

# Creating the CART

(The County/Community Animal Response Team)



Presented by  
The Colorado NCR  
Animal Emergency Committee  
And PetAid Colorado

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# CART Overview



Courtesy Virginia Dept. of Agriculture and Consumer Services



Courtesy North Carolina Dept. of Agriculture and Consumer Services

# CART Overview

## What is a CART?

- County/Community Animal Response Teams (CARTs) are local interagency organizations dedicated to preparing, planning, responding and recovering during animal emergencies in the United States.
- CART is a public private partnership, joining government agencies with the private concerns around the common goal of animal issues during disasters.
- CART programs train participants to facilitate a safe, environmentally sound and efficient response to animal emergencies on the local, county, state and federal level.
- CART teams are organized under the auspices of local emergency management or the Authorized Jurisdictional Authority (AHJ) utilizing the principles of the Incident Command System (ICS).





# CART Overview

A CART is made up of volunteers who are members of the community who wish to assist in assuring that their communities are actively prepared to evacuate, shelter and care for animals in their community during large scale emergencies or disasters.

- A Resource for Community Preparedness
  - Community outreach
  - Trained and skilled animal first responders
  - Input into the Animal Response Plan
- A Resource for Animal Disaster Response
  - Human and animal evacuation support
  - Animal disaster sheltering function
- A Resource for Community Recovery
  - Pet reunification
  - Continuing support for families impacted by the disaster



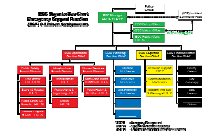


# CART Overview

CART volunteers are often their community's first line of response capability for animals during and following a disaster.

This requires that CART volunteers are:

- Formally a part of their jurisdictional emergency operations plan (EOP);
- Understand their role in the EOP;
- Trained in the Incident Command System (ICS);
- Appropriately trained and skilled in the response duties assigned to them (i.e. evacuation support, small animal emergency sheltering, large animal emergency sheltering, veterinary disaster medical support; animal search and rescue).



# CART Overview





- Often the AHJ serves as the sponsoring agency for the CART. If the AHJ does not directly sponsor the CART it may have formal relationship with the CART through a Memorandum of Understanding (MOU).
- In either case, the AHJ will approve the standards for CART training and credentialing to assure that the CART meets the requirements of the AHJ's operational capability during a disaster.
- The first priority of a CART is the safety of its volunteers. This requires CART volunteers to understand their capabilities and the limitations of their training and equipment and to work within those limitations.



Courtesy Code 3 Associates

# CART Overview

CARTs do not:

-  Self-deploy during an emergency or disaster event.
-  Conduct animal evacuations unless they are technically trained, credentialed and called upon to do so by the AHJ.
-  Conduct animal search and rescue operations unless they are technically trained, credentialed and called upon to do so by the AHJ.
-  Provide veterinary medical care unless they are licensed to do so, credentialed and called upon to do so by the AHJ.





# CART Overview

## The Role of the CART

- During times of large scale emergencies or disasters CARTs provide the first responders needed to deal with animal related needs. CARTs provide these services as an augment to damage assessment, human evacuation, sheltering and search and rescue activities under the AHJ.

## Animals Affected by the Black Forest Fire

More than 1,200 evacuated animals were given shelter and cared for during the fire, including 672 pets rescued from the evacuation zone



Courtesy Humane Society of Pikes Peak Region

# CART Overview

During a large scale emergency or disaster CART volunteers may be asked to:

- Conduct damage/needs assessment of animal infrastructure and services
- Provide a liaison to the local Emergency Operations Center (EOC)
- Provide a liaison at the Incident Command Post (ICP)
- Locate and recommend appropriate facilities for animal emergency sheltering
- Locate, acquire and transport animal food and medications;



# CART Overview

During a large scale emergency or disaster CART volunteers may be asked to:

- Provide veterinary medical triage, treatment and care
- Provide animal emergency care and sheltering
- Provide animal evacuation assistance and/or transport
- Provide animal search and rescue capabilities
- Create and maintain animal documentation and records
- Establish and maintain communications with emergency management, incident command and responders





# Creating the CART



Courtesy Jefferson County CART



Courtesy Jefferson County CART

# Creating the CART – Step #1

## Assess the Needs

- Arrange a meeting with your local office of emergency management or other Authority having Jurisdiction (AHJ).
- Find out what is already in place (or not in place) for animal disaster response in your community. Is something in place that can be built upon? Or is the concept of a CART a new undertaking for your community?



