

# **LSART HOUSEHOLD PET EVACUATION & SHELTERING MANUAL**

**EFFECTIVE JUNE 2010**



**LOUISIANA STATE ANIMAL RESPONSE TEAM**



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# **INTRODUCTION**

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

## **ACKNOWLEDGMENT**

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

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## ASSUMPTIONS

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

## PURPOSE

- To enable residents with household pets to evacuate during an emergency when the local jurisdiction deems evacuation is necessary.
- To control and support the humane care and treatment of household pets during an emergency.

## CONCEPT OF OPERATIONS

- **The sheltering and protection of animals is the responsibility of their owner.** The parish animal control agency 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 evacuation assistance, rescue, sheltering, control, feeding, and preventative immunization of animals left homeless, lost or strayed because of an emergency.
- Request for animal protection assistance and resources will be routed through the local Emergency Operation Center to GOHSEP. Shelters have been established in an effort to assist evacuated residents with their household pets.
- Animal-related businesses, non-governmental agencies, and animal control agencies are required by Act 615 of the 2006 Louisiana Legislature to create, maintain and annually file an evacuation plan for their facility.

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

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

## TIME LINE

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

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



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

# **SECTION ONE**

## **PET EVACUATION**

**This section covers guidelines for setting up and operating a pet registration and loading station at a Parish Pickup Point (PPP) or other designated evacuation area in a community.**

**This protocol was designed to assist with the evacuation of household pets belonging to residents without means of private evacuation transportation. In Louisiana, these residents are designated as Critical Transportation Needs (CTN) population.**

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

### **NOTE: PARISH-SPECIFIC GUIDELINES \*NEW\***

**This edition of the evacuation guidelines contains a special section specifically designed for parishes participating in the State CTN Sheltering System. There are minor changes in the registration process necessary to facilitate efficient off-loading of pets at destination shelters. At the time of publication, these parishes are Calcasieu, Jefferson and Orleans.**

**In the procedural guidelines, an asterisk will denote a task that varies from the standard. At that point, residents of Calcasieu, Jefferson and Orleans parishes should consult the special section for State-required registration and loading operations.**

**Parishes participating in parish-to-parish evacuation and sheltering can determine which registration/loading protocol is most safe, efficient and effective for their residents.**

***\*This section begins on Page 24 of the LSART Manual\****

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



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

Important components:

1. The Registration Area, Banding Area and Loading Area should be distinct and separate from each other to prevent confusion and dog battles. Each of these should have a sign to designate that area. (There are examples of signage at the back of this SOG.)
2. The Transportation Registration Forms are in triplicate (see TR form attachment at end of this SOG); 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. Animals will be given a unique identification number. The registration system may be based on a computer database designed by the Louisiana Department of Social Services (DSS), the parish, or FEMA. These systems use bar-coded wristbands or

stickers linking the pet with its owners as a member of the household. The number from the bar-coded wristband or sticker will be entered onto the Transportation Registration (TR) Form as the Unique Animal ID Number. If the bar-coded wristbands or stickers are not available, unique animal ID numbers can be assigned according to a pattern described later in this manual. If a pet has a microchip or the parish is providing microchipping at registration, and there is no computerized registration system, the microchip number can be the designated Unique Animal ID number entered on the TR Form.

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

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

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

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

(Minimum of 7 needed- More scribes make the process flow faster)

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

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

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

### **Animal Evacuation Team Leader**

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

#### **AETL duties**

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

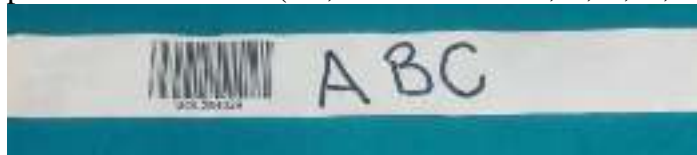
### **Registration Team**

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

#### **Scribe duties**

1. Requests a state driver's license or state ID card from the pet owner. Verifies that the information is correct and writes owner and pet information on Transportation Registration form, writes Unique Animal Identification Number on tab-band collar for pet.
2. \*Gives the head of household a bar-coded wristband designating them as a pet owner or creates a pet owner wristband.
3. If bar-coded wristbands are used, scribe designates the head of household as a pet owner by writing the letter "A" with a permanent marker on the pet owner wristband following the bar-code (i.e., SOL 123456-A)

- If there is more than one pet, this is designated by writing sequential letters on the pet owner wristband (i.e., SOL 123456- A, B, C, D, etc.)



- Designates a Unique Animal ID number for each pet, using the following criteria:
  - If bar-coded pet owner wristbands are available, such as those used in the DSS Computer Registration System, this number, followed by the letter “A”, is the Unique Animal ID number. If there are multiple pets, each is assigned the pet owner barcode number followed by sequential letters “B,C, D, etc”
  - If microchips are available and barcodes are not, the microchip number is the Unique Animal ID number.
  - If bar-coded wristbands and microchips are not available, the animal registration team will assign the Animal ID number using this pattern of letters and numbers: The first element will be the owner’s (Head of Household) initials, first and last. The second component will be the owner’s driver license or state ID number. The third part will be a letter signifying the individual animal. For example, Mr. and Mrs. Peter Thibodeaux arrive to be evacuated with two dogs and one cat, and Mr. Thibodeaux’s (Head of Household) driver license number is 7864321. Their pets’ Animal ID numbers will be PT7864321A, PT7864321B, and PT7864321C.
- Directs owner to secure banding area to put tab-band collar around pet’s neck (may need assistance).
- \*After owner exits the banding cage, the scribe will physically place the pet owner’s wristband bearing the pet’s Animal ID number around the owner’s wrist and give them their copy of the TR form.
  - In most parishes, pet owners will be required to register pets BEFORE they register their family. If bar-coded wristbands are being used, Scribes will need to maintain a supply of these pre-printed wristbands designating a head of household as a pet owner. They will need to designate the number of pets owned by writing letter(s) on the band.
  - If microchips are used for Animal ID#, a pre-printed sticker for each pet can be placed on the wristband or the number(s) written with a sharpie marker. If stickers are used, it is recommended that they be reinforced with clear, waterproof tape.
  - If Animal ID# is not pre-printed, it should be written on the wristband using a waterproof permanent marker.
  - One pet owner wristband can designate multiple pets. It is not necessary to provide a separate wristband for each pet.
- \*Tells the owner that this wristband and their TR form will be used to reclaim their pet at the receiving shelter
- Directs the owner to human registration and asks them to notify human registration that they are a pet owner so the animal identification information can be entered on their family registration form
- Monitors for safe animal handling

### **Microchipper and animal handler duties**

1. Receive animal in banding cage and scan for existing microchip
2. If no microchip exists, animal is microchipped.
3. In Louisiana, only LA-licensed veterinarians are allowed to implant microchips.
4. Scribe is notified of microchip number, either pre-existing or newly implanted.
5. Scribe enters microchip number on TR Form, pet's tab-band collar, and owner's wristband (if bar-coded registration is not being used).

