

**Colorado Generic COLOCATED**  
**Temporary Small Animal Shelter Plan Template**  
**DRAFT Version .01 – 5.1.14**

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# Introduction

The Co-located Temporary Small Animal Sheltering Plan is a component of the [\[insert name of Jurisdiction Having Authority \(AHJ\)\]](#) disaster response plan. This plan provides comprehensive guidance and procedures for establishing and operating a Co-located Temporary Small Animal Shelter (CO-TSAS). This plan is in accordance with the Pets Evacuation and Transportation Standards Act of 2006, which requires local jurisdictions to incorporate pets into disaster preparedness and response plans at the local level.

This plan is divided into a base plan and several Appendixes and Supplements that provide guidance to Community/County Animal Response Team (CART) or for the evacuation and sheltering of household pets and other companion animals. In this Plan the term “CART” is used to describe authorized animal disaster sheltering management/staff and volunteers.

## Purpose

This plan is intended to provide general guidance for the sheltering household pets during an emergency or disaster as well as a template for a co-located small animal shelter plan that can be customized to meet the local AHJ’s needs. It establishes procedures for the establishment, operation, and demobilization of a Co-located Temporary Small Animal Shelter (CO-TSAS).

## Scope

The plan applies to the [\[insert Jurisdictional Area Name/Description\]](#). The CART will utilize this plan for all activations requiring co-located small animal emergency sheltering.

## Direction and Control

### General

This Plan shall be activated when Incident Command or Emergency Management determines that there is a potential for a disaster that entails a significant increase in animal-care needs in [\[insert Jurisdictional Area Name/Description\]](#). The decision to implement the Plan may be coordinated with the neighboring jurisdiction emergency management or State Emergency Management for optimal effectiveness.

## **Response Requirements**

The designated primary and support agencies must plan to be self-sufficient as possible during the first 72 hours following an event, when there may be only limited assistance from local or state agencies.

## **Functions**

Animal-related services under this Plan are categorized in the following functional areas (indicated in italics), followed by the agencies assigned responsibility for leading or supporting each function.

*Assist emergency responders with animal emergency care.*

- [insert names of Animal Control Agency, CART, Humane Society or other primary and support agencies]

*Provide humane care and handling of animals before, during, and after disasters and arrange for veterinary treatment or euthanasia, as required.*

- [insert names of Animal Control Agency, CART, Humane Society or other primary and support agencies]

*Provide appropriate equipment and supplies for pre- and post-disaster sheltering and care of household pets and other companion animals.*

- [insert names of Animal Control Agency, CART, Humane Society or other primary and support agencies]

*Provide emergency medical care to injured or ill animals.*

- [insert names of Veterinary Reserve Corps, CART veterinarians, Humane Society or other primary and support agencies]

*Remove and properly dispose of animal carcasses.*

- [insert names of Animal Control Agency, CART, Humane Society or other primary and support agencies]

*Release information to the general public through public information officials who are officially sanctioned by incident command or emergency management, regarding such issues as animal shelter locations, quarantine areas, rabies alert, public service information announcements, etc.*

- [insert names of Animal Control Agency, CART, Humane Society or other primary and support agencies]

## Organization and Assignment of **Responsibilities**

### Primary Agencies

[insert AHJ]

[insert AHJ Emergency Management]

[insert Department of Health as appropriate]

[insert Department of Environment as appropriate]

[insert Animal Control Agency as appropriate]

[insert other Primary Agencies as appropriate]

### Leadership

[insert AHJ Coordinator]

[insert Animal Control Agency Leader as appropriate]

[insert CART Leader(s) as appropriate.]

[insert other Agencies Leadership as appropriate]

### Support Agencies

[insert Support Agencies as appropriate]

## **Assumptions**

- The evacuation, protection and care of pets is the responsibility of the owner.
- Any emergency resulting in the evacuation of residents to a shelter will also result in the evacuation of pets – and accommodation must be made for these animals.
- Up to 65% of evacuated or displaced residents will have the need to also evacuate and care for one or more household pets.
- Evacuation failures will occur if residents are not provided with an option for the safe and healthy disaster sheltering of their animals during the event.