# Creating the CART – Step #1

## Assess the Needs

- Determine the emergency and natural disaster risks for your county or community.
  - This can be accomplished by requesting your county/community emergency operations plan (EOP) from your local office of emergency management.
  - Each EOP contains a section on hazard risk analysis which details the hazards and risks for your area.
  - Understand these risks and examine what the possible impacts may be to animals in your area should anyone of these hazards occur.

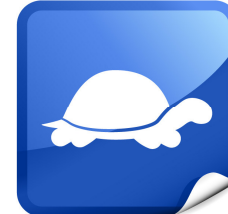




# Creating the CART – Step #1

## Assess the Needs

- Examine your demographics.
  - What portion of your county/community households have pets?
  - How many pets per household?
  - Do you have a significant population of horse owners?
  - What portion of the households in your area might be expected to have non-commercial livestock (i.e. back-yard goats, chickens, llama's, etc.)?



# Creating the CART – Step #1

## Assess the Needs

Understanding the risks and hazards for your community as well as the possible types and populations of the animals will assist you in determining what is needed to support the CART and its response capabilities:

- How your CART needs to be:
  - Sized
  - Trained
  - Credentialed
- And the needs for:
  - Equipment
  - Supplies
  - Resources



# Creating the CART – Step #2

## Determine the CART Structure

- There is no single “right way” to structure a CART.
- A CART must determine where it fits into the local emergency plan and operations structure and it must identify what its specific responsibilities will be.
- There are several templates for forming and managing a CART – one may work for your particular community better than another.