### **Loading Team**

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

### **Loadmaster duties**

1. Fills out truck manifest, signs over to driver
2. Receives TR forms from scribe and collects for transport with truck driver to receiving shelter
3. \*Writes pet's Animal ID number on duct tape and tapes it to the horizontal transom over the doorway of the transport crate
4. Verifies that all crate doors are secure as pets are loaded
5. Ensures that no exotic pets are put on refrigerated trucks
6. Ensures that every pet in truck is listed on truck manifest
7. Informs driver that they must stop every 2 hours and ventilate for 30 minutes
8. Signs the truck manifest verifying that truck is loaded and checked
9. Leaves contact info on truck manifest so loadmaster can be contacted if questions arise.
10. Calls Shelter Manager at receiving shelter to notify them that truck has left PPP



### **Loader duties**

1. Monitors for safe animal handling
2. Directs owner on proper placement of Tab-band collar on animal.
3. Responsible for unloading loose crates from truck.
4. Responsible for helping owner place animals into crates and loading crates 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.
5. Secure crates as the truck is loaded from front to back and side to side (see suggested plan at end of SOG)
6. Animals that arrive in their own crates will be placed in larger crates
7. Crates brought by owners will be labeled with owner name and Animal ID# and stored at the parish pickup point for retrieval post-event





## **Floater**

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

### **Floater duties**

1. Scribe, banding, animal handling, loading
2. Crowd control, interpreter, medic, gofer
3. Monitor for safe animal handling, health and safety of PPP team

## **LSART Liaison**

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

### **LSART Liaison duties**

1. Advise on effective setup and flow of pet registration and loading
2. Advise on LSART guidelines for registration and loading
3. Provide liaison to State ESF-11 and LSART Command Post for assistance
4. If available, provide temporary care for and alternative transport of high risk pets to shelter via van or private vehicle
5. Communicate with LSART Command Post every 2 hours to provide update on transport logistics

## **USDA Animal Care**

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

The Heat Stress Monitoring Team (HSMT) will monitor for signs of heat stress in the animals. They have the ability to monitor for animals in distress based on the environmental conditions and added stress of transportation and sheltering.

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

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

### **USDA APHIS AC duties**

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



## SETUP OF PPP AND REGISTRATION PROCESS



### Registration

1. Designate Animal Evacuation Team Leader, registration team, loading team, and floater. The scribe or AETL should acquire the bar-coded wristbands from the parish OEP representative (if bar-coded bands are being used).
2. Designate Registration and Banding areas far enough from transport vehicle to decrease congestion.
3. Set up sun/rain protection, chairs, table and flow pattern with signs:
  - a. Registration
  - b. Secure banding area
  - c. Loading

4. Begin registering people as they arrive
  - a. Get driver license or state ID card
  - b. Scribe gets required information from owner and writes it on TR Form
  - c. \*Scribe enters Unique Animal ID number on a TabBand collar for each animal, on a wristband for the owner, and on a TR Form (up to three animals per form).



- If bar-coded pet owner wristbands are available, such as those used in the DSS Computer Registration System, this number, followed by the letter “A”, is the Animal ID number. If there are multiple pets, each is assigned the same barcode number followed by sequential letters “B,C, D, etc”
- If microchips are available and barcodes are not, the microchip number is the Animal ID number.
- If bar-coded wristbands and microchips are not available, the animal registration team will assign the Animal ID number using this pattern of

letters and numbers: The first element will be the owner's (Head of Household) initials, first and last. The second component will be the owner's driver license or state ID number. The third part will be a letter signifying the individual animal. For example, Mr. and Mrs. Peter Thibodeaux arrive to be evacuated with two dogs and one cat, and Mr. Thibodeaux's (Head of Household) driver license number is 7864321. Their pets' Animal ID numbers will be PT7864321A, PT7864321B, and PT7864321C.



Pet Owner Wristband

Head of Household Wristband

## Banding

1. Scribe gives TabBand collar to owner to be placed on pet in banding area
2. Owner moves to secure banding area and gets help placing band on animal. At this point, the animal is scanned for existing microchip.
3. If microchips are available and the pet does not have one, the pet will be microchipped. Scribe is notified of microchip number from previously existing one or from the chip implanted at that time so it can be entered onto the TR Form.
4. Owner loads pet into transport kennel with assistance from banding team if needed. Only experienced animal handlers should be in the banding cage, and should refrain from handling the animal unless absolutely necessary
5. After the owner leaves the banding cage, the scribe places a pet owner wristband (bar-coded if available) with the pet's Unique Animal ID number around the owner's wrist, and gives them the top (original) copy of the TR form. The owner is informed that the wristband and their copy of the TR form are needed to reclaim their pet at the receiving



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

shelter. Owner is then directed to the human registration area and told to show their pet owner wristband so animal information can be included on human registration forms.

6. Animal crate is brought to loading area by the loading team

### **Loading Protocol**

1. Position truck in best possible location for shade/protection from weather
2. Ensure that trailer bed is cooled to about 70° F and refrigerator unit is functioning well.
3. Remove all crates from the truck.
4. Place those crates in the loading area, shaded if possible, so animals can be loaded into them.
5. The AETL should have a “map” (see loading plan diagram) of the best possible loading pattern and manner to secure the cages when the load is ready to leave. Be sure that the supplies for fastening and stabilizing the crates are present. Crates should be stacked no more than 2-high.
6. \*Loadmaster records each animal’s information on the truck manifest as it is loaded and places the pet’s Unique Animal ID number on duct tape and then on its’ crate as shown in the diagram below.



The Pet’s Unique Animal ID Number is written on the duct tape using a waterproof marker such as a sharpie pen.

7. Load crates with animals in them at the front of the truck, moving from side to side. Secure the crates. See suggested diagram and flow pattern at the end of this SOG.

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





## **Before Truck Leaves**

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

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

## **Final Check of Transport Protocol**

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

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



# **PROTOCOL FOR PARISHES USING STATE CTN SHELTERING SYSTEM**

## **Concept**

A bar-coded wristband, available to parishes from DSS, is used to designate each pet's unique animal ID number. This unique ID number is written on the Transportation Registration Form and the pet's tab-band collar. The bar-coded wristband is taped to the transport carrier so it can be scanned when the pet arrives at the receiving shelter.

## **Scribe duties**

1. Requests a state driver's license or state ID card from the pet owner and verifies that the information is correct.
2. Assigns a bar-coded wristband to the pet and writes owner and pet information on Transportation Registration form, writes Unique Animal Identification Number on tab-band collar for pet and on Transportation Registration Form.
3. Directs owner to secure banding area to put tab-band collar around pet's neck (may need assistance)
4. Hands bar-coded wristband and truck driver's copy of TR Form to the loading team
5. After owner exits the banding cage, the scribe gives them their copy of the TR form and explains that this form will be used to reclaim their pet at the receiving shelter
6. Directs the owner to human registration and asks them to notify human registration that they are a pet owner so the animal identification information can be entered on their family registration form
7. Monitors for safe animal handling

