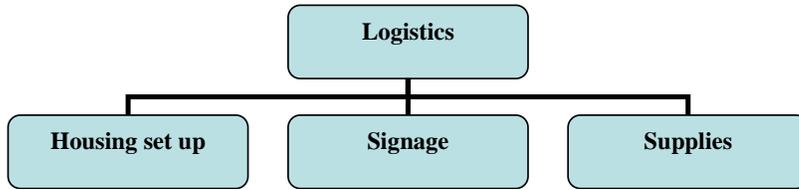
Each shelter will attempt to have 2 people sharing this role. It is suggested that one will be the District SART Director and the other will be the local ACO or their designated deputy. NGO Shelter management teams will be responsible for each 500 Animal Unit in the shelter. They will report to the Branch Director.

The **Shelter Manager** is responsible for overall operations:

1. Submission of Situation Reports nightly to EOC, LSART. See attached Sit Report and where to send it.
2. During intake, designates which Shelter Management Team receives self-evacuators or parish assisted evacuators.
3. Ensure animals receive proper and timely care.

SHELTER LOGISTICS

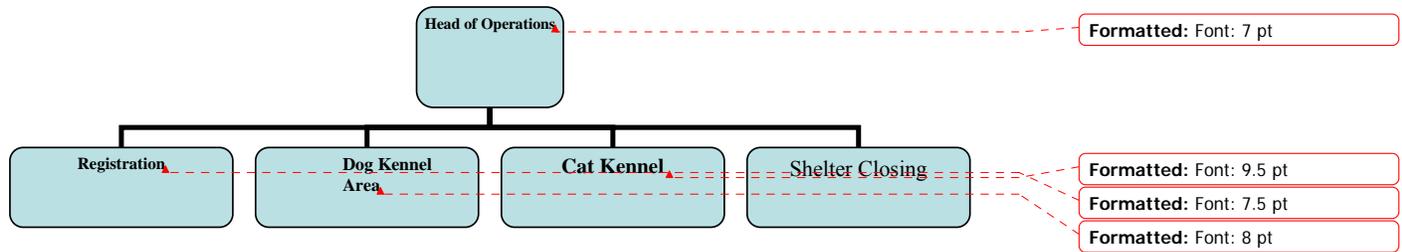
Within each shelter, the Shelter Logistics persons work with the Logistics Chief in the ESF-11 Incident Command



Responsible for overall logistical support of cat and dog friendly shelter component.

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

SHELTER OPERATIONS



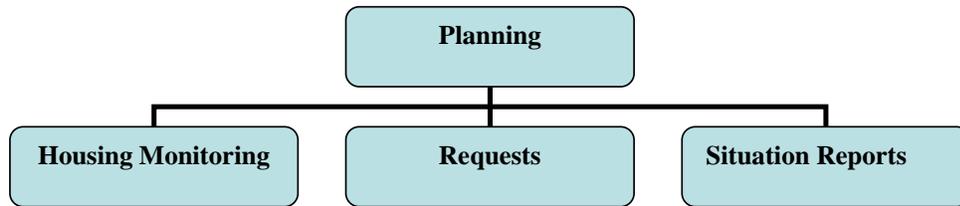
Head of Operations – Responsible for overseeing registration and operation of a 500 Animal Unit. This role may be filled by a local or national humane group assigned to that shelter. The Head of Operations should be at or near the Registration Table at all times.

1. Oversee construction of cages for a 500 Animal Unit. The cage must have an empty page protector attached to the cage with a zip tie. A color-coded card will be placed by the Head of Operations to identify the cage location within the 500 Animal Unit and shelter.
2. Responsible for managing shelter workers or volunteers, ensuring that animals are handled only by their owners or a designated person.
 - a. Response shelters (post storm shelters that are set up to rescue animals and generally do not have an owner present) may need shelter workers to manage the unowned animals
3. Responsible for documenting animal injuries and reporting human injuries to the correct channels (see bite protocol attachment). Each group of 500 animals will have a Unit Sitrep submitted to the shelter manager. An animal census will be taken every morning by 7:00 am. The SitRep will include the inventory of animals, supplies, needs, and any incidents.
4. Register evacuees and their cat/dog using associated forms. (See attached Admission/Discharge Sheet)
5. Head of Operations is responsible for issuing a Failure to Comply (See Failure to Comply form attachment) reprimand if an owner does not properly care for their animal. Shelter workers are responsible for ensuring pet owners take care of their pets. If an owner has not walked, cleaned, fed, & watered their pet before 10:30 a.m. and 6:00 p.m., the shelter worker will notify the Head of Operations and the Head of Operations will designate a shelter worker to care for the pet, The Daily Animal Care sheet shall be signed by the shelter worker in red to signify that the shelter worker cared for the pet and not the owner. The information will also be written in the medical notes section on the back of

the Admin/Discharge sheet and will include the date and time and the name of the shelter worker who cared for that animal..

6. Head of Operations is responsible for designating when shelter workers may handle animals. Unless there is a problem the owner will handle their own pet. Head of Operations has full authority to evict a shelter worker for not cooperating and following rules.
7. Head of Operations is responsible for deciding what action to take if an animal is in distress.

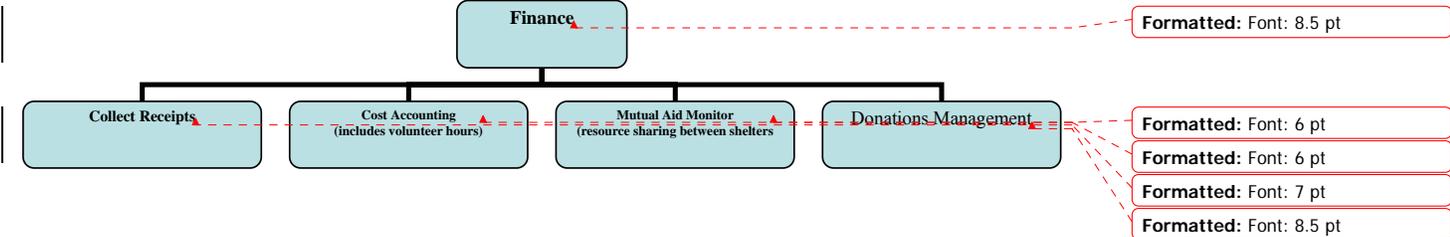
SHELTER PLANNING



Responsible for developing Incident Action Plans

1. Work with Shelter Operations and Shelter Logistics to develop Incident Action Plans for next operational period. (24 hours) (See attachment)
2. Receive Unit Sitreps from each unit.
3. Assist the Shelter Manager with developing Shelter Situation Reports (SitRep) to be sent to the Emergency Operations Center (EOC) and LSART Regional Coordinator desk nightly.
4. Animal census will be taken every morning by 7:00 am. The census shall be recorded on the sit report and the report sent in that evening. It is understood that the census on the report is taken by 7:00 am even though the report is sent that evening.

SHELTER FINANCES



Responsible for monitoring and documenting costs and mutual aid response.

- 1. Monitor requests for cost implications.
- 2. Monitor volunteer hours.
- 3. Maintain cost accounting for supplies and other materials procured before, during, and after the event.
- 4. Monitor damages for storm related, evacuee related, and cat/dog/owner related.
- 5. Submit financial summary to Shelter Manager on scheduled frequency.