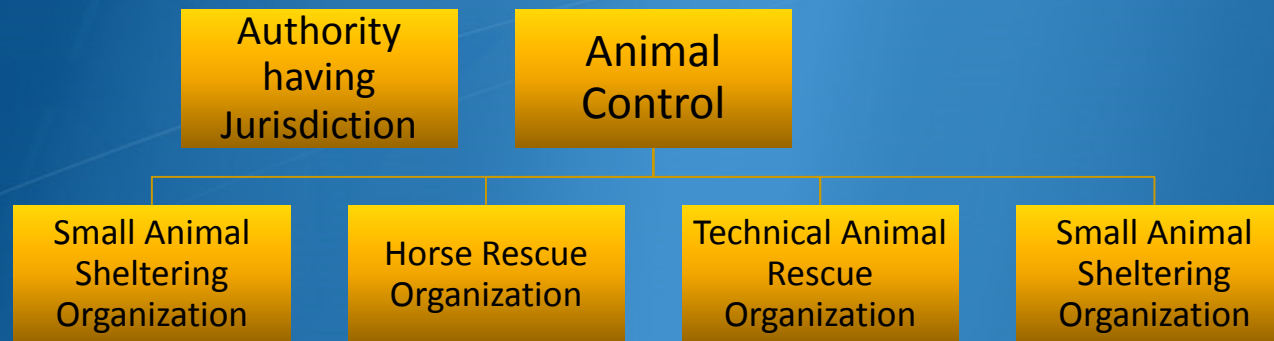




# Creating the CART – Step #2

## Determine the CART Structure

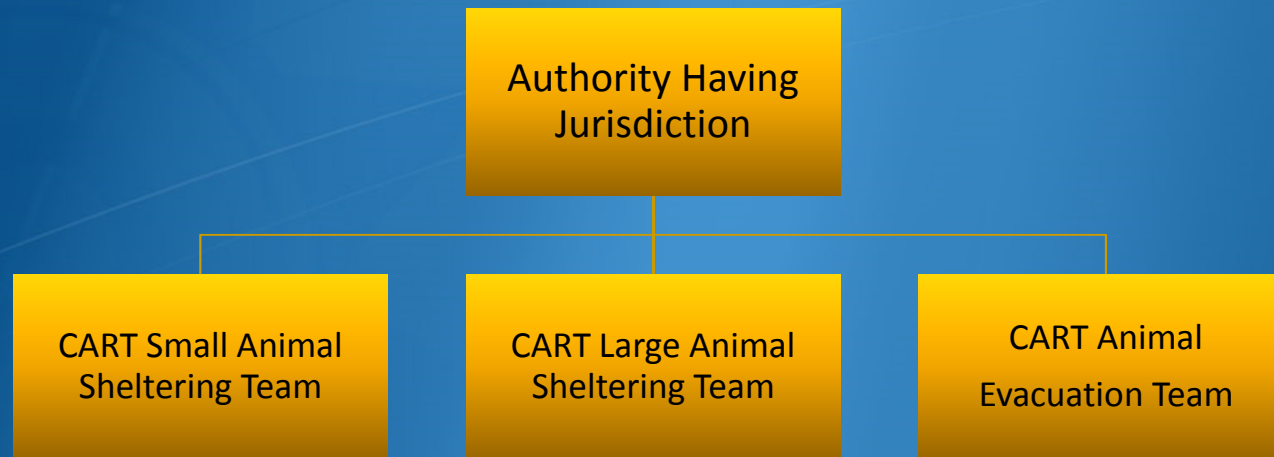
- As a “Team of Teams”
  - The CART is formed by multiple 501 (c) 3 non-profit agencies under the direction and control of the local AHJ or Animal Control Agency (i.e. the Jefferson County CART)



# Creating the CART – Step #2

## Determine the CART Structure

- As an integrated team of volunteers under the leadership of the AHJ
  - The CART is formed as a single/integrated team of volunteers under the direction and control of the local Office of Emergency Management and is not a separate 501 (c) 3 agency (i.e. the Douglas/Elbert County CART);



# Creating the CART – Step #2

## Determine the CART Structure

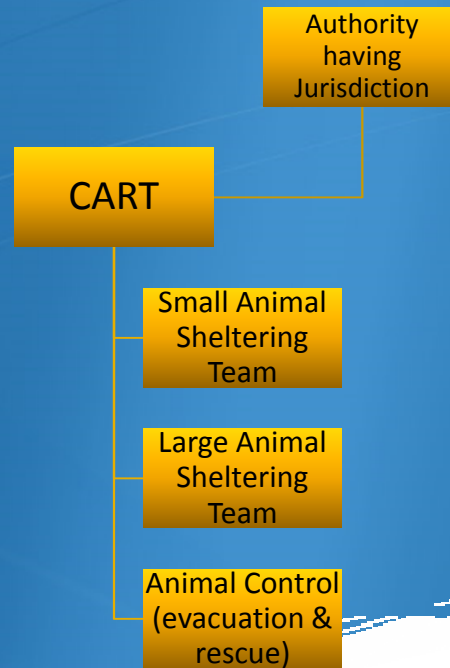
- As a program of the local Humane Society (or other non- profit agency)
  - The CART is formed as a team of volunteers under a 501 (c) 3 agency that provides an “umbrella” organization for the CART volunteers and has an MOU with the JHA (i.e. the El Paso CART).



# Creating the CART – Step #2

## Determine the CART Structure

- The CART itself is formed as a 501 (c) 3 agency with a Memorandum of Understanding (MOU) with the JHA to provide animal disaster response services (i.e. the Gilpin County CART).





# Creating the CART – Step #2

## Determine the CART Structure

- CARTs, depending on their potential hazards and demographics will need to determine how to develop small animal and large animal components of their CART plan and size volunteer resources accordingly.
- Will the CART primarily be an animal emergency sheltering organization? Or will it have the necessary training, skills, credentials and permissions to provide evacuation or animal search and rescue support?