## **Loading team duties**

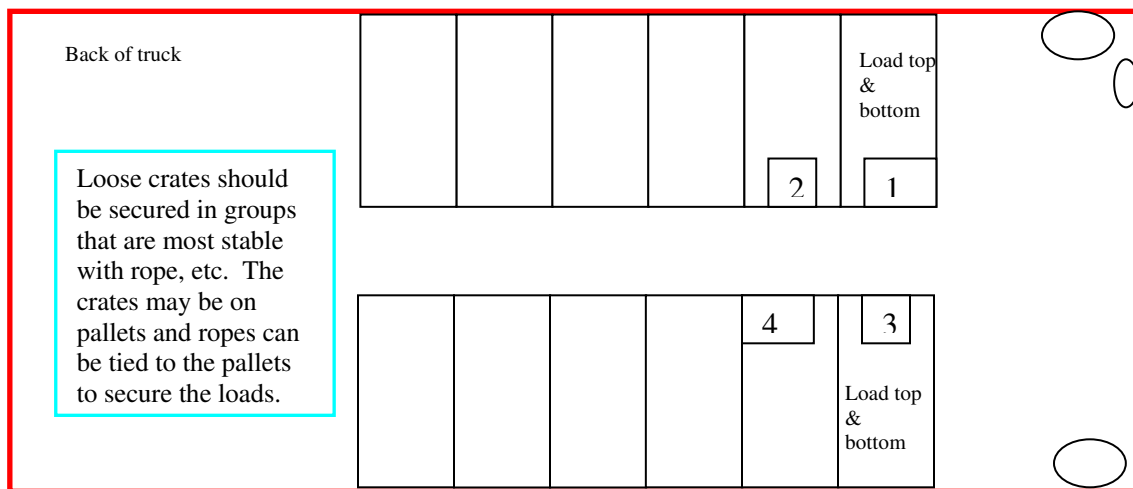
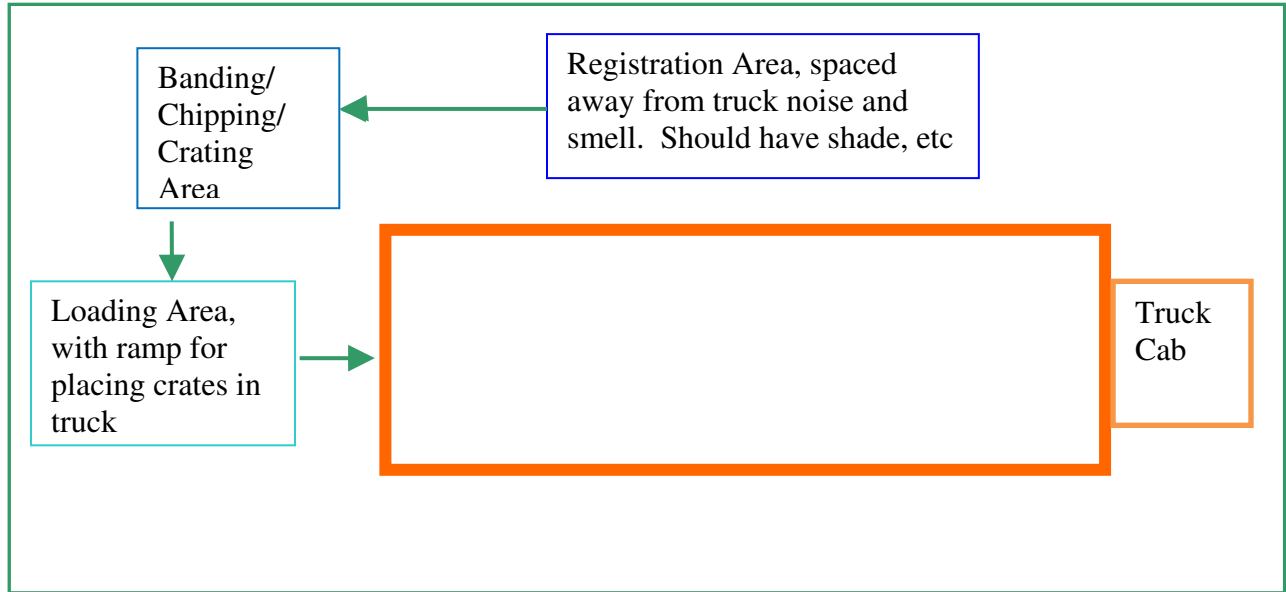
1. Fills out truck manifest, signs over to driver
2. Receives TR forms from scribe and collects for transport with truck driver to receiving shelter
3. Places a strip of duct tape on the transom over the door of the transport kennel
4. Secures the bar-coded wristband bearing the pet's Unique Animal ID Number on the duct tape with a strip of waterproof clear packing tape
5. Verifies that all crate doors are secure as pets are loaded
6. Ensures that no exotic pets are put on refrigerated trucks
7. Ensures that every pet in truck is listed on truck manifest
8. Informs driver that they must stop every 2 hours and ventilate for 30 minutes
9. Signs the truck manifest verifying that truck is loaded and checked
10. Leaves contact info on truck manifest so loadmaster can be contacted if questions arise.
11. Calls Shelter Manager at receiving shelter to notify them that truck has left PPP



## Registration Guidelines

1. Designate Animal Evacuation Team Leader, registration team, loading team, and floater. The scribe or AETL should acquire the bar-coded wristbands from the parish OEP representative.
2. Registration process
  - a. Obtain driver license or state ID card from Head of Household
  - b. Assign a bar-coded wristband to each pet. This number will be the pet's Unique Animal ID Number.
  - c. Fill out Transportation Registration Form with required owner and animal information, including Unique Animal ID Number
  - d. Write Unique Animal ID number on a TabBand collar for each animal with a sharpie marker
    - i. Scribe gives TabBand collar to owner for placement on pet in banding area.
  - e. Scribe hands over bar-coded wristband and truck driver's copy of TR Form to the loadmaster
3. Banding Process
  - a. Owner moves to secure banding area and gets help placing TabBand collar on animal. At this point, the animal is scanned for existing microchip. If microchips are available and the pet does not have one, the pet will be microchipped. Scribe is notified of microchip number from previously existing one or from the chip implanted at that time so it can be entered onto the TR Form.
  - b. Owner loads pet into transport kennel with assistance from banding team if needed. Only experienced animal handlers should be in the banding cage, and should refrain from handling the animal unless absolutely necessary.
  - c. After the owner leaves the banding cage, scribe gives them the top (original) copy of the TR form. The owner is informed that their copy of the TR form is needed to reclaim their pet at the receiving shelter. Owner is then directed to the human registration area and told to show their TR form so that animal information can be included on human registration forms.
4. Loading Process
  - a. Animal crate is brought to loading area. A strip of duct tape is placed on the transom over the kennel door. The bar-coded wristband bearing the pet's Unique Animal ID Number is placed on the duct tape and secured with a strip of waterproof clear packing tape. This bar-code will be scanned at the receiving shelter to verify shipment.
  - b. Loadmaster records animal information on truck manifest and places the TR Form in a notebook or packet to be sent with truck driver to receiving shelter.
  - c. Crates are loaded and secured on the truck.

## SUGGESTED FLOW PATTERN



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

Date:		Truck Number:	
Origin PPP/Shelter:		Destination Shelter/PPP:	
Name:			
Contact Numbers: Cell:		Home:	
Other Contact Number?:		Name at Other number:	
Street Address:			
City Address:		Zip Code:	
Region of City:		Parish:	
Photo ID#:		ID Type: <input type="checkbox"/> DL <input type="checkbox"/> State ID <input type="checkbox"/> Passport <input type="checkbox"/> Other	

<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/ DLH <input type="checkbox"/> Other _____ Name: _____ Unique Animal ID No.: _____ Breed/Type _____ Color _____ Gender M M/C F F/S Medication(s): _____ Rabies license #: _____ None: <input type="checkbox"/> Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No Number _____	<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/ DLH <input type="checkbox"/> Other _____ Name: _____ Unique Animal ID No.: _____ Breed/Type _____ Color _____ Gender M M/C F F/S Medication(s): _____ Rabies license #: _____ None: <input type="checkbox"/> Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No Number _____	<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/ DLH <input type="checkbox"/> Other _____ Name: _____ Unique Animal ID No.: _____ Breed/Type _____ Color _____ Gender M M/C F F/S Medication(s): _____ Rabies license #: _____ None: <input type="checkbox"/> Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No Number _____
Did you leave a pet behind? <input type="checkbox"/> Yes <input type="checkbox"/> No Rescue needed? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, describe pet & where: _____
Owner's Signature		Intake person's initials:

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

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

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

LSART/ASAR Form #1

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

Owner's Condition:

# TRUCK MANIFEST FOR PET EMERGENCY EVACUATION

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

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

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

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

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

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

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

LSART/ASAR Form #2

## **SIGNAGE FOR PARISH PICKUP POINTS**

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

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

# **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**

**to**

**Animal Control Officer**

**or**

**Animal Evacuation Team  
Leader**

**or**

**Any person assisting in  
evacuation**

## **SECTION TWO**

# **PET EMERGENCY SHELTERING**

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

**It should be understood that there are two basic categories of pet emergency shelters in Louisiana. State ESF-11 operates shelters specifically for pets of owners without means of private evacuation transportation. In Louisiana, these residents are designated as Critical Transportation Needs (CTN) population, and the shelters are designated as CTN shelters.**

**Parishes and non-profit organizations, through the local ESF-11 function, operate pet shelters for self-evacuators. These Self-Evacuator Pet Shelters are usually located adjacent to Red Cross shelters.**