EXPECTATIONS OF VOLUNTEERS

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

As a group you will:

- 1) Be available in 24 hours to be present on the ground in an Animal Emergency Evacuation Shelter. Your group will be assigned to a specific 500 Animal Unit within the Mega-shelters or to a smaller shelter. The assignment will be determined by the LSART director or personnel at the State ESF-11.
- 2) One shelter group will consist of 10 people per group. Eight will work the day shift (6:30 am-7:00 pm) and 2 will work the night shift (6:30 pm-7:00 am). During the intake and discharge procedures, all 10 must be available to assist in processing identification and organizing the pet owners. The entire group should be familiar with the paperwork so they can help complete it and file it properly.
- 3) Be prepared to camp on the grounds. Bring the recommended supplies for at least 3 days of self-sufficiency. It is not guaranteed that we will have access to Red Cross shelters or FEMA shelters.
- 4) Be prepared to stay for 2 weeks. The entire evacuation and transportation phases should only last about 3-4 days. The shelter phase is dependant upon the amount of damage sustained from the hurricane winds and water. The Shelter Manager will communicate the situation on a daily basis.
- 5) Each group shall designate a Head of Operations who is responsible for all decisions in that 500 Animal Unit (or entire shelter if it is a smaller shelter) and for daily Unit Situation reports (Sitreps). The Unit Sitreps will go to the Shelter Planner.
- 6) Each group will designate a Shelter Logistic person in charge of acquiring all needed items for their group and their animal section. They will communicate their needs to their Shelter Logistic and this information will be part of their daily Unit daily Sitrep.
- 7) Each group will designate an Admin /finance person to keep tract of volunteer hours. This information will go on the daily Unit Sitrep.
- 8) Each group will designate a planning person to help plan the next 24 hours. Their information will come from the daily briefings by the Shelter Manager and from the reports of activities within their 500 Animal Unit.

Goals

As a credentialed shelter volunteer it is important that you remember and follow the goals of the pet evacuation shelters.

The goal of the pet evacuation shelter is to:

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

Intake Duties

The intake process begins when the pets arrive at the shelter. At the Parish Pick up Points, some information on pet ownership and address will have been recorded.



- 1) Be familiar with the forms that will be used. The PPP copies and truck manifest arrive with the truck or trailer load of pets. The owners should have a shelter agreement that they must read and sign. If they fail to pick up a Shelter Agreement at the PPP, they will be given one at the shelter and must read and sign it. The Admission/Discharge form is where intake information is recorded. Be familiar with where and how these documents will be handled.
- 2) Each 500 animals will be color coded with a neck band to signify which shelter or the area in the shelter where they are housed.
- 3) Be familiar with the individual alpha-numeric code system that should be written on the pets' collar (see SART Manual). If a pet arrives without one, contact the Head of Operations for further information.
- 4) The color coded neck band may need to be changed due to a change in location or the animal destroyed it. Have the owner (if present) apply color coded neckband around pet's neck. This should be done in a secure area (enclosed banding cage if available).
- 5) Ask for proof of rabies vaccination. If owner does not have proof of rabies vaccination advise owner that a rabies vaccination is required and send owner to vet station if open at intake or take name and location of pet and inform owner they must return in the morning to have pet vaccinated.
- 6) Assign each animal a cage using the shelter location system. The owner will have a matching color wristband placed on them. Only one family member is allowed in the pet living quarters to take the pet out and clean the cage twice daily. Ask the owner who would be the best person to be designated as the family animal caregiver. No one under

18 is allowed in the pet living quarters. Other family members may interact with pet in dog walk areas.

- 7) Explain to the owner that no one will touch their pet unless it is ill. Owners are the only ones allowed to handle pets. Shelter workers are only there to provide assistance. Explain to the owner that part of the shelter agreement is that they care for their animals. Any animal not receiving care will be removed by animal control. Explain to owner that pet should be cared for before 10:30 am and 6:00 pm. If for any reason an owner is unable to care for their pet they are to notify the head of operations for that section so that short-term alternative arrangements can be made.
- 8) Explain that owners are responsible for the actions of their pet. Owners are responsible for ensuring their pet does not injure anyone. This is a good opportunity to gently educate on other methods of leading, correcting, and developing a better bond with the pet. Be careful to use nonjudgemental terms and phrases. (The goal is to educate, not be judgemental)
- 9) Attach the animal care sheet to the cage using the plastic envelope and the zip tie after punching a hole in the plastic envelope.
- 10) Explain the hours the shelter will be open. After closing, the shelter will be off limits to all people except shelter personnel.
- 11) Explain to owner that the family designated animal caregiver must sign their dog in and out of shelter section with a picture Id twice per day. Cats will not be allowed out of cages. Only the family designated animal caregiver will be allowed to care for the cats.
- 12) Explain to owner where the dog walk area is. Suggest they walk their dog prior to putting them in a cage. Show them where plastic poop bags are located, how to use them and where garbage containers are located.
- 13) Explain to cat owners how to daily clean their cat's cage and litter box.
- 14) Escort the owner and pet to appropriate cage. Escort owner to sign in table and make sure they know how to enter information on their pet.

Daily Operations

- 1) Owners are required to present Id to enter and take pet out of section. They should have on their wrist a color coded wrist band that matches the section they are in. They will be required to sign in to take their pet out of the section. Shelter workers will verify that the person has signed the daily log with the name on their picture Id.
- 2) At 10:30 am and 6:30 pm shelter workers will walk through and note on animal care sheet if pet has not received their daily care. The Head of Operations for that unit will be notified. The animal will be cared for and the animal care sheet will be signed in red by the Head of Operations. A Failure to Comply notice will be placed in the plastic envelope on the cage. A notation will be entered on the back of the admission /discharge sheet for that owner and pet including date, time and description of which rule was not followed.
- 3) Shelter workers are responsible for ensuring people keep the shelter clean. They should ensure that empty trash cans with plastic liners are available for owners to throw their trash in.

- 4) Any loose papers should be examined for their need and placed in the correct place. Do not discard paperwork unless it is clear that it is not needed.
- 5) Shelter workers will be responsible for monitoring the walking and potty areas. This is best done by making sure that owners are aware of the necessity of cleaning up the feces and that there are trash cans with liners available. On the first 1 or 2 days, the shelter workers will probably be teaching owners how to clean up after their pets.

Discharge

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



- 1) Ensure only family designated animal caregiver arrives to sign out pet. They have to present picture Id and have color coded wrist band.
- 2) Retrieve Animal care sheet from cage to be filed with other shelter forms.
- 3) Ensure owner has cleaned out cage and removed personal items from cage.
- 4) Have owner sign out the pet on the admission/discharge sheet.
- 5) Staple animal care sheet to admission discharge sheet and file forms in alphabetical order in discharged file.
- 6) Determine if person requires transportation to PPP and make sure they are in correct place and time for their transportation. A new Parish Pickup form will be required for the return transportation cycle.
- 7) Assist in loading animals into transportation crates and onto transportation vehicle.

PARISH PICK UP POINT SOP



Each parish is responsible for determining when an evacuation will occur and when state assistance is required. A specific site must be chosen for people and pets to meet with the provided transportation. The parish must have a designated person to be responsible for the pick-up site process. This person is either the Animal Control Official for that parish or their designee and for the PPP is designated the Animal Evacuation Team Leader.

Important components:

1. The Registration Area, Banding Area and Loading area should be distinct and separate from each other to prevent confusion and dog battles. Each of these should have a sign to designate that area. (There are examples of signage at the back of this SOP.)
2. The Registration Forms are in triplicate (see PPP form attachment at end of this SOP); the owner gets a copy, the parish keeps a copy and a copy goes with the truck driver. If an owner indicates that one of their animals requires rescuing, the parish will put that information on the registration form and onto their parish intake/rescue forms so they can take appropriate action.
3. The Registration Area will be the bottleneck of the process. Having more than 2 people here will move it along more smoothly

4. Registering and loading animals should have a flow pattern.
 - a. The people with pets should be directed with Caution Tape or signs towards registration area.
 - b. Ideally, after the pets get their neck bands, the owner should be directed to their human transportation and the pets taken to their transportation by a PPP worker.
 - c. Pets will be loaded into the crate and then onto truck/trailer by the PPP worker.
5. Registration of animals should be in an area protected from sun and rain.
6. Water, ice and fans under an awning are ideal if it is not in a building or foyer of a building.
7. There should be some type of fencing to secure the area in case a dog or cat gets loose. Ideally, a Banding Cage made from a 6'x 6' chain link pen with a top works best for a safe area to place the identification collar and place the pet into its transportation crate.