# Creating the CART – Step #3

## Identifying Resources

- Once a CART's role, structure and legitimacy are determined the resources needed to support that role and structure are needed.
- A CART will need:
  - Personnel/Volunteers
  - Equipment
  - Supplies
  - Materials
  - Funding
- Lists of suggested resources can be found at [www.PetAidColorado.org](http://www.PetAidColorado.org) under the Disaster Services Tab



# Creating the CART – Step #3

## Identifying Resources

### Necessary CART Personnel

- A successful CART Team requires:
  - A Designated Coordinator or Co-Coordinators (may be volunteer leaders)
  - Administrative assistance (may be provided by volunteers)
  - Committed, trained and credentialed volunteers who commit to taking responsibility for parts of the CART program.





# Creating the CART – Step #3

## Identifying Resources

### CART Coordinator and/or Leadership Team

- Works with Emergency Management to understand the EOP and the CART's role and responsibility under the EOP.
- Develops the CART budget and funding planning.
- Develops tracking forms and records:
  - Volunteers
  - Training
  - Credentials
  - Exercises

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# Creating the CART – Step #3

## Identifying Resources

### CART Coordinator and/or Leadership Team

- Maintains financial records and equipment inventory.
- Creates and implements Standard Operating Procedures
- Provides CART Outreach to community leaders, partners, emergency management and response agencies.



LEADERSHIP



# Creating the CART – Step #3

## Identifying Resources

### CART Coordinator and/or Leadership Team

- Maintains and manages relationship with the Media.
- Creates and maintains CART training criteria and training schedules.
- Manages and coordinates the CART Training program:
  - Scheduling and Registration
  - Instructors and training courses
  - Course content review
  - Training evaluation and results



LEADERSHIP



# Creating the CART – Step #3

## Identifying Resources

Assigning Roles - A CART Team will often be structured in a functional manner, with sub-teams responsible for particular roles and activities.

- Command
  - The CART Coordinator
  - Command Support Personnel
    - Co-coordinator
    - Public information officer
    - EOC liaison
    - etc.

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# Creating the CART – Step #3

## Identifying Resources

Assigning Roles - A CART Team will often be structured in a functional manner, with sub-teams responsible for particular roles and activities.

- Small Animal Emergency Sheltering
  - Small Animal Emergency Shelter Manager
  - Small Animal Emergency Shelter Team Leaders
    - Small Animal Emergency Shelter Team (Intake, Documentation, Feeding, Cleaning, Walking, Veterinary Medical Care and Discharge personnel)
  
- Large Animal Emergency Sheltering
  - Large Animal Emergency Shelter Manager
  - Large Animal Emergency Shelter Team Leaders
    - Large Animal Emergency Shelter Team (Intake, Documentation, Feeding, Cleaning, Walking, Veterinary Medical Care and Discharge personnel)

# Creating the CART – Step #3

## Identifying Resources

Assigning Roles - A CART Team will often be structured in a functional manner, with sub-teams responsible for particular roles and activities.

- Evacuation (members must be appropriately trained, skilled, credentialed, and deployed by the AHJ)
  - Evacuation Lead
  - Evacuation Team (Team Leader, Driver, Animal Handler, Capture and Transport personnel)
- Animal Search and Rescue (ASAR) (members must be appropriately trained, skilled, credentialed, and deployed by the AHJ)
  - ASAR Lead
  - ASAR Evacuation Team (Team Leader, Driver, Animal Handler, Capture and Transport personnel)

# Creating the CART – Step #3

## Identifying Resources

In Each of these functional areas, managers and teams must have their individual policy and procedures in place which provide a clear understanding of group and individual team member roles.



# Creating the CART – Step #3

## Identifying Resources

- Once you understand your needed personnel, equipment, supplies and materials you can determine cost estimates needed to train your volunteers (training, facilities, instructors, equipment) and to acquire the necessary equipment, supplies and materials.
- Understanding these costs will help you to develop a budget and to determine the best approach to funding the CART.





# CART Recruiting– Step #4

## Support and Recruiting

A successful CART has the support of its Key Stakeholder and is able to recruit committed volunteers.