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

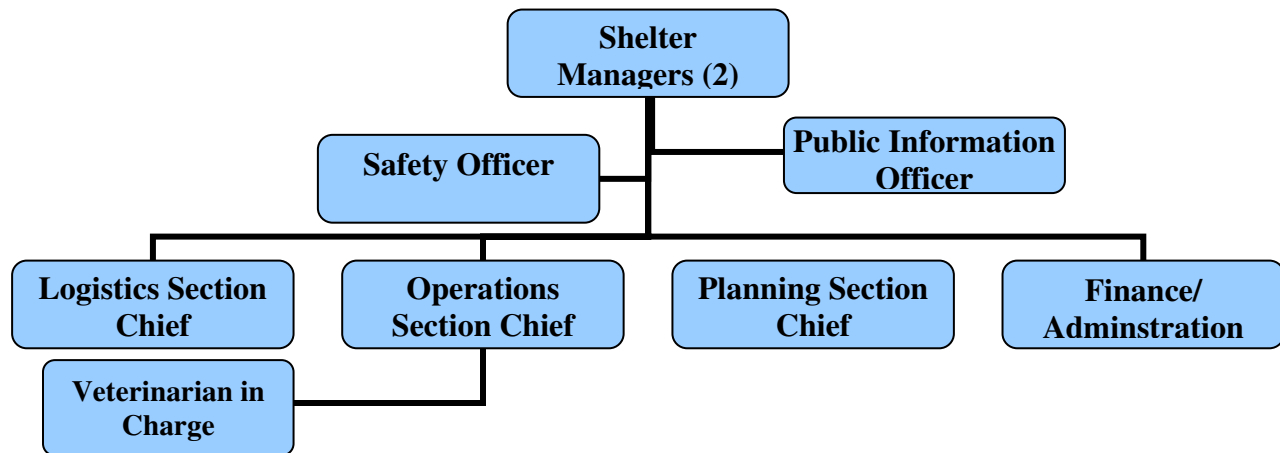
## SHELTER COMMAND STRUCTURE AND DESCRIPTIONS

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

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

Ultimately, the local animal emergency coordinator (usually the Animal Control Officer) will direct and control all activities in their jurisdiction related to animal protection and control during an emergency. The Louisiana State Animal Response Team (LSART) works to support parish ESF-11 officials in operating Self-Evacuator Shelters. The Louisiana Department of Agriculture & Forestry (LDAF), Office of Animal Health Services operates state CTN Shelters. The Louisiana State Veterinarian and the USDA APHIS Area Veterinarian in Charge are co-incident commanders for any animal issues at the state level under Emergency Support Function (ESF)-11. Other organizations such as humane societies and other related groups may assist with the organization of the emergency evacuation shelter if requested and credentialed by the state or the parish

### SHELTER MANAGEMENT TEAM



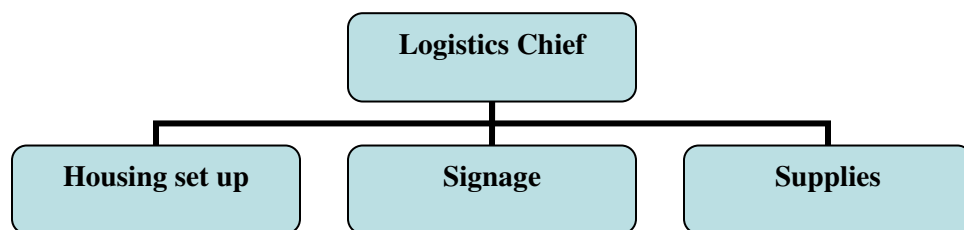
### SHELTER MANAGER

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

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

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

### **SHELTER LOGISTICS CHIEF**

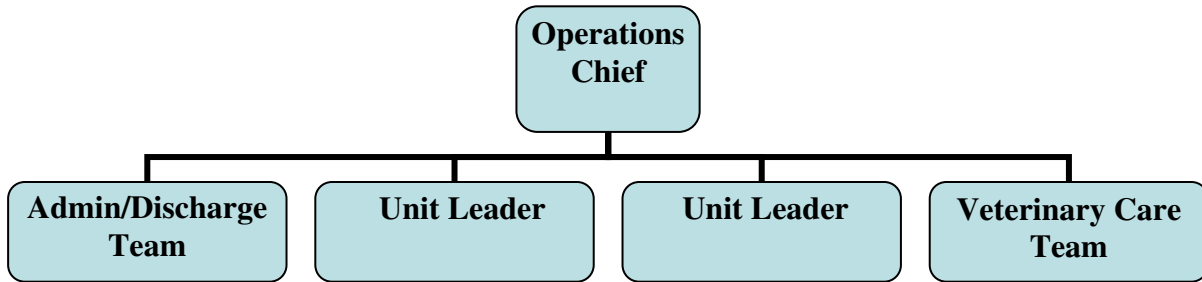


The Shelter Logistics Chief coordinates with the Logistics Chief in the ESF-11 Incident Command Center and reports to the Shelter Manager. The Logistics Chief is responsible for overall logistical support of household pet-friendly shelter component.

1. Set up perimeter security fencing
2. Set up signage and registration location at designated shelter
3. Designate separate areas for pet living quarters
4. Designate dog walk areas and cat exercise areas
5. Evaluate building facilities and report conditions
6. Inventory supplies and report on needs and surplus
7. Set up fans, trash cans, and other necessary supplies
8. Stage additional support supplies including disinfectant, refrigerators, first aid, and any other needed supplies communicated from the Operations Chief

9. Assist in setting up veterinary care, quarantine and “cat chill area” area if needed.
  - a. Need will be determined by the shelter veterinarian in charge
  - b. Suggested areas include incoming triage, hospital and general hospital care area.

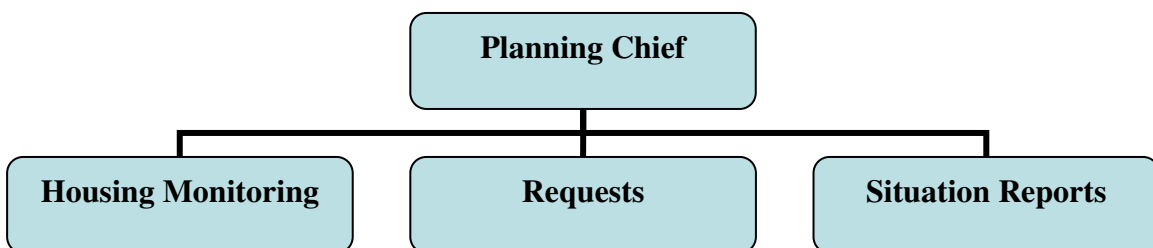
## **SHELTER OPERATIONS**



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

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

## **SHELTER PLANNING**

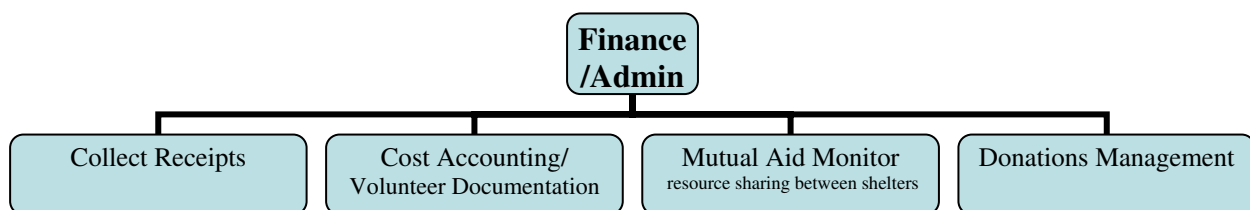




The planning chief is responsible for daily planning and reporting activities at the shelter.

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

## **SHELTER FINANCE/ADMINISTRATION**



Responsible for monitoring and documenting costs and mutual aid response.