SUPPLY LIST

Tab Bands
Registration Forms (Example is at the back of the manual)
Truck Manifest forms (Example is at the back of the manual)
Office supplies: pens, sharpie markers, stapler, staples, etc
Chairs, table
Awning (protection from sun & rain)
Drop lights, extension cords/flashlights, batteries
Fans
Clip boards
Slip leashes
Bowls for water (Styrofoam gumbo bowls)
Plastic bags for poop scoop
Hand sanitizer
Paper towels
Garbage cans
Generator, if necessary and gas for generator
Ice, Water
Fencing or flow markers
Signs: Enter, Exit, Registration area, Secure Banding area, Poop area & cleanup
Duct Tape
Zip Ties
Microchip reader
Ziplock bags (gallon size)
Rope (several 50' lengths)
For Loading: Ramp and dolly lift/cage dolly if a semi trailer is your transportation

NECESSARY PEOPLE AND THE DUTY DESCRIPTION

Assemble these people for PPP (minimum of 5 needed)

Having more than 1 person register will make this process flow faster

1. Animal Evacuation Team Leader (AETL) (may be local Animal Control Officer)
2. 1 person to register (must have legible handwriting and will fill out form)
3. 2 people to load animals into crate and truck
4. 1 floater to fill in when needed (ex: scribe, or place band on animal or load)
5. USDA Animal Care person(s) if available to monitor for stress and safe animal handling

Animal Evacuation Team Leader (may be local ACO)

1. Responsible for overall registration process
2. Arranges design of area including flow pattern and designates jobs to team
3. Ensures proper handling of animals, proper loading of animals
4. Ensures documentation is completed properly
5. Responsible for last check on truck before it leaves
6. Signs truck manifest to signify that the load is secure and ready for travel
7. Maintains a calm atmosphere for a smooth operation.

Scribe: (at least 1 person, may be assisted by floater or other-must have legible handwriting)

1. Writes information from owner onto PPP form and writes ID# on TabBands
2. Directs owner to secure banding area to put band around pet's neck (may need to assist). The PPP ID# is the same as the Impound #. It is this pattern of numbers: The first part will be the owner's (Head of Household) initials first and last. The second part will be the owner's driver's license or state ID number. The third part will be a letter signifying the individual animal. For instance if Mr. and Mrs. Peter Thibodeaux arrives at the shelter with two dogs and one cat, Mr. Thibodeaux's (Head of Household) driver's license # is 7864321. Their pet's shelter #'s will be PT7864354A, PT7864321B, and PT864321C.
3. Monitors for safe animal handling.

Loading team (2 people to load animals into crates and truck)

1. Monitors for safe animal handling
2. Responsible for unloading loose crates from truck.
3. Responsible for loading animals into crates and into truck. Loading from front to back and side to side may be the easiest method of loading so that the loaded animals are not constantly stirred up by other animals passing by them.
4. Secure crates in groups of 4 as the truck is loaded from front to back and side to side
5. Animals that arrive in their own crates will be placed in larger crates or a 3rd row can be started.
6. Crates brought by owners that are empty will be labeled, loaded and secured on top of the 2 rows of crates with animals.

Floater (at least 1 floater to fill in where needed)

1. Scribe, or place band on animal or load or crowd control
2. Monitor for safe animal handling

USDA Animal Care person(s) (Transportation and Shelter Monitor and Heat Stress Monitoring) if available

1. Monitor for stress and safe animal handling
2. Complete AC loading forms and communicate with AC Lead at ESF-11.

Role of USDA APHIS Animal Care Personnel

Normal job duties for the APHIS Animal Care personnel is to educate and advise on housing and shelter, identification issues, veterinary care and transportation for animals. They will be available at the PPP and shelter in 2 capacities. There is a Heat Stress Monitoring Team (HSMT) who will monitor for signs of heat stress in the animals. They have the ability to monitor for animals in distress based on the environmental conditions and added stress of transportation and sheltering.



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

Important issues should be immediately reported to the AETL. They will discuss the issue and include reasons why this is or can be a problem and suggest ways to improve it. The AETL will determine if the owner needs to be contacted or if they need to take immediate action.

SETUP OF PPP AND REGISTRATION PROCESS



1. Designate Registration and Banding areas far enough from transport vehicle to decrease congestion.
2. Set up sun/rain protection, chairs, table and flow pattern with signs:
 - a. Registration
 - b. Secure banding area
 - c. Loading
3. Designate Animal Evacuation Team Leader, scribe, loaders, and floater.
4. Begin registering people as they arrive
 - a. Get driver's license or state id
 - b. Scribe gets required information from owner
 - c. Scribe writes id# on TabBand for owner and animal
The PPP ID# is the same as the Impound #. It is this pattern of numbers: The first part will be the owner's (Head of Household) initials first and last. The second part will be the owner's driver's license or state ID number. The third part will be a letter signifying the individual animal. For instance if Mr. and Mrs. Peter Thibodeaux arrives at the shelter with two dogs and one cat, Mr. Thibodeaux's (Head of Household) drivers license # is 7864321. Their pets' shelter #'s will be PT7864354A, PT7864321B, and PT864321C.
5. Owner moves to secure banding area and gets help placing band on animal. At this point the owner leaves to get on their transportation and the dog is under the control of the loading team.
6. Animal is brought to loading area and loaded onto truck by the loading team.

7. Crates are loaded and secured (suggest that crates are secured in groups of 4 for stability).

Banding Cage with top



WHEN TRANSPORTATION ARRIVES:

1. Position truck in best possible location for shade/protection from weather
2. Ensure that climate controlled area is cooled and functioning well.
3. Remove all crates from the truck.
4. Place those crates in the loading area so animals can be loaded into them.
5. The Trailer should have a “map” of the best possible loading pattern and manner to secure the cages when the load is ready to leave. Be sure that the supplies for fastening and stabilizing the crates are present. It should be possible to stack the crates 2 crates high and possibly 3-high.
6. Direct people to enter the registration area with their animal(s) on a leash or in a crate. The next person in line should wait out of the registration area with their animals in control (still in shade).
7. Load animals into crates at the front of the truck, moving from side to side. Secure the crates in groups of 4. See page 24 for suggested diagram.
 - a. Keep animals at risk off truck in a safe area and load them last unless the truck is climate-controlled. If the truck is the most comfortable place for the animal, that is where it should be placed.

- b. An AC Heat Stress Monitor may be present to assist in deciding the best situation for the animals. They have tools to measure heat, humidity, heat index, and can monitor the animals for signs of heat stress. They will inform the AETL of any potential problems.

Animals at risk for heat related problems include long haired animals, older animals, brachiocephalic (short muzzled) dogs (ex. Pugs, Bull Dogs) or cats (ex. Persians)