- Many displaced residents will require disaster sheltering of their household pets for the duration of the event or longer in order to manage the disruption of their normal work and living routines.
- Household pets, as defined by the Federal Emergency Management Agency (FEMA) are, “A domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses) and animals kept for racing purposes.” However, [\[insert AHJ\]](#) may elect to shelter animals considered as pets by their owners although not included in the FEMA definition. The CO-TSAS may be able to accept limited exotics depending on training and capabilities of the shelter and personnel and approval by the AHJ.
- A service animal is defined by FEMA as, “Any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.”
- Most disasters will not meet the FEMA threshold for reimbursement; therefore, FEMA will not provide reimbursement for expenses associated with establishing the CO-TSAS.
- The CART team will direct and control all CO-TSAS related activities, as outlined in this plan.
- A CO-TSAS is co-located with a human shelter and it is assumed that pet owners will be the primary care providers for their animals. The CART team will only provide for security, accountability, and oversight of the shelters. If sufficient volunteers are available, the CART will provide for kennel cleaning.
- CART should coordinate logistics support with human sheltering teams for the benefit of the CO-TSAS. The Incident Commander (IC) or Emergency Manager (EM) or the Emergency Operations Center (EOC) will provide any logistics support that the human sheltering teams cannot provide.



- The CART will be a backup to pet owners at the CO-TSAS; if an owner does not provide reasonable care for their animals, the CART will do so. However, the owner will be contacted.
- Only animals of known owners will be sheltered in the CO-TSAS. All stray companion animals will be transferred to the local animal control shelter.
- The CART will only provide basic first aid and emergency care to stabilize an animal. Owners are ultimately responsible for the transfer of their pets to veterinary clinics, and for any additional emergency care for their pets. The CART can assist owners in moving their pets to veterinarian clinics, if necessary. Services provided by CART will not be billed to the owner.
- Mutual aid may be available from other Colorado CARTs or animal response teams or the Colorado Veterinarian Medical Reserve Corps. Mutual aid requests for CO-TSAS support should be made through the local EOC.

## **Authorities and References**

- Pets Evacuation and Transportation Standards Act of 2006
- Federal Emergency Management Agency (FEMA) Disaster Assister Assistance Policy 9523.19, “Eligible Costs Related to Pet Evacuations and Sheltering”
- Americans with Disabilities Act, Title II and III, September 15, 2010.
- Colorado Revised Statute 25-4-603, “Animal Bite Reporting”
- Colorado Revised Statute 25-4-604, “Health Department Notice for Quarantine”
- [\[insert local County Emergency Operations Plan, date here\]](#).
- [\[insert local County Emergency Operations Plan, ESF6 Appendix, date here\]](#).
- [\[insert local County Emergency Operations Plan, ESF11 and/or ESF6A Appendix, date here\]](#).
- [\[insert other appropriate local statue authorities and references, date here\]](#).
- “Guidance for Planning for Integration of Functional Needs Support Services in General Populations Shelters,” FEMA, November 2010.
- “Disaster Sheltering for Companion Animals,” American Humane Association, 2010.

- “Developing and Maintaining Emergency Operations Plans,” Comprehensive Preparedness Guide (CPG) 101, FEMA, November 2010.

## Relationships and Partnerships

Several agencies and nonprofit animal response organizations may have responsibilities for the care of pets during a disaster. The following describes the responsibilities and relationships of these organizations:

- **[insert AHJ here] Office of Emergency Management** is responsible for coordinating the resources necessary to assist owners in the evacuation and care of their pets during a disaster. This office will activate the agencies and organizations, listed below, to shelter pets and service animals of known owners. The local Emergency Operations Center, Emergency Support Function 11 or 6a, will assist the CART in attempting to reunite pets with owners.
- **[insert AHJ here] Community/County Animal Response Team (CART)** is responsible for establishing and managing a Small Animal Emergency Shelter for pets of known owners. Ideally the pet shelter will be established at the same location as the human shelter. If this is not possible the pet shelter will be established as a stand-alone temporary animal shelter. The CART will establish a CO-TSAS that is secure and provides for the basic needs of pets (food, water, shelter), and will maintain the shelter in a manner that does not promote the spread of disease between animals, or between animals and humans.
- **[insert name of AHJ Animal Control]** is responsible for assisting with animal evacuation and the capture of loose pets. Animal Control and the CART are responsible for the care and final disposition of pets without identified owners. Animal Control and the CART will assist with efforts to locate pet owners and reunify them with their separated pets.
- **[insert name of Human Services organization, i.e. American Red Cross, faith-based organization, etc]** is responsible for assisting residents with service animals at the human shelter locations. This includes providing space for the service animal inside the shelter. If there is a medical issue with a service animal, the human Shelter Manager is required to contact the CART veterinarian for assistance.