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

## **PUBLIC INFORMATION OFFICER**

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

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

## **SAFETY OFFICER**

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

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

## **SHELTER VETERINARIAN IN CHARGE**

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

1. Sets up the triage area, hospital ward, isolation unit and critical/special care units in the shelter.
2. Supervises veterinarians and veterinary technicians at the shelter.
3. Schedules hours for vaccination clinics, hospital, and veterinary checks of units.
4. Schedules volunteer veterinarians to work and documents hours worked.
5. Maintains inventory of all pharmaceuticals, supplies and materials used for veterinary care
6. Makes sure accurate records are kept of all veterinary care given
7. Triage any emergencies and decides when a patient should be referred to a tertiary care facility

## **SHELTER LOADMASTER**

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

Verifying receipt of animals:

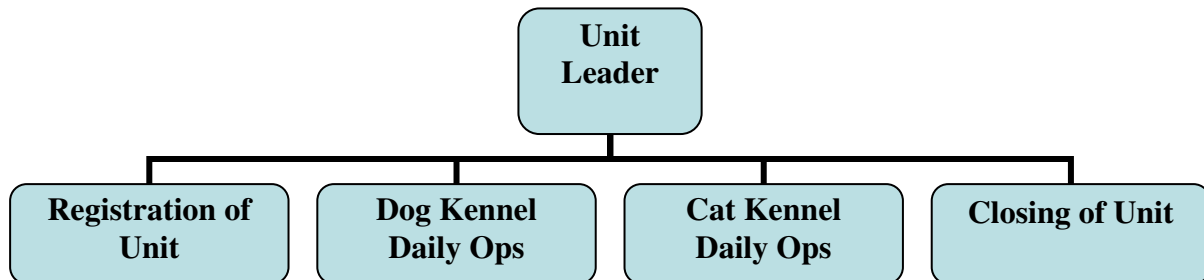
1. Verifies that each pet on the Truck Manifest is received at the shelter.
2. Verifies that each pet on the Truck Manifest has a corresponding transportation request form
3. Contacts Shelter Manager and Parish loadmaster to resolve any discrepancies.
4. Dictates the speed of offloading.
5. Signs the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

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

1. Fills out truck manifest
2. Places Unique Animal Identification Number on each crate with duct tape
3. Verifies that all crate doors are secure as pets are loaded

4. Ensures that no exotic pets are put on refrigerated trucks
5. Ensures that every pet in truck is listed on truck manifest and has a TR Form
6. Makes sure driver is aware that they must stop every 2 hours and ventilate for 30 mins.
7. Signs the truck manifest to verify that truck is loaded and checked
8. Leaves contact info on truck manifest so loadmaster can be contacted if questions arise
9. Calls loadmaster at receiving PPP to notify them that truck has left shelter

### **ANIMAL UNIT LEADER**



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

1. Oversees construction of cages for up to a 500 Animal Unit. The cage must have an empty page protector attached to the cage with a zip tie. A color-coded card will be placed by the Unit Leader to identify the cage location within the Animal Unit and shelter.
2. Manages shelter team or volunteers, ensuring that animals are handled only by their owners or a designated person. Response shelters (post-storm shelters that are set up to receive rescued animals and generally do not have an owner present) may need additional shelter workers to manage the un-owned animals
3. Documents animal injuries and reports human injuries to the correct channels (see bite protocol attachment).

4. Submits Unit Situation Report to Shelter Operations Chief daily. Each group of up to 500 animals will have a Unit SitRep submitted to the Ops Chief. An animal census will be taken every morning by 7:00 am. The SitRep will include the inventory of animals, supplies, needs, and any incidents
5. Registers evacuees and their pet using associated forms. (See attached Admission/Discharge Sheet)
6. Issues a Failure to Comply (See Failure to Comply form attachment) reprimand if an owner does not properly care for their animal. Shelter teams are responsible for ensuring pet owners take care of their pets. If an owner has not walked, cleaned, fed, & watered their pet before 10:30 a.m. and 6:00 p.m., the shelter worker will notify the Unit Leader and the Unit Leader will designate a shelter worker to care for the pet. The Daily Animal Care sheet shall be signed by the shelter worker in red to signify that the shelter worker cared for the pet and not the owner. The information will also be written 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.
7. Designates when shelter workers may handle animals. Unless there is a problem the owner will handle their own pet.
8. Full authority to evict a shelter worker for not cooperating and following rules.
9. Decides what action to take if an animal is in distress

## **SHELTERING TEAM VOLUNTEERS**

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

As a group, shelter teams will:

1. Be available in 24 hours to be present on the ground in an Animal Emergency Evacuation Shelter. Each team will be assigned to a Mega-shelter or to a smaller shelter. The shelter assignment will be determined by the requesting agency. Teams will report to the Operations Chief at the assigned shelter.
2. One shelter team will consist of 10 people per group. Eight will work the day shift (6:30 am-7:00 pm) and 2 will work the night shift (6:30 pm-7:00 am). During the intake and discharge procedures, all 10 must be available to assist in processing identification and organizing the pet owners. The entire group should be familiar with the paperwork so they can help complete it and file it properly.

3. Be prepared to camp on the grounds. Bring recommended supplies for at least 3 days of self-sufficiency. It is not guaranteed that you 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 dependent upon the amount of damage sustained from the hurricane winds and water. The Shelter Manager will communicate the situation on a daily basis.
5. Each group shall designate a Unit Leader who is responsible for all decisions in that Animal Unit (or entire shelter if it is a smaller shelter). This person will report to the Shelter Operations Chief.
6. Each group will designate a Unit Logistics person in charge of acquiring all needed items for their group and their animal unit. They will communicate their needs to their Shelter Logistics Chief and this information will be part of their daily Unit SitRep.
7. Each group will designate an Admin /Finance person to keep track of volunteer information, hours and meals. This information will go on the daily Unit SitRep.
8. Each group will designate a Planning person to submit daily Unit Situation Reports and help plan the next 24 hours. The Unit SitRep will go to the Shelter Planning Chief. Their information will come from the daily briefings by the Shelter Manager and from the reports of activities within their Animal Unit.

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

The goals of the pet evacuation shelter are to:

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

## **Intake Duties**

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

### **Offloading Pet Trucks (CTN Shelters)**

1. The Loadmaster at the receiving CTN shelter is responsible for verifying that all of the animals loaded at the parish are received at the shelter. Each pet on the truck manifest should be verified as being received at the shelter. Each transport crate should be identified with the animal's Animal ID# prominently written on duct tape over the kennel door. For each pet on the truck manifest a corresponding transportation request form should be attached. The shelter loadmaster dictates the speed of offloading. If there are any discrepancies in the manifest, the shelter manager and parish loadmaster should be contacted and the discrepancy resolved. If discrepancies cannot be resolved, State ESF-11 ICC should be notified. Care should be taken to verify each pet as being received before signing the truck manifest.
2. Every pet in the shelter must have a unique animal identification number. In most cases, the Animal ID number will have been assigned at the PPP to each pet arriving at CTN shelters via pet transport. This Animal ID number from the evacuating parish will be used to link the pet and owner and should be used on the pet's Tab-band collar, the pet owner wristband, admission/discharge forms and animal care sheets. \*Note: The ID number may be written on the transport kennel. Do not assume that the pet in the kennel matches the ID number on the kennel. Make sure the animal is identified and listed on the manifest.
3. If the shipping parish used a computerized registration system, the head of household will have a pet owner wristband bearing a barcode followed by a letter assigned to each pet in the family (i.e. SOL 123456-A, B, C, etc.). If computerized barcodes were not used, the unique animal ID can be a microchip number or a registration number developed by the animal evacuation team using the following pattern of letters and numbers: The first component will be the owner's (Head of Household) initials, first and last. The second element will be the owner's driver license or state ID number. The third part will be a letter signifying the individual animal. For example, if Mr. and Mrs. Peter Thibodeaux arrive at the shelter with two dogs and one cat, and Mr. Thibodeaux's (Head of Household) driver license number is 7864321. Their pets' shelter numbers will be PT7864321A, PT7864321B, and PT7864321C.
4. If the pet was shipped via state pet transport truck, the unique animal ID number will be written on the pet's tab-band neck collar, the transport crate and the owner's wristband. If

the pet traveled with the owner via bus, it may not have been registered at the PPP and should be assigned an Animal ID number at check-in. These pets may not have a tab-band collar. In this case, the shelter should assign an Animal ID using the pet registration pattern described above (owner initials-owner ID #-letter for each pet). The owner should place the tab-band neck collar with the unique animal ID number around the pet's neck. Banding should be done only in a secure area such as a banding cage (if available).