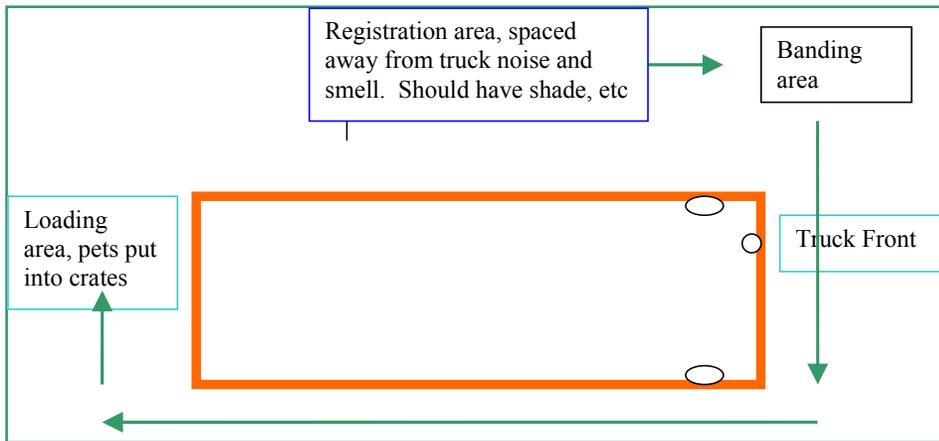
Signs of Heat Stress

Excessive, rapid panting, redness to gums, glassy look to animal's eyes

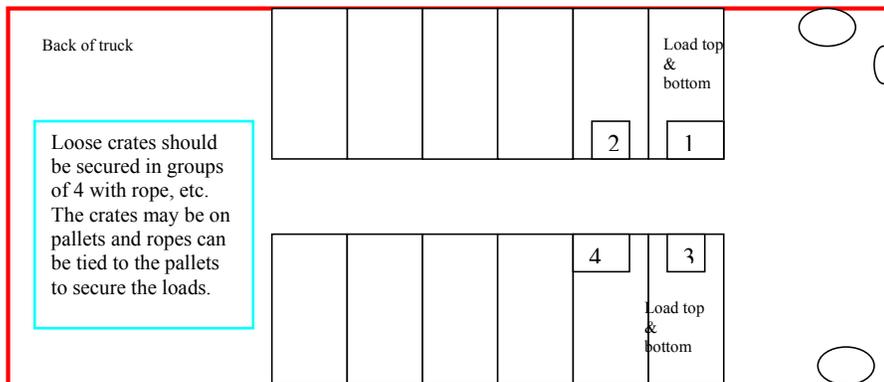
Dangers of Heat Stress

Cardiac failure, kidney failure, death

Suggested flow pattern:



This is a suggested loading plan diagram:



BEFORE TRUCK LEAVES:

Cargo must be checked prior to departure to ensure all cage doors are securely closed and the crates are secured in the truck. This can be done by the AETL or the USDA AC TSMT if they are available.

1. Floater, AETL or AC personnel makes sure all crates are secured and all crate doors are securely shut.
2. AC person or AETL will check all animals for any signs of heat stress or other risk factors and take appropriate steps for that animal.
3. Make sure the driver knows destination.
4. Make sure driver has completed manifest form and has his copies of the PPP form.
5. Place ice cubes or water in water containers in crates.
6. Shut door and be sure that ventilation is adequate.
7. The AC Transportation and Sheltering Monitor or AETL will call the ESF-11 and inform them of the departure time, number of animals and intended destination.

LAST CHECK OF TRUCK BEFORE IT LEAVES:**Ask driver how they ventilate truck.**

What to do if you get an acceptable answer:

1. Drivers knows how his truck is ventilated
 - a. leaves door partially open at back or has ventilation ports
 - b. Ventilation fans running
 - c. Animals will be checked as often as necessary at a minimum of every 4 hours.

What to do if you get an unacceptable answer: (What ventilation?)

1. Driver must stop every hour, open door fully and allow 15 minutes of air circulation.
2. Each animal will be observed for signs of distress and cooling measures taken immediately. The ESF-11 must be contacted to inform them of an animal potentially in distress so action can be taken (for example, a veterinarian near by can take animal and treat it).

PARISH PICK-UP FORM

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

Owners are responsible for caring for their pets at the shelters. Failure to care for your pet or make arrangements to have your pet cared for will result in removal of your pet from the shelter to the local animal control facility. *Special arrangements have been made for special need's owners with pets.

I agree to hold harmless all persons and agencies and/or this facility for assistance in transporting or housing my pets, or should they become lost, injured, or ill while utilizing these services. Any abandoned animals will be taken to the nearest local animal shelter.

| |
|-----------------|
| Owner Condition |
|-----------------|

TRUCK MANIFEST FOR PET EMERGENCY EVACUATION

Origin: _____ Transport Cycle: _____

Destination: _____

| Date: | | Departure Time: | | Arrival Time: | |
|-----------|---------|----------------------|--------------|------------------|--|
| Impound # | Species | Description & Gender | Driver Check | Shelter Location | |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
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| 29 | | | | | |
| 30 | | | | | |

Truck Driver's Signature _____ Start miles _____ to End Miles _____

Transport Checked at PPP: _____ Received at Destination by: _____

LSART Document #2

Page# _____ of _____

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

**You are
responsible for
maintaining
control of your
pet at all times.**

REGISTRATION AREA

**PLEASE MAINTAIN
CONTROL OF YOUR
PET**

BANDING AREA

**PLEASE MAINTAIN
CONTROL OF YOUR
PET, ASK FOR HELP
IF NEEDED**

**EXIT
REGISTRATION
AREA**

**PLEASE OFFER
YOUR DOG WATER
AND MAINTAIN
CONTROL OF YOUR
PET**

**LOADING
AREA
PLEASE
OFFER
WATER**

DOG WALK AREA

**PLEASE CLEAN UP
AFTER YOUR PET**

**PLEASE MAINTAIN
CONTROL OF YOUR
PET**

REPORT ALL BITES

**Animal Control Officer
or
Animal Evacuation Team
Leader
or
Any person assisting in
evacuation**

SHELTER SET-UP SOP

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

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

| | |
|--------------------------------|--|
| Agriculture Center | These work best for livestock, but other animals can also be housed at this type of facility. |
| Aquarium | This is not the most adaptable facility, but an aquarium may have some areas in their facility that could accommodate a fair number of animals. |
| Dog Park | This is a good possibility, as the park will already have an existing perimeter fence and people in the neighboring community will be familiar with its location. |
| Dog Training Center | This is obviously going to be best suited for dogs but other animals can be housed here if the proper caging is used. |
| Existing Animal Shelter | This is, in most cases, the best possible location since the community already knows it exists. This reduces the efforts to educate the public as to where they can take their animals. If the reputation of this shelter in the community is a negative one, some people will not want to take their animal to the shelter. |
| Fairgrounds | This is an excellent location. It is well adapted to house almost any kind of animal. The pens used to house sheep or hogs can be reinforced to house dogs. The cages used to house rabbits and poultry can be used to house cats. |
| Field | An empty field can be adapted to house almost any kind of animal. It is best if the field has a sturdy perimeter fence for security reasons and to prevent animals from escaping from the facility. |
| Golf Course | There is usually extra land connected to a golf course that could be used to set up a temporary shelter. A perimeter fence is often in place too. We just have to be careful not to use the actual golf course which might lead to damaging the grass. |
| Livestock Auction | An auction yard would probably not be where small animals would be housed but it can work well for livestock. |
| Park | This type of location works as well as an empty field. There is a greater chance though that there will be more people from the public curious about the facility and asking if they can look at the animals. |
| Pet Day Care Center | This type of facility may already be in use as a site for displaced animals, but if not, then it could be utilized to house primarily dogs and maybe some cats or other small caged animals. |
| Race Track | A dog or horse race track may not be the type of facility that we would prefer to use, but in some instances it may be the only thing available and they are actually well suited for housing most types of animals. |

| | |
|--------------------------|---|
| Research Facility | This is not a preferred facility but it may be the only facility available and they can be well suited for housing most types of animals. |
| School | There are usually grassy areas at a school that can be used, but since schools are often used as human evacuation centers, the space for animals may not be available. Tennis courts should not be used, even though they are usually completely enclosed with a chain link fence. This is because of the wear and tear on the court surface. |
| Warehouse | An empty warehouse can work really well, especially if it's raining a lot while responding to the disaster. If there is no air conditioning though, the facility can be extremely hot during the summer months. In winter it can be extremely cold if there is no heat. |
| Zoo | This is not the most adaptable facility, but a zoo may have some areas in their facility that could accommodate a fair number of animals. |

Areas to consider when selecting a shelter location.