SUPPORT  
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# CART Recruiting– Step #4

## Support

- Based on your local hazard analysis and demographics determine the Mission, Role and Scope for the CART Team.
- Develop an overview of how the CART can and will assist the community during a large scale event or disaster.
- Outline the organizational structure for the CART.
- Outline the mandatory training each CART volunteer will have for each area of emergency or disaster support.
- Outline criteria for activation and deployment by the AHJ.
- Be prepared to present of this in a logical, well organized presentation to key county/community stakeholders.



# CART Recruiting– Step #4

## Support - Your Key Stakeholders:

- Elected and Appointed Officials, Emergency Management, Public Health, Law Enforcement, Fire & Rescue, Search and Rescue.
- Community/County Fairgrounds, parks and facilities management.
- American Red Cross, Salvation Army and other non-governmental disaster response organizations.
- Kennel clubs, pure breed clubs, FFA, 4-H clubs, equine clubs and organizations, veterinarians, vet technicians, veterinary associations, Humane Society/SPCA staff and volunteers, animal rescue organization staff and volunteers and faith-based organizations.
- Private service providers such as pet trainers, pet groomers, pet sitters, commercial boarding facilities.
- Critical infrastructure operators such as commercial real estate professionals, large property owners.
- Local and regional corporations such as PetSmart, PetCo, Farm Supply, Home Depot, Lowes, Walmart, and others.



# CART Recruiting– Step #4

Recruiting - These same Key Stakeholders may also be excellent places to recruit CART volunteers:

- Humane Society/SPCA's including their volunteers
- Animal rescue organizations
- Kennel and Breed Clubs
- Sporting Dog Clubs
- Dog Trainers
- Dog Park users (i.e. active pet owners)
- Equestrian Clubs
- Equine rescue organizations
- Horse Trainers





# CART Recruiting– Step #4

## Support and Recruiting

### Organize a Meeting with Steering Committee & Stakeholders

- Include all of your identified stakeholders.
- Introduce the concept of a Team – the CART.
- Articulate your mission, goals and objectives.
- Identify those individuals who stand out as having the time and interest to get involved.
- Collect comments, ideas and contact information.



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# CART Recruiting– Step #4

## Support and Recruiting

Move Quickly from Concept to Action

- Organize an initial Steering Committee meeting(s)
- Invite individuals who have been identified as potential leaders
- Give people specific tasks with deadlines



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SUPPORT

# CART Recruiting– Step #4

## Support and Recruiting

### Move Quickly from Concept to Action

- Don't get overwhelmed with the size of the task – take it a step at a time.
  - Create a call-out list with alternates
  - Define each Group's Responsibilities (i.e. individual organization as a part of the CART or small animal emergency sheltering team, large animal emergency sheltering team, etc.)
  - List and catalog the group's resources – include equipment, personnel, expertise, and services.
  - Create basic Standard Operating Procedures.
  - Create a CART Organization Chart
  - Create job descriptions for all identified positions (see organization chart)
  - Create a simple, basic mobilization plan
  - Gather, publish and distribute this information to stakeholders and the AHJ.
  - Create standardized forms and documentation – keep it simple and basic.
  - Distribute all of this to the Steering Committee and get their review and feedback.
  - Revise as necessary and get Steering Committee approval on final documents.
  - Distribute materials to AHJ for review and feedback.
  - Finalize and distribute all materials.



# CART Recruiting– Step #5

## Training

### Mandatory Initial Training

- IS-100.B Introduction to Incident Command System, ICS-100) (from <http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-100.b> )
- IS-700.A National Incident Management System (NIMS), An Introduction (from <http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-700.a> )
- Basic CART Training (available at [www.PetAidColorado.org](http://www.PetAidColorado.org))

**Training**  
Knowledge, skills, and  
abilities. It fo  
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# CART Recruiting– Step #5