- **Colorado Veterinarian Medical Reserve Corps (COVMRC)** can be activated to provide additional personnel to the CO-TSAS, if required.
- **Other Colorado CARTs** may be available to provide mutual aid to the CART when pet sheltering requirements exceed county resources and capabilities.

## Concept of Operations

### Overview

The CO-TSAS is intended to function as both a short term and a long term shelter. A short term shelter is one that operates for fewer than 72 hours. Short term shelters will have less capabilities than long term shelters. Long-term shelters have greater capabilities that may include pet wash areas and a greater division of animals. This greater division may include having separate areas for difficult animals, very old animals, or animals showing aggressive behavior.

The CO-TSAS as a co-located shelter is a component of the human shelter which houses the general population, including persons with functional or medical needs, and their service animals.

### Coordination with the local Emergency Operations Center (EOC)

Utilizing the Incident Command System and the National Incident Management System, several EOC personnel are responsible for mass care. This includes the [\[insert name of AHJ Emergency Manager \(EM\)\]](#), with overall responsibility for all aspects of this plan; ESF 6 (Mass Care), responsible for all aspects of human sheltering; and ESF11 (Agriculture/Animals) and/or ESF6A (Household Pets/Service Animals), responsible for all aspects of animal sheltering and care. These personnel are normally located in the County EOC, with the following phone numbers and email addresses:

EM: [\[Insert telephone number\]](#) [\[Insert email address\]](#)

ESF 6: [\[Insert telephone number\]](#) [\[Insert email address\]](#)

ESF 6A: [\[Insert telephone number\]](#) [\[Insert email address\]](#)

ESF11: [\[Insert telephone number\]](#) [\[Insert email address\]](#)

# Temporary Small Animal Shelter Mobilization

## Notification

In the event of an emergency that requires an evacuation, the IC or EM or EOC will assess whether a co-location or standalone small animal emergency shelter needs to be established.

Once the [insert name of Human Services agency] is notified to establish a shelter, the [insert IC or EM or ESF11 (Agriculture /Animals) and/or ESF6a (Household Pets/Service Animals)] will contact the CART to establish a CO-TSAS. With some exceptions, a CO-TSAS may generally be established any time a human shelter is established or may be established as a stand-alone (non-collocated) shelter.

The [insert IC or EM, or ESF11/ESF6A], will contact the CART Leader(s)/Coordinator(s) to provide the location of the human shelter or stand-alone shelter (or a staging location if the shelter location is not yet known), the anticipated number of pets based on number of homes evacuated, the status of the animal sheltering cache, and any special instructions. The CART Leader/Coordinator will then contact all other CART members.

The [insert IC or EM, or ESF11/ESF6A], will conduct an independent assessment to determine if a Temporary Large Animal Shelter (TLAS) is required.

All CART members will report to the CO-TSAS location or staging area with appropriate clothing, supplies and equipment. Minimally, this includes clothing for the anticipated temperatures, boots, leather gloves, personal medications for 24 hours, and bottled water and snacks for six hours.

The [insert IC or EM, or ESF11/ESF6A] will attempt to provide additional personnel to help set up the shelter. However, some of these setup people may not be CART members, and may not be able to provide help beyond setup.

The ESF11/ESF6a will be the primary entity for coordination with other agencies involved in the execution of this plan. The CART will be responsible for coordination of operations with other agencies co-located at the shelter. The CART will also be responsible for assessing and determining the resources needed for implementation of the CO-TSAS.

## Activation

The following checklists are intended to guide actions before, during and after a local disaster event requiring the establishment of a co-located temporary small animal shelter (CO-TSAS). The time triggers in these checklists are dependent upon whether the situation provides sufficient preparatory planning. If the event occurs without warning the activation sequence would be compressed and many of the actions listed would require concurrent actions.