| | |
|----------------------------|---|
| Bathrooms | <p>Purpose: The area is essential for human comfort.</p> <p>Location: There may already be bathrooms within the facility or on the property, but if they are not working or none exist, port-a-johns will need to be ordered for the shelter. These should be placed in an area away from any type of food, volunteer rest or housing areas, and places where people are working.</p> |
| Cage Cleaning | <p>Purpose: This is the area where all portable cages are cleaned and disinfected.</p> <p>Location: This area should be close to the shelter and have access to water and a good drainage system.</p> |
| Command Center | <p>Purpose: This is the area where staff and coordinators manage the response to the disaster.</p> <p>Location: Secure area with no public access</p> |
| Communications | <p>Purpose: This is where all types of communications are coordinated. This includes telephones (cell, land line, and satellite), ham radios, two-way hand held radios, e-mails, faxes, and printing of information flyers.</p> <p>Location: Secure area with no public access. Electricity or generator power is required</p> |
| Dead Animal Holding | <p>Purpose: This is where dead animals are kept until they can be properly disposed of.</p> <p>Location: This area needs to be in a secure part of the shelter away from public view, any food areas, the shelter, triage, quarantine, and other areas where people are working.</p> |

| | |
|--|--|
| Dog Exercise and Walk Area | <p>Purpose: This is the area where dogs are walked and exercised</p> <p>Location: This area needs to be close to the shelter but away from any area where food is kept and people will be working.</p> |
| Food Preparation For Animals | <p>Purpose: This is where the food is prepared for the animals in the shelter.</p> <p>Location: This area should be close to the shelter and have access to water</p> |
| Animals Food Storage Distribution | <p>Purpose: This is where all the food needed to feed animals is stored & and distributed.</p> <p>Location: This area should be located near the General Information area so that the public has easy access to it.</p> |
| Garbage | <p>Purpose: This is where all the garbage collected from the different areas of the facility is kept until it can be picked up or taken to a proper disposal location.</p> <p>Location: This area needs to be in a secure part of the shelter away from public view, any food areas, the shelter, triage, quarantine, and other areas where people are working.</p> |
| General Information | <p>Purpose: This is where the public is given information to assist them in getting help for their animals. The following banners are hung in this area:</p> <ul style="list-style-type: none"> Adoption Information (if needed in a Response Shelter) Animal Food and Supplies Animal Intake Animal Reclaims (if needed in a Response Shelter) Donations Lost and Found Animal Information Media Check-In Rescue Requests Veterinary Care Volunteer Information Language Translations <p>Location: At the entrance to the facility. Think of this as the road block that controls access to the rest of the shelter.</p> |
| Generator | <p>Purpose: Used to provide electricity to the shelter when power is not available.</p> <p>Location: Because generators can be noisy the generator should be set up away from areas where animals are kept and people will be working. Outdoor approved power cords are used to get electricity into the areas where it is needed.</p> |

| | |
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| Grooming | <p>Purpose: This area is set up to bathe animals that come into the shelter.</p> <p>Location: This area should be located close to the kennel and have access to water.</p> |
| Human First Aid | <p>Purpose: This area is set up to take care for minor injuries affecting anyone within the shelter.</p> <p>Location: It should be in a quiet section of the shelter with access to electricity.</p> |
| Intake and Reclaim | <p>Purpose: This is where all animals coming into and leaving the shelter are processed.</p> <p>Location: This area should be located close to the General Information area as the public will need to be able to access it.</p> |
| Kennels | <p>Purpose: This is where all the evacuated animals are sheltered.</p> <p>Location: This area should be located out of public view and access needs to be closely controlled. It is important to not have people freely roaming through this area.</p> |
| Lost and Found Animals | <p>Purpose: This is where all information pertaining to lost and found animals is collected and where volunteers work to make matches.</p> <p>Location: This area should be located close to the General Information area as the public will need access to access it.</p> |
| Parking | <p>Purpose: The parking area is divided up into three areas, which include:</p> <ul style="list-style-type: none"> public parking volunteer parking rescue vehicle parking <p>Location: The public parking area should be most conveniently located to the shelter. The volunteer parking may need to be off-site and shuttle service arranged between there and the shelter. The rescue vehicle parking needs to be in an area where the public and volunteers are not parking so that these vehicles do not get blocked in and therefore delay responding to an emergency call. This area should be clearly marked with signs and caution tape.</p> |
| Quarantine | <p>Purpose: This is where animals are sheltered who need to be isolated from the rest of the population for medical reason, because they have bit someone, or, because they have shown aggressive behavior.</p> <p>Location: This area must be located out of public view and it's imperative that access to this area can be controlled at all times.</p> |

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

Setup

Designing the shelter is part of the preparation process. Size and availability of utilities will determine the number of animals held in the shelter. In general, volunteers would arrive after the call has been made by officials to evacuate. They will assemble shelter crates, have bowls, food, potable water and cleaning supplies organized. Crates will be configured such that each crate has a row and a numbered place in that row.

Items to consider and place in plan:

- A. Building – to use prior to use of facility, check.
 1. Water and power
 2. Adequate lighting
 3. Ingress and egress through all doors
 4. Readily available fire extinguishers (tagged within the last 12 months)
 5. Functionality of restrooms

- B. Registration area:
 - Located near a strategic entry point for segregating “people” shelter from “pet” shelter.
 - Triage – this is where animals and their owners register; picture will be taken with animal and owner if possible.
 - Owner is wrist banded to signify authorization into pet area; only one (1) wrist band per family. Only one family member is allowed into the dog or cat living quarters. That family member must be over 18 yrs of age. No one under 18 is allowed in the pet living quarters.

- C. Pet Housing Locations:
 1. Designate animal living quarters
 - a. Dog living quarters, separate quarantine area for aggressive or loud dogs.
 - b. Cat living quarters, separate quarantine area for aggressive cats.
 2. Designate Dog Walk Area and Cat Exercise Area
 3. Animals in heat or animals that show signs of aggression will be isolated from the general population of animals.
 4. Focus on keeping animals facing away from each other.
 5. Monitor for aggressiveness and relocate as necessary.

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

- E. Cleaning Operations
 1. Surface areas will be disinfected and sanitized with a solution suitable for antibacterial/antiviral situations

2. Clorox clean-up wipes for hands of all involved or other appropriate hand sanitizer.
3. Trash cans to handle animal waste with liner of at least 3 mil thick or greater.
4. Disposable cleaning cloths (or high grade paper towels) for clean up activities.

Equipment & Supplies

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

Registration Area

| | |
|---|---|
| Radio's (walkie-talkie) | Portable fans for kennel areas |
| Cell Phone | Refrigerators for can foods |
| Digital or Camera w/film | Flea control products (Advantage, Frontline, Capstar) |
| Pens, markers, pads | Color wrist bands for owners |
| Note pads | Rabies catch pole |
| Animal Care Forms | Sharpie markers |
| Duct tape | Micro-chip scanner |
| Table and chairs | Easel stands for signage |
| Signage | Human first aid kit |
| Avery labels, plain white | Animal first aid kit |
| Avery labels assorted colors preprinted (intact male, intact female, in heat, geriatric, people aggressive, animal aggressive). | |

Dog Shelter Room

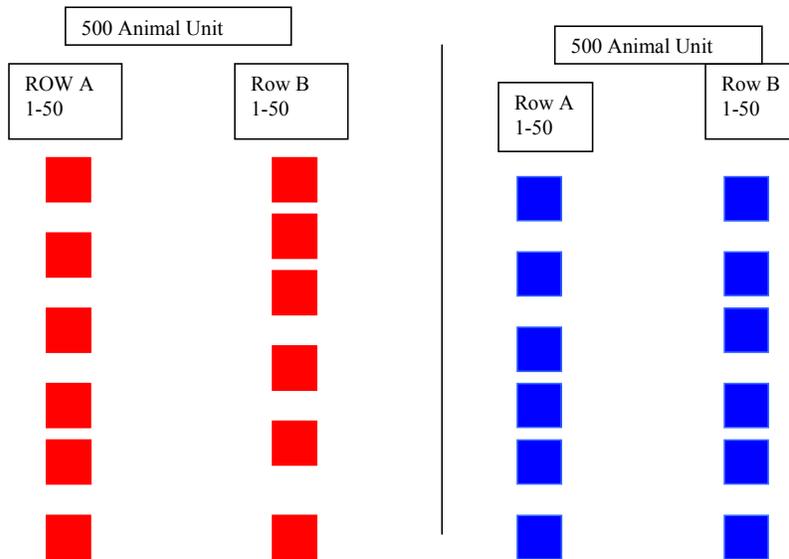
| | |
|---------------------------------|-------------------------|
| Muzzles (various sizes) | Signage |
| Carriers (various sizes) | Water |
| Can openers | Assorted foods |
| Spray bottles | Blankets & towels |
| Hand disinfectant | Trash cans & trash bags |
| Paper towels | Disinfectant |
| Heavy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

Cat Shelter Room

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

Shelter Design

Designing the shelter is part of the preparation process for logistics. Size and availability of utilities will determine the number of animals held in the shelter. In general, volunteers would arrive after the call has been made by officials to evacuate. They will assemble shelter crates, have bowls, food, potable water and cleaning supplies organized. Crates will be configured such that each crate has a row and a numbered place in that row.