5. Arriving animals will be assigned to a unit by the Shelter Manager according to home parish. If owners are present, they will be allowed to claim their pets, register their pets, and will assist with moving their pets from the transport crate to the shelter kennel. This will be done with the assistance of the designated shelter team.
6. If owners are not present and do not arrive within 2 hours of their animal arriving, shelter teams will transfer animals from transport crates to shelter kennels under the supervision of their designated unit leader, making sure to document animal ID and kennel location on all paperwork. A file for each pet is created and placed in a binder at the designated unit check in table. A daily care sheet will be placed inside a plastic sheet protector and zip-tied to the wire kennel.
7. Once the animal has been assigned a unique animal ID number and a unit, the owner, if present, should read, fill out and sign the admission/discharge form and the shelter agreement. The owner and pet will then be escorted by a shelter team member to the pet living quarters and the pet will be assigned a numbered cage within the unit. The daily care sheet will be placed inside a plastic sheet protector and the sheet protector will be zip-tied to the wire shelter cage.
8. As animals are placed in the shelter crates, their location is entered on three forms. The first time it is entered will be onto the Truck Manifest Sheet. When the owner claims and registers their pet(s) it will be entered onto the Admission/Discharge sheet. The location information will also be entered on the Daily Animal Care sheet.





## **Pet Registration**

1. Be familiar with the forms that will be used. Transportation Registration Forms (TRF) for each pet and a Truck Manifest Form arrive with the truckload of pets. Pet owners should have a pet owner transportation wristband and a copy of the TRF. They must read and sign a Shelter Agreement. The Admission/Discharge Form is used to record intake information. The Daily Care Sheet is attached to the pet's shelter crate and used to document all care received. Be familiar with where and how these documents will be handled. Copies of each are at the back of this manual.
2. Each animal group will be color-coded with a neckband to signify which Shelter Unit or shelter area (i.e., hospital, dangerous, special care) where they are to be housed. Shelter Units will be designated according to the color of the neckband. (Red Unit, Blue Unit, Yellow Unit). Efforts should be used to shelter all animals arriving from a parish in the same unit. (Jefferson Parish = Blue Unit; Calcasieu Parish = Yellow Unit; etc.). Units will be divided into rows alphabetically and cages will be numbered in each row. (Ex: A pet might be located in Blue Unit, Row C, and Cage 24. They would be Blue-C-24.)
3. Be familiar with the Unique Animal ID number system that should be written on the pets' tab-band collar, all paperwork, and the owner's wristband. Notify the Unit Leader if a pet does not have tab-band collar.
4. The color-coded neckband may need to be changed due to a change in location or the animal having destroyed it. For safety reasons, have the owner (if present) apply the color-coded neckband around pet's neck. This should be done in a secure area (enclosed banding cage if available).

5. Ask for proof of rabies vaccination. If owner does not have proof of rabies vaccination, advise owner that a rabies vaccination is required. Send the owner to veterinary station if it is open at intake, or take name and location of pet and inform owner they must have pet vaccinated at the veterinary unit. If the pet arrives at a CTN shelter via pet transport, note the rabies vaccination status on the care sheet. If the pet is un-vaccinated and the owner unavailable, sheltering protocol requires it be vaccinated. Put the pet on a list for rabies vaccination on day 2.
6. Assign each animal a cage using the shelter location system. Ask the owner who would be the best person to be designated as the family animal caregiver. If the owner has not received a pet owner wristband from the evacuating parish, place a matching color-coded wristband on the wrist of the primary owner or the designated family caretaker. (NOTE: Do NOT remove the pet owner's transportation wristband unless specifically instructed to do so by human sheltering authorities.) Show that person how to locate their pet's kennel in the shelter. *\*Only one family member is allowed in the pet living quarters to take the pet out and clean the cage twice daily. No one under 18 is allowed in the pet living quarters. Other family members may interact with pet in dog walk areas. Exceptions may be made for single parent households.*
7. Explain to the owner that no one will touch their pet unless it is ill. Owners are the only ones allowed to handle pets. Shelter workers are only there to provide assistance. Show them how to fill in the Daily Care Sheet and tell them that they are responsible for completing the sheet daily. Explain to the owner that part of the shelter agreement is that they care for their animals. Any animal not receiving care will be removed by animal control. Explain to owners that pets should be cared for before 10:30 am and 6:00 pm. If for any reason an owner is unable to care for their pet, they are to notify their unit leader so that short-term alternative arrangements can be made.
8. Explain that owners are responsible for the actions of their pet. Owners are responsible for ensuring their pet does not injure anyone. This is a good opportunity to gently educate on other methods of leading, correcting, and developing a better bond with the pet. Be careful to use non-judgmental terms and phrases. (The goal is to educate, not be judgmental)
9. Attach the animal care sheet to the cage using the plastic page protector or plastic envelope and the zip tie after punching a hole in the plastic envelope.
10. Explain the hours the shelter will be open. After closing, the shelter will be off limits to all people except shelter personnel.
11. Explain to owner that the family designated animal caregiver must sign their dog in and out of shelter section with a picture ID twice per day. Cats will not be allowed out of cages. Only the family designated animal caregiver will be allowed to care for the cats.

12. Explain to owner where the dog walk area is. Suggest they walk their dog prior to putting them in a cage. Show them where plastic poop bags are located, how to use them and where garbage containers are located.
13. Explain to cat owners how to daily clean their cat's cage and litter box.
14. Escort the owner and pet to appropriate cage. Escort owner to the sign-in table for their unit and make sure they know where to sign in and out when visiting the shelter.

### **Daily Operations**

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

## Discharge

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



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

## **SHELTER SET-UP: STANDARD OPERATING GUIDELINES**

### **Shelter Selection**

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

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

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



## AREAS TO CONSIDER WHEN SELECTING A SHELTER LOCATION

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

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



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

## **Shelter Setup**

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

Items to consider and place in plan:

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

D. Volunteer Registration Desk:

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

E. Cleaning Operations

1. Surface areas will be disinfected and sanitized with a solution suitable for antibacterial/antiviral situations
2. Clorox clean-up wipes for hands of all involved or other appropriate hand sanitizer.
3. Trash cans to handle animal waste with liner of 3 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/Loading Area**

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

### **Dog Shelter Room**

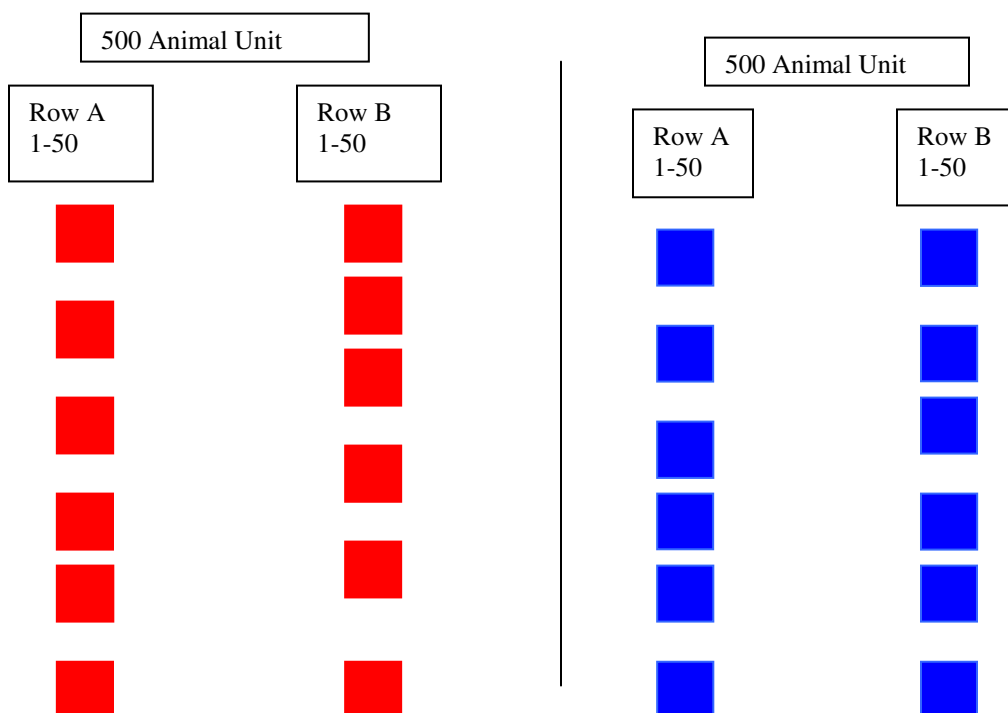
Muzzles (various sizes)	Signage
Carriers (various sizes)	Water
Can openers	Assorted foods
Spray bottles	Blankets & towels
Hand disinfectant	Disinfectant
Trash cans & trash bags	Paper towels
Heavy duty plastic bags	Food & water bowls
Mops, buckets, sponges	Poop scoops
Table and chair	Newspaper for bedding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