## Training

### Suggested Initial Training

- IS-200.B ICS for Single Resources and Initial Action Incidents (from <http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-200.b> )
- IS-800.B National Response Framework, An Introduction (from <http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-800.b> )
- IS-10.A Animals in Disasters: Awareness and Preparedness (from <http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-10.a> )
- IS-11.A Animals in Disasters: Community Planning (from <http://www.training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-11.a> )

**Training**  
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# CART Recruiting– Step #5

## Training

### Advanced Training

- Disaster Animal Sheltering
- Advanced Animal Handling
- Technical Animal Rescue
- Livestock Technical Rescue

**Training**

Knowledge, skills, and abilities. It for



# CART Recruiting– Step #5

## Training

### Exercises

- Exercise your training and Standard Operations Plans.
- Start with several Tabletop exercises.
- Plan one large exercise per year.
- Work with your local Office of Emergency Management to be included in their monthly/annual exercises.

**Training**  
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# CART Maintenance



Courtesy Lancaster County, PA CART



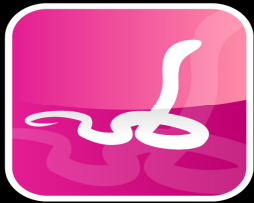
Courtesy North Carolina Dept. of Agriculture and Consumer Services

# CART Maintenance – Step #6

## CART Maintenance

- There is often a lot of excitement and commitment in the initial stages of forming and training a CART.
- However, experience shows that unless the CART leadership develops a plan for:
  - Regular communication with volunteers
  - Regular training opportunities so that new volunteers can be brought into the team and existing volunteers can expand their knowledge and skills
  - Maintaining and refreshing partnerships and
  - Maintaining records

A CART often declines and is unready when the inevitable disaster actually strikes.



# CART Maintenance – Step #6

## Communication

Communicate with Your Volunteers.

- Keep volunteer interest high.
- Promote a sense of Team.
- Keep volunteers informed on CART Team events, actions and plans.
- Keep volunteers informed on what is happening in their community.





# CART Maintenance – Step #6

## Communication

Communicate with:

- Newsletters
- Email alerts
- List-serve
- Regular meetings
- CART website





# CART Maintenance – Step #6

## Communication

Communicate:

- Trainings and exercises
- Advanced training opportunities
- Team success stories
- Special projects that need volunteer support
- Individual recognition
- Information of interest to volunteers



# CART Maintenance – Step #7

## Continuing Training and Exercises

- Conduct regular refresher trainings
- Plan skill expansion trainings
  - Small Animal Handling
  - Large Animal Handling
  - Pet First Aid
  - Humane First Aid and CPR
  - Large Animal Trailering
  - Radio Communications
  - Advanced ICS training
  - EOC Desk Training
  - Donations Management

**Training**  
Knowledge, skills, and  
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# CART Maintenance – Step #7

## Continuing Training and Exercises

- Work with local Emergency Management to:
  - Assist with updates of the EOP and EOP Annexes to integrate animal disaster preparedness and response considerations, capabilities, assets and resources.
  - Help plan emergency exercises with animal components and injects.
  - Assure CART participation and contribution in emergency exercises.
  - Identify successes, gaps and “Lesson’s Learned” in emergency exercises covering animal disaster response.
  - Use successes, gaps and “Lesson’s Learned” to improve CART capabilities and resources and to update the EOP and EOP Annexes on a regular basis.

**Training**  
Knowledge, skills, and  
abilities. It fo  
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# CART Maintenance – Step #8

## Maintain Records

- Policy and Procedure documents.
- CART Job/Role Descriptions
- Current CART volunteers by training, skills, type and teams
- Call-down List for CART activation
- Training records for individual CART volunteers
- Standard CART Forms
- Inventory of Equipment, Supplies, Resources
- Instructors and training schedules
- Administrative information and budget information
- Maintaining CART Records
- People who express interest in becoming CART volunteers
- Marketing contacts



# CART Maintenance – Step #9

## Maintain Partnerships

- Communicate with them regularly.
- Keep them apprised of your successes.
- Involve your partners in CART training and exercises.
- Let your partners know your needs.
- Let your partners know that you appreciate their support.





# Questions?



## Ready, Set, Go!