Location

1. The Mega-Shelters will be divided into groups of 500. Each group will be consistently colored coded and the color coded wrist bands and/collar id bands will correspond with that color. (See attached color codes which match the available TabBands)
2. Crates are placed in rows of same-number rows (ex., each row may have 50 crates)
3. Each row is designated with a letter (A, B, C...)
4. Each crate is designated with a number, so the location for each crate is for example Red A-7.

As animals are placed in the crates, their location is entered onto 3 forms. The first time it is entered will be onto the Truck Manifest Sheet. When the owner claims and registers their pet(s) it will be entered onto the Admission/Discharge sheet. The location information will also be entered on the daily Animal Care sheet (remains on shelter crate with each animal). (See attached Daily Animal Care sheet).

SHELTER OPERATIONS OVERVIEW

At the time that the evacuation phase ends, the sheltering phase begins. Owners will be instructed at the human shelters to go to animal shelter, claim their animals and register them. Owners will present a picture ID to receive a color coded owner wrist band and color coded animal neck band. These color codes correspond with a specific 500 Animal Unit within the Mega-shelters or with a smaller shelter where the animal is located. The neck band will have the same alpha-numeric code as the one given at the PPP. At this time, they begin the daily care for their pets that includes feeding, walking and cleaning up after them.

In the first 6 am period after shelter phase begins, a census of the animals will be taken.

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

Day 2

On the second day of the opening of the shelter, animals will be treated for fleas with a topical or oral medication (ex.: Frontline + or Capstar). If an owner does not have proof of rabies vaccination status, rabies vaccines will be administered. DHLPP, Bordatella (kennel cough) FVRCP vaccines may also be available. They will be administered by the Veterinarian in charge or someone that they designate. Documentation of all treatments will be kept in the individual animal's Admission/Discharge (in page protector of 3-ring A/D binder) under Medical Notes.

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

The suggested operating hours of the shelter will be 7 am to 7 pm. Adjustments will be made by the shelter manager.

Day 3 to end of Shelter Phase

Each day a census is taken by 7:00 am and a Unit SitRep is sent to the Shelter Planning person. Each night a Shelter Sitrep is sent to the Emergency Operations Center (ESF-11) and the LSART Regional Coordinator. Any animals not taken care of will be reported to the Head of Operations and Shelter Manager.

Shelter SOP for unloading and placing dogs/cats in their shelter location.

The Shelter Manager should receive notification from State Movement Control Center (MCC) dispatcher of which truck and the number of animals will be arriving at the shelter. They will designate which 500 Animal Unit will accept these animals and notify that Head of Operations. This will allow the unit time to prepare to receive, house these animals. Each group of animals will be segregated based on truck number and PPP and time of departure and arrival. This information will be documented on the Truck Manifest. It is important to keep in mind that working in a quiet efficient manner with a minimum of loud noises will help keep the animals from becoming more stressed.

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

1. Shelter Manager or their designated deputy/assistant
2. Shelter Veterinarian in Charge
3. All Head of Operations and their 9 shelter workers for each 500 Animal Unit
4. ACO (may be the Shelter Manager)
5. USDA AC TSMT or HSMT
6. Shelter workers (under the direction of their Head of Operations)
7. Owner (may not be present)

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

The ACO (if available) will direct the unloading of the crates. All crates will be off-loaded with animals still inside the crates. The crates will be placed in an area protected from the weather until they can be transferred into a shelter cage. The transfer will be done in a totally enclosed secure area (suggest chain link enclosure with a top). The ACO will verify that each animal still has an id neck collar. If the neck band is missing, the ACO will replace it with a new one. If the ACO doesn't have the ID information, the information on this neck band will contain Truck #, PPP, time of departure (TOD) and time of arrival (TOA). The correct impound number will be placed on the neck band when the owner claims the pet. The ACO will remove these animals from their transportation crate and place the animal in designated shelter cages. The location number for that cage will be entered onto the manifest sheet. It will be added to the A/D sheet when the owner identifies it and completes the forms.

If an animal requires veterinary attention, the Head of Operations will designate someone to escort the animal (and owner, if present) to the veterinarian in charge.

CLAIMING AND REGISTERING YOUR PET IN THE SHELTER

The Shelter Manager will notify the Human Shelter Manager when the pet owners will be allowed into the pet shelter to claim and register their pets. This will probably begin after evacuation is completed.

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

They will receive a color coded owner wrist band and color coded animal neck band. These color codes correspond with a specific 500 Animal Unit where the animal is located. The neck band will have the same alpha-numeric code as the one given at the PPP. At this time they begin the daily care for their pets which includes feeding, walking and cleaning up after them.

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

THE OWNER will complete shelter forms:

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

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

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

DAILY CARE AND MAINTENANCE AT THE SHELTER:

Feeding

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

Water

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

Walking/Exercise

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

Cleaning

Occurs 2 times daily before 10:30 am and 6:00 pm (minimum). If the cage needs cleaning between these times, the shelter worker must first contact the Head of Operations to remove any animal from its cage.

Aggressive Animals

Will be housed in a separate area from regular population within each 500 Animal Unit population. Only the trained volunteers or owner is allowed to handle them. If these dogs (or any dog) are considered to handled unsafely or in an unhealthy manner by the Head of Operations, corrective action will be taken. That action will be determined by the Head of Operations and Shelter Manager.

Fearful Animals

Only owner or trained volunteers with approval from Head of Operations are allowed to handle fearful animals. If these dogs (or any dog) are considered to handled unsafely or in an unhealthy manner by the Head of Operations, corrective action will be taken. That action will be determined by the Head of Operations and Shelter Manager.

Potty area will be designated. It should be clearly marked and plastic bags and garbage cans readily available. If shavings or sawdust is used, fresh shavings and a scoop should be available.

Owners are responsible for walking their dog(s) and being sure they urinate and/or defecate and to mark it on the Animal Care Sheet. Stool must be picked up with the plastic bags and discarded in the trash cans. It is recommended that the potty area is a small area covered with a plastic sheet that has shavings covering it. For ease of use and clean-up, the sheet can be folded and discarded daily or twice daily as needed.

Role of USDA APHIS Animal Care Personnel

During their daily life the APHIS Animal Care personnel educate and advise on housing and shelter, identification issues, veterinary care and transportation for animals. They will be available at the PPP and shelter in 2 capacities. There is a Heat Stress Monitoring Team (HSMT) that monitors for signs of heat stress in the animals. They have the ability to monitor for animals in distress based on the environmental conditions and added stress of transportation and sheltering.

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

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

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

SHELTER CLOSING

Shelter closing will be determined by the Governors Office of Security and Emergency Preparedness and Homeland Security. When this occurs, we expect that many owners may have secured their own transportation for themselves and their pet.