### **Cat Shelter Room**

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

## Shelter Design

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



### Location of Kennels

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

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

# **SHELTER OPERATIONS OVERVIEW**

## **Day One**

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

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

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

## **Day Two**

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

By 7:00 a.m. 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 a.m. to 7 p.m. Adjustments may be made by the shelter manager.

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

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

## **Unloading and Placing Pets in their Shelter Location**

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

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

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

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

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

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

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

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

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

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

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

THE OWNER will complete shelter forms:

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

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

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



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

### **Feeding**

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

### **Water**

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

### **Walking/Exercise**

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

### **Kennel Cleaning**

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

### **Aggressive Animals**

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

### **Fearful Animals**

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

### **Waste Disposal**

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

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

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

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

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

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

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

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## **SHELTER CLOSING**

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

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

### **Discharge From The Shelter**

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

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

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

### **Return Transportation Guidelines**

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

### **At The Shelter**

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

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

### **At The Parish**

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

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

## **ATTACHMENTS**

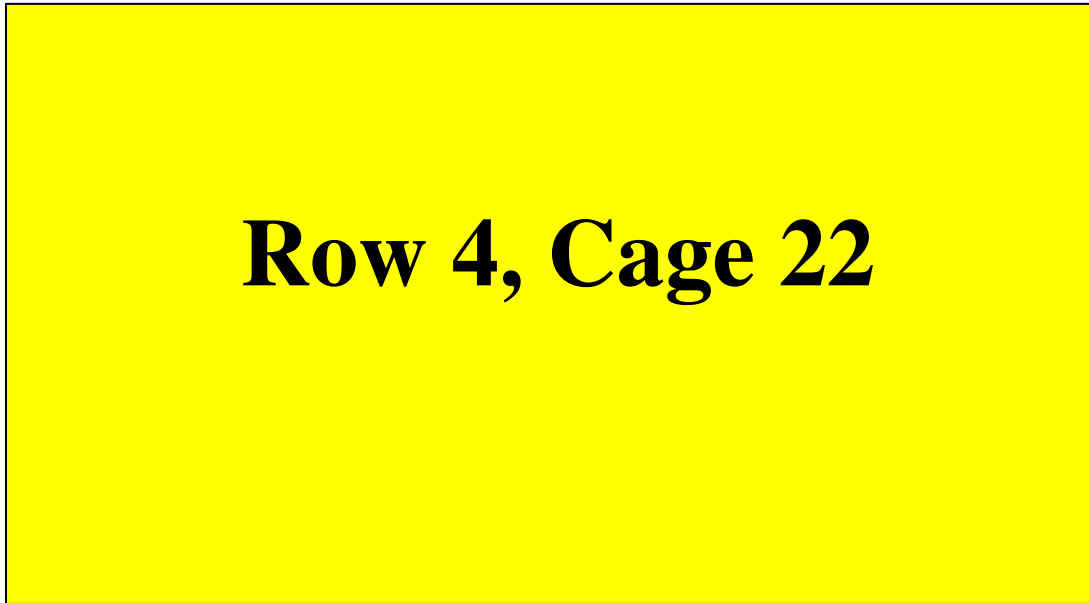
**These forms should be used throughout the parishes to maintain consistency. The workers (volunteer and other) will have only one style to learn and can use it in every shelter where they work.**

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

**TabBands are available in the following colors:**

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

**Example of Cage Location Card**



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

Date:		Truck Number:	
Origin PPP/Shelter:		Destination Shelter/PPP:	
Name:			
Contact Numbers: Cell:		Home:	
Other Contact Number?:		Name at Other number:	
Street Address:			
City Address:		Zip Code:	
Region of City:		Parish:	
Photo ID#:		ID Type: <input type="checkbox"/> DL <input type="checkbox"/> State ID <input type="checkbox"/> Passport <input type="checkbox"/> Other	

<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/ DLH <input type="checkbox"/> Other _____ Name: _____ Unique Animal ID No.: _____ Breed/Type _____ Color _____ Gender M M/C F F/S Medication(s): _____ Rabies license #: _____ None: <input type="checkbox"/> Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No Number _____	<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/ DLH <input type="checkbox"/> Other _____ Name: _____ Unique Animal ID No.: _____ Breed/Type _____ Color _____ Gender M M/C F F/S Medication(s): _____ Rabies license #: _____ None: <input type="checkbox"/> Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No Number _____	<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/ DLH <input type="checkbox"/> Other _____ Name: _____ Unique Animal ID No.: _____ Breed/Type _____ Color _____ Gender M M/C F F/S Medication(s): _____ Rabies license #: _____ None: <input type="checkbox"/> Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No Number _____
Did you leave a pet behind? <input type="checkbox"/> Yes <input type="checkbox"/> No Rescue needed? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, describe pet & where: _____
Owner's Signature		Intake person's initials:

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

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

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

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

LSART/ASAR Form #1

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



# TRUCK MANIFEST FOR PET EMERGENCY EVACUATION

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

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

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

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

Truck Driver's Signature \_\_\_\_\_

Start miles \_\_\_\_\_ End Miles \_\_\_\_\_

Transport Checked at PPP: \_\_\_\_\_

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

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

LSART/ASAR Form #2

Copy A – to Receiving Shelter; Copy B – to Pet Transporter; Copy C – to Transporting Parish Agency

## ANIMAL EMERGENCY SHELTER AGREEMENT

I/we, \_\_\_\_\_, the owner(s) of

Pet #1	Pet #2	Pet #3
Unique ID #	Unique ID #	Unique ID #

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

\_\_\_\_\_  
Pet Owner's Signature

\_\_\_\_\_  
Pet Owner's Printed Name

\_\_\_\_\_  
Date

# ANIMAL EMERGENCY SHELTER 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 animal evacuation shelter. (*No one under 18 years is allowed in the animal living quarters.)		
Name:	Relation to Owner:	
Name:	Relation to Owner:	

\*\*\*\*\*

## Pet Information: (Completed by Shelter Worker)

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

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

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

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

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

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

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

LSART/ASAR Form #3

**FOR MEDICAL INFORMATION ONLY**

## Medications Administered and Owner Communications during Sheltering

(Initial all entries)

[illegible]

**RABIES VACCINATION NEEDED FORM**

**RABIES VACCINATION NEEDED**

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

\_\_\_\_\_  
Owner Signature

\_\_\_\_\_  
Date

**Vaccination Record:**

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

LSART/ASAR Form #5

## ANIMAL BITE PROTOCOL

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

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

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

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

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

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

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

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

LSART/ASAR Form #6

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

LSART/ASAR Form #6a

## **BITE RECORD**

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

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

LSART/ASAR #6b



## FAILURE TO COMPLY NOTICE

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

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

Corrective Action:

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

Title \_\_\_\_\_

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

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**Owner's Signature and date:**

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## DAILY ANIMAL CARE SHEET

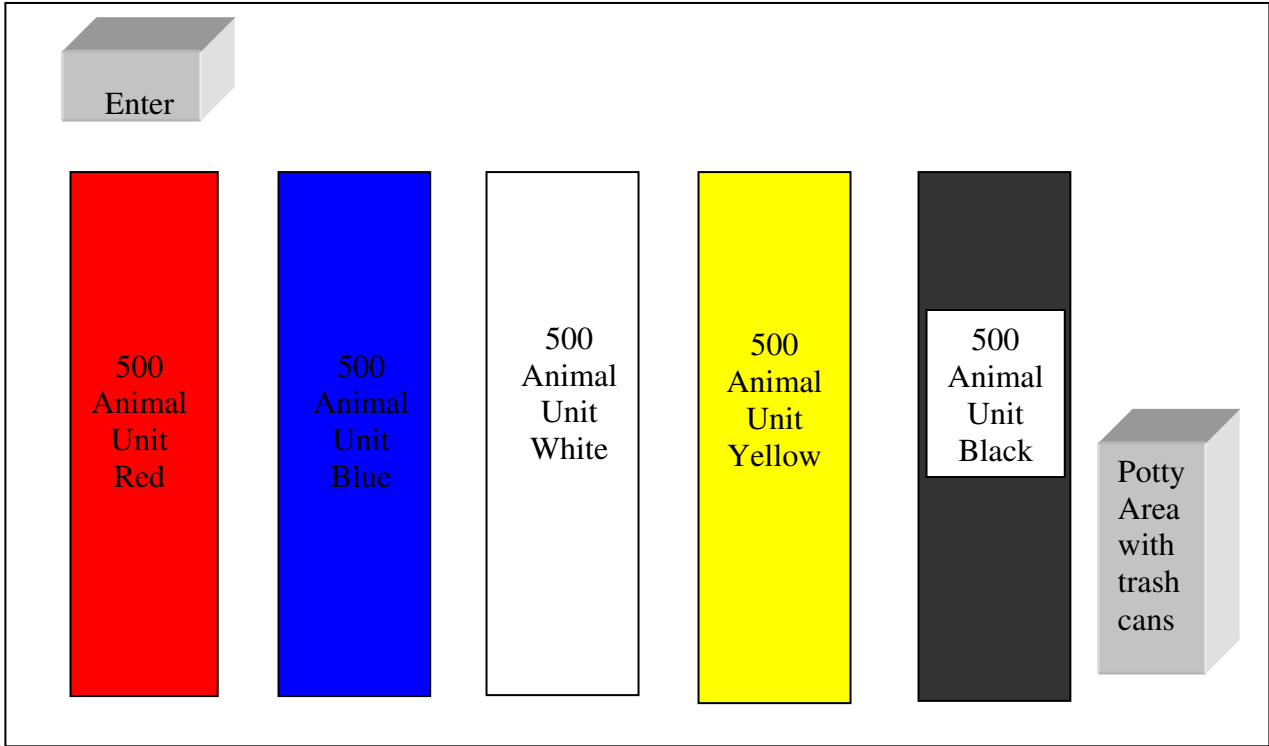
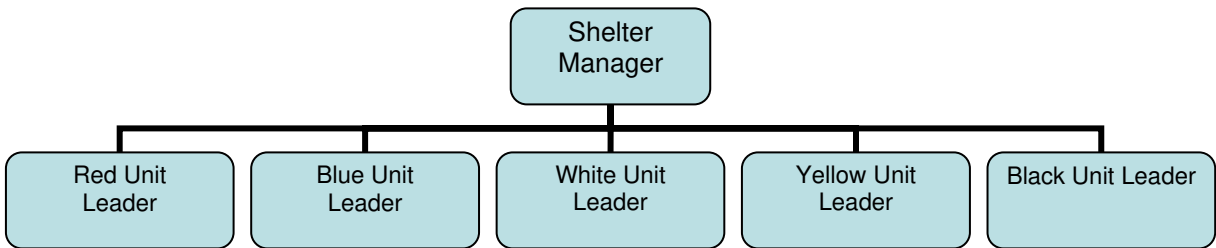
Pet Name: \_\_\_\_\_ Cage # \_\_\_\_\_ Unique ID # \_\_\_\_\_

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

Date	Shift	Care							Checked By		Notes
		F	W	E	UR	BM	CC	Walk	Owner	Volunteer	
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
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LSART/ASAR Form #8

## INCIDENT ACTION PLAN EXAMPLE

<b>INCIDENT BRIEFING</b>	1. Animal Shelter Designation La fayette , LA	2. Date	3. Time
4. Map Sketch of Animal Evacuation Shelter			
Example Layout			
			
5. Current Organization			
			
Page      of	6. Prepared by (Name and Position)		

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


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

9. Summary of Current Actions			
Continue daily care of animals by owners. Education program on external and internal parasites Monitor temperature in yellow unit			
<b>INCIDENT OBJECTIVES</b>		1. Incident Name	
2. Date	3. Time	4. Operational Period	

<p>5. General Control Objectives for the Incident (include alternatives)</p> <p style="margin-left: 40px;">Maintain animal shelter with groups of 10 volunteers to help evacuees care for their pets</p> <p style="margin-left: 40px;">Monitor for any health related issues (parvovirus, coughing, cat sneezing)</p> <p style="margin-left: 40px;">Monitor volunteers for burn-out or exhaustion</p>		
<p>6. Weather Forecast for Period</p>		
<p>7. General Safety Message</p>		
<p>8. Attachments (mark if attached)</p>		
<input type="checkbox"/> Organization List - ICS 203	<input type="checkbox"/> Medical Plan - ICS 206	<input type="checkbox"/> (Other)
<input type="checkbox"/> Div. Assignment Lists - ICS 204	<input type="checkbox"/> Incident Map	<input type="checkbox"/> (Other)
<input type="checkbox"/> Communications Plan - ICS 205	<input type="checkbox"/> Traffic Plan	<input type="checkbox"/> (Other)
<p>9. Prepared by (Planning Section Chief)</p>		<p>10. Approved by (Incident Commander)</p>

## SHELTER SITUATION REPORT (SITREP) FORM

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

## SHELTER SITUATION REPORT (SITREP) EXAMPLE

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

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

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

### **Current Situation:**

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

### **Current Operations:**

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

<b>Cat Unit</b>	<i>126</i>
<b>Dog Unit</b>	<i>384</i>
<b>Isolation Unit</b>	<i>12</i>
<b>Exotic Unit</b>	<i>4 (3 birds, one rabbit)</i>
<b>Quarantine</b>	<i>2</i>

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

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

#### **3. Staffing:**

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

#### **4. Supplies:**

*Animal care supplies – adequate inventory*

*Medical supplies – adequate inventory*

*Equipment – Adequate*

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

*Signage – Need 2 additional Pet Walk Area signs*

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

**5. Special Needs:**

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

**6. Other:**

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

**Future Operations:**

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

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

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



## VOLUNTEER WEEKLY TIME RECORD

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

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

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

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

☐ Pre-Incident      ☐ Post-Incident      ☐ Both

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

Total Weekly Hours

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

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

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

## VOLUNTEER DUTY ROSTER

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

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

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

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

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

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

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

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

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

1. Volunteers:

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2. Owners or Evacuees:

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3. Supplies:

---

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4. Facility:

---

---

5. Maintenance:

---

---

6. Safety:

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7. Medical Problems with Animals:

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

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

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

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

Attach another sheet if needed.

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

## NIGHT SHIFT ASSIGNMENTS

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

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

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

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

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

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

Problems or ideas?

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20 Animals per page                      Page \_\_\_\_\_ of \_\_\_\_\_                      Total \_\_\_\_\_

\*Return to Team Leader every morning.