### Pre-Event Activities

- Monitor threat/weather advisories.
- When appropriate, issue press releases or otherwise recommend that citizens plan for evacuation needs of household pets and service animals. Recommend that pet owners in vulnerable areas prepare ID Kits and Pet-Go Kits to evacuate with their animals.
- Review local jurisdiction's Emergency Operations Plan, ESF6 Mass Care Appendix, ESF11/ESF6A Animal Appendix and Small Animal Emergency Sheltering (CO-TSAS) Plan.
- Brief appropriate jurisdictional authority leadership/coordinators on animal disaster sheltering readiness actions needed.
- Check CART leadership readiness to activate.
- Determine initial counts of available CART animal shelter volunteers.
- Check CO-TSAS facility location(s), equipment, food supplies, veterinary supplies, intake and office supplies, vehicles and transport for readiness and availability.
- Request that ESF6 Mass Care/Human Sheltering coordinators provide contact information for human shelters for any co-located or pet-friendly shelter locations.
- Determine initial capacity for numbers of household pets requiring shelter.
- Determine surge capacity for numbers of household pets requiring shelter.
- Determine additional resource requirements needed.
- Establish communications and confirm communications plan with AHJ, IC, EOC, CART small animal shelter volunteers and support agencies.
- Alert CART animal shelter leadership/staff/volunteers to standby status.

- Establish communications with all support agencies.
- Stage equipment, resources as appropriate and time permits.
- Begin resource tracking of CO-TSAS facility locations, equipment, food supplies, veterinary supplies, intake and office supplies, vehicles and transport.