The day before the animals are scheduled for transport home, new PPP forms will be issued to those needing return transportation. They will be completed overnight.

DISCHARGE OF ANIMALS FROM SHELTER

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

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

Owners that have their own transportation (self-transporters) will leave with their animal after completing the correct forms. The pet owner must properly check out of the shelter so that the Shelter Manager can plan for correct transportation. Owners that require pet transportation to their home parish will operate under the **RETURN TRANSPORTATION SOP**.

RETURN TRANSPORTATION SOP

A new PPP form will be completed and loading of animals into pet trucks will be coordinated with the human shelters and state MCC for transportation.

1. Only the family designated animal caregiver arrives to sign out pet. They have to present picture Id and have the color coded wrist band.
2. Retrieve Daily Animal care sheet from cage (to be filed with other shelter forms).
3. Ensure owner has cleaned out cage and removed personal items from cage.
4. Have owner sign out the pet on the admission/discharge sheet.
5. Staple animal care sheet to admission discharge sheet and file forms in alphabetical order in discharged file.
6. Determine if person requires transportation to PPP and make sure they are in correct place and time for their transportation. A new Parish Pickup form will be required for the return transportation cycle. Please be sure the destination is accurate.
7. Assist in loading animals into transportation crates and onto transportation vehicle.

Each receiving parish will have their Animal Control Officer or someone designated by them present at the shelter to assist in the return process. At the PPP return site, an ACO or someone designated by them will also be available to assist with unloading and getting the pets and owners together. It will work smoothly at the PPP return site if there are the same team of 5 available from the evacuation process.

Owners must show their photo id and the color coded wrist band that matches their pets.

Any charges that occurred during the stay at the evacuation shelter should be settled at this time (rabies and other vaccination charges, etc).

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

ATTACHMENTS

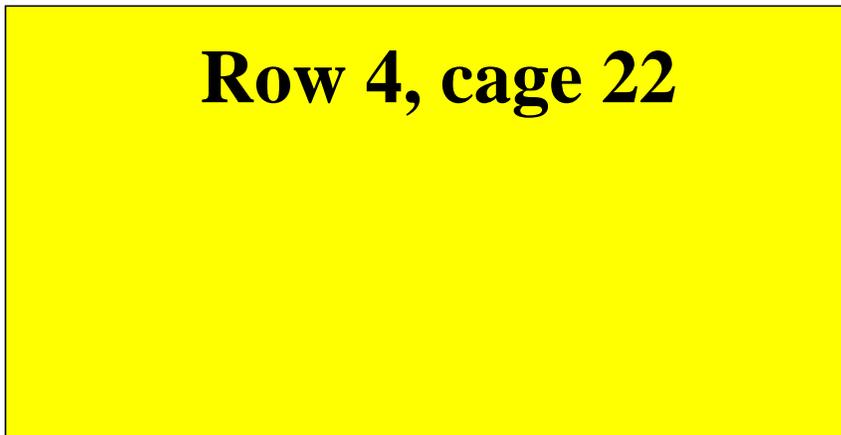
These forms should be used throughout the parishes to maintain consistency. The workers (volunteer and other) will have only 1 style to learn and can use it in every shelter where they work.

PPP Registration Form
Truck Manifest
Pet Animal Rules
Pet Owner Sheltering Agreement
Admission/Discharge Form
Daily Animal Care Sheet
Location Card example
Rabies Vaccination Needed Form
Situation Report (SitRep)
Failure to Comply Form
Bite Policy/Protocol
Incident Action Plan (IAP) example

AVAILABLE TABBAND COLORS

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

Example of Cage Location Card:



PARISH PICK-UP REGISTRATION FORM

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

Owners are responsible for caring for their pets at the shelters. Failure to care for your pet or make arrangements to have your pet cared for will result in removal of your pet from the shelter to the local animal control facility. *Special arrangements have been made for special need's owners with pets.

I agree to hold harmless all persons and agencies and/or this facility for assistance in transporting or housing my pets, or should they become lost, injured, or ill while utilizing these services. Any abandoned animals will be taken to the nearest local animal shelter.

Owner Condition

TRUCK MANIFEST FOR PET EMERGENCY EVACUATION

Origin Pick-up Point: _____ Transport Cycle: _____
 Destination: _____

| Date: | | Departure Time: | | Arrival Time: | |
|-----------|--------|----------------------|--|---------------|------------------|
| Impound # | Specie | Description & Gender | | Driver Check | Shelter Location |
| 1 | | | | | |
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| 30 | | | | | |

Truck Driver's Signature _____ Start miles _____ to End Miles _____
 Transport Checked at PPP: _____ Received at Destination by: _____
 LSART Document # _____ Page# _____ of _____

Shelter Agreement

I, _____ the owner of _____ understand that emergencies exist and that limited arrangements have been made to allow myself, family, and pet to remain in the shelter facility. I understand and agree to abide by the pet care rules contained in this agreement, and have explained them to any other family member accompanying me and my pet.

1. My pet will remain contained in its approved carrier except at scheduled times. During scheduled relief time, my pet will be properly controlled with a leash, harness, and muzzle (if necessary). Scheduled times will be strictly followed.
2. I agree to properly feed, water, clean, and exercise my pet and sign the pet care sheet twice per day, before 10:30 a.m. and 6:00 p.m. I understand that failure to comply with this rule may result in removal of my pet from the shelter.
3. I agree to properly sanitize the area used by my pet, including proper disposal and disinfecting.
4. I certify that my pet is current on rabies vaccinations. Rabies vaccination is required of all pets in the shelter. I understand that if I cannot provide proof of rabies vaccination, a rabies vaccination will be administered to my pet at a cost of \$10.00. I understand that Canine Distemper, Parvovirus, and Bordetella, and Feline Rhinotracheitis are recommended vaccines and may be available for a fee.
5. There are designated "living areas" for residents and designated "living areas" for cats and dogs. Residents may NOT bring their cat or dog to the "residents living areas." Only one person per household will be allowed to enter the cat or dog living quarters. No one under 18 years of age will be permitted in the animal living quarters. I will not permit other shelter occupants to handle or approach my pet either while it is in its carrier or during exercise time. I agree not to handle or approach other shelter occupant's pet.
6. I will maintain proper identification on my pet and its carrier at all times and carry proper identification for myself (picture id) to be allowed into the shelter to care for my pet.
7. I acknowledge that my failure to follow these rules may result in the removal of my pet. I further understand that if my pet becomes unruly, aggressive, shows signs of contagious disease, is infested with parasites, or begins to show signs of stress-related conditions, my pet may be removed to an isolated location. I understand that any decision concerning the care and welfare of my pet and the shelter population as a whole are within the sole discretion of the Shelter Manager whose decisions are final.
8. I certify that my pet has no history of aggressive behavior and has not been diagnosed with any contagious diseases for which it has not received successful treatment.

9. I understand that any pet found abandoned or without owner within the shelter, will result in the animal being relocated to the nearest animal control facility with final disposition left to the discretion of the animal control facility. **AN ANIMAL IS CONSIDERED ABANDONED WHEN THE OWNER HAS FAILED TO TAKE CARE OF AND SIGN THE ANIMAL CARE SHEET FOR 48 HOURS. If the owner fails to care for the animal for 48 hours, that animal will be removed from the shelter and sent to the nearest animal control facility.**

I hereby agree to hold harmless all persons, organizations, corporations, or government agencies involved in the care and sheltering of my animal(s). I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the care and sheltering of my animal(s).

Pet Owner's Signature

Pet Owner's Printed Name

Date

Admission/Discharge

Owner Information

Date _____

Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Home Phone: _____ Work Phone: _____
 Cell Phone: _____ Pager: _____
 E-mail Address: _____
 Place of Employment _____
 Driver's License #: _____ Social Security #: _____
 How can you be contacted while your pets are here? _____
 Please list anyone authorized to care for your pets while they are here at the SART shelter. (No one under 18 years is allowed in the animal living quarters.)
 Name : _____ Relation to Owner: _____

Pet Information: Completed by Shelter Worker

| | Pet 1 | Pet 2 | Pet 3 |
|--------------------------------|-------|-------|-------|
| Impound Number | | | |
| Shelter Location | | | |
| Name | | | |
| Breed | | | |
| Date of Birth | | | |
| Color | | | |
| Sex | | | |
| Spayed/Neutered | | | |
| Is this pet on any Medication? | | | |
| Is this pet on a special Diet? | | | |
| Any allergies/illnesses | | | |
| Identifying marks, tattoos | | | |
| Micro-chipped? | | | |

Pet's Medical History: (Shelter worker will verify proof of rabies vaccination)

| | | | |
|----------------------|--|--|--|
| Rabies Vaccine | | | |
| DHLPP Vaccine | | | |
| Kennel Cough Vaccine | | | |
| FVRCP Vaccine | | | |

Animal Bite Protocol

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

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

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

Highlight the vaccination status of the animal. If there is not vaccine history, the animal should NOT be vaccinated until after the 10 day observation period. Any illness noted in the animal during the 10 days must be reported to the parish health unit. Any stray, unwanted dog, cat or ferret that bites a person may be euthanized immediately and the head submitted for rabies examination.

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

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

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

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

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

LSAR

Bite Record

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

LSART/ASAR/PPP Form #5b

FAILURE TO COMPLY NOTICE

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

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

Shelter Worker's Signature and date: _____

Owner's Signature and date: _____

Daily Animal Care Sheet

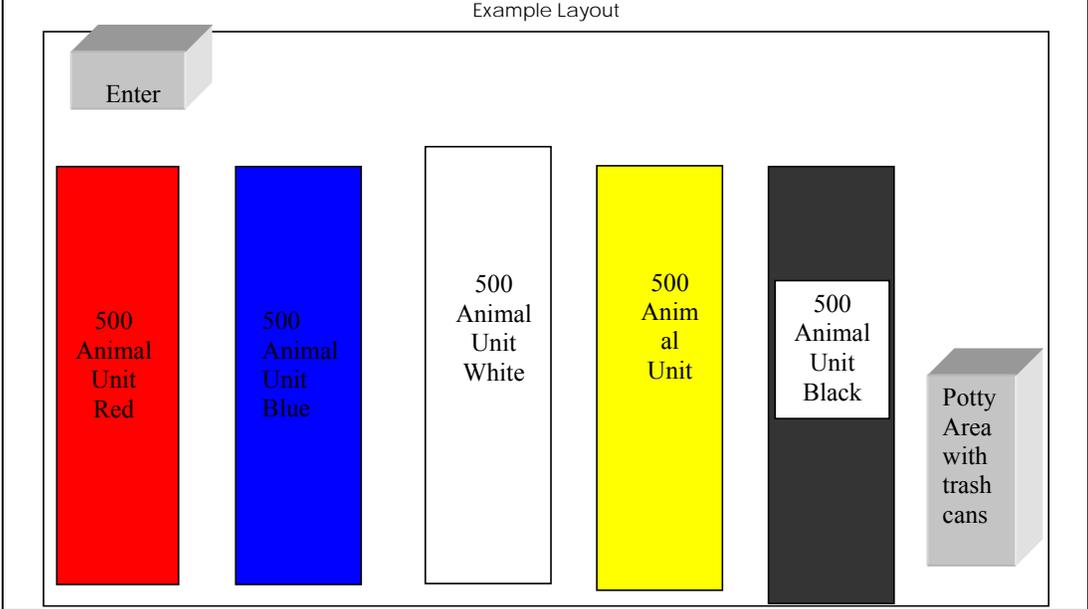
Pet Name: _____ Cage# _____ Impound# _____

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

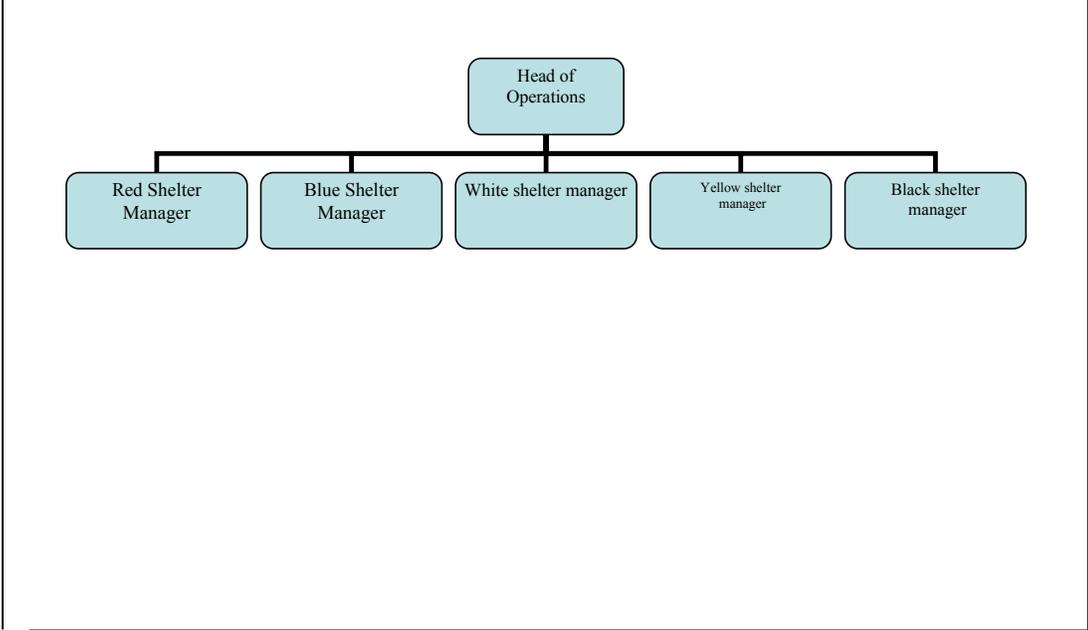
| Date | Shift | Care | | | | | | | Checked By | | Notes |
|------|-------|------|---|---|----|----|----|------|------------|-----------|-------|
| | | F | W | E | UR | BM | CC | Walk | Owner | Volunteer | |
| | AM | | | | | | | | | | |
| | PM | | | | | | | | | | |
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|-------------------|--|---------|---------|
| INCIDENT BRIEFING | 1. Animal Shelter Designation Lafayette, LA | 2. Date | 3. Time |
|-------------------|--|---------|---------|

4. Map Sketch of Animal Evacuation Shelter



5. Current Organization



7. Summary of Current Actions

Continue daily care of animals by owners.
Education program on external and internal parasites

| | | | | | | |
|---|--|---|--|--------------------------------------|---------|---------|
| INCIDENT OBJECTIVES | | | | 1. Incident Name Hurricane 1 | 2. Date | 3. Time |
| 4. Operational Period September 22- 200_ | | | | | | |
| 5. General Control Objectives for the Incident (include alternatives) Maintain animal shelter with groups of 10 volunteers to help evacuees care for their pets Monitor for any health related issues (parvovirus, coughing, cat sneezing) Monitor volunteers for burn-out or exhaustion | | | | | | |
| 6. Weather Forecast for Period | | | | | | |
| 7. General Safety Message | | | | | | |
| 8. Attachments (mark if attached) | | | | | | |
| <input type="checkbox"/> Organization List - ICS 203 | | <input type="checkbox"/> Medical Plan - ICS 206 | | <input type="checkbox"/> (Other) | | |
| <input type="checkbox"/> Div. Assignment Lists - ICS 204 | | <input type="checkbox"/> Incident Map | | <input type="checkbox"/> | | |
| <input type="checkbox"/> Communications Plan - ICS 205 | | <input type="checkbox"/> Traffic Plan | | <input type="checkbox"/> | | |
| 9. Prepared by (Planning Section Chief) | | | | 10. Approved by (Incident Commander) | | |