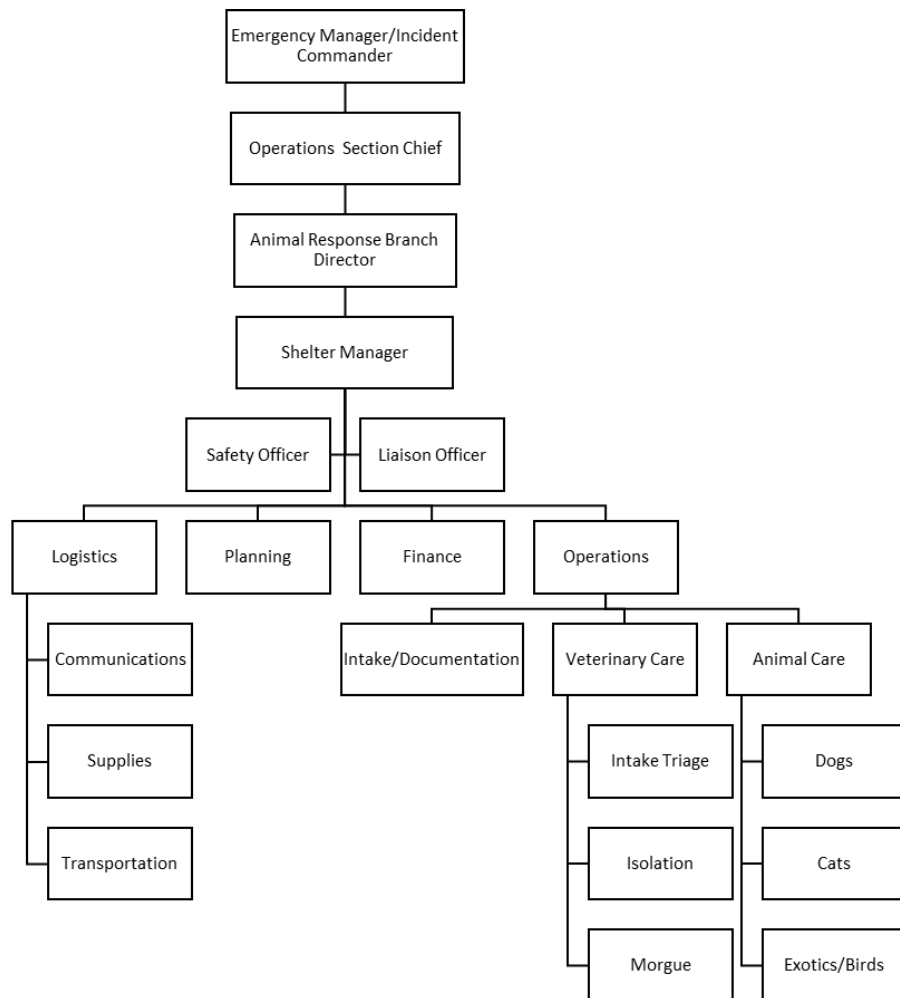
#### Initial Response Activities

- Activate CART small animal shelter leaders, staff and volunteers.
- Mobilize human resources, CO-TSAS facility locations, equipment, food supplies, veterinary supplies, intake and office supplies, vehicles and transport.
- Continue resource tracking of animal shelter facility locations, equipment, food supplies, veterinary supplies, intake and office supplies, vehicles and transport.
- Begin event logs.
  - Inventories of intake of sheltered animals by location, by species.
  - Inventories of release of sheltered animals by location, by species.
  - Assessment of overall health status of sheltered animals.
  - Inventory of surge capacity by location, by species.
  - Counts and names of deployed animal shelter leaders, staff and volunteers.
  - Ongoing additional resource requirements.
- Begin documentation of response activities and financial costs related to event. Capture expense receipts, hours worked, mileage, etc.
- Maintain documentation and tracking of all financial costs related to the event.
- Re-evaluate the event and the situation regularly.
- Contribute to Incident Action Plan for the next operational period.
- Brief the EOC on the status of small animal shelter response and planning.
- Take all necessary actions to preserve life and property utilizing available resources.
- Coordinate response and support functions with outside agencies and volunteer organizations.
- Coordinate small animal shelter operations, logistics, planning and administrative/finance functions with overall Incident Command structure.

## Incident Command System (ICS)

The CART will utilize the Incident Command System (ICS) for the organization and management of the CO-TSAS. Below is the organizational chart for the Temporary Small Animal Shelter. Depending on the scale of the event a compressed form of this organization chart may be utilized:

### Co-located Temporary Small Animal Shelter Organizational Chart



## Personnel Requirements and Shift Operations

(See [Appendix A](#) for job titles, job descriptions, and responsibilities)

Shelter personnel should minimally include one Temporary Animal Shelter Manager (TASM) and 4-6 operational staff Leads and team members. The operations staff includes:

- One person for Intake, Release and Documentation
- Two to four persons for Animal Care Team (kennel/cage operations), and two persons for the Safety and Sanitation Team
- One to two persons for Logistics
- One on-site or on-call Veterinarian Team Lead

The shift operations are managed by the TSAM, as many CART members will not be able to stay for an entire 8-12 hour shift.

The night shift can be limited to two people for security, as no owners will be allowed into the shelter at this time. For safety reasons, at no time will a single CART person be responsible for, or left at, the shelter alone. The TASM will ensure that a form of communication (cell phone or radio) is available to the night shift in case assistance is required.

Shelter hours are generally [\[insert ##:00 a.m. to ##:00 p.m.\]](#). There may be a mid-afternoon lights-out period to reduce the stress on animals. During this period, owners cannot check in or check out their pets, lights will be off inside the kennel area, and welfare checks will be kept to a minimum.

Each time there is a change in personnel, the on-duty person will provide a briefing to their replacement prior to departing. All CART personnel must sign into and out of the shelter for their shift.

## Logistics

### CO-TSAS capacity

The CO-TSAS is equipped to shelter [\[insert pet capacity here\]](#) pets. The CO-TSAS equipment cache contains [\[##\]](#) large, [\[##\]](#) medium and [\[##\]](#) kennels. The number of large and small animals (by kind) to be sheltered will determine the total number of animals that can be accommodated. Exotic animals should be brought to the shelter in their own cages or containers.



## **Small Animal Emergency Sheltering Cache**

The CART cache trailer is maintained at [insert address] at [insert location]. See Appendix 3 for equipment list.

When the CART is activated, ESF11/ESF6A will coordinate for the movement of the cache trailer to the CO-TSAS location. If both a companion animal and a large animal shelter are established, the EOC must coordinate with the Large Animal Emergency Shelter (LAES) Team and CO-TSAS Team leads to obtain their caches in the most expeditious manner possible.

## **Increasing the Capabilities of the CO-TSAS**

The EOC ESF11/ESF6A lead must anticipate the need to increase the capabilities of animal shelters. If an increase is anticipated due to the opening of additional human shelters, ESF11/ESF6A will identify the requirements as soon as possible and order additional resources. Mutual aid may be available from several state and non-profit organizations but must be requested through the EOC ESF11/ESF6A Desks.

## **Supplies and Services**

The EOC Logistics Desk will assist with most logistics support to the CART members at the CO-TSAS. This includes food, water, restrooms, and break area for CART personnel. The EOC Logistics Desk will also accept and pass supply and equipment requirements to the EOC for items that the CART cannot provide. However, only those items critical to CO-TSAS operations should be considered for procurement, because funds expended for response operations will most likely not be reimbursed by the State or FEMA.

## **Donations**

The CART should not accept donations of kennels, supplies, equipment, or volunteer help without the approval of ESF11/ESF6A Desk. Anyone wishing to donate or volunteer should be referred to ESF11/ESF6A, the donations warehouse, or the donations center (if those facilities are established). An approved CO-TSAS Donation's Lead may be on-site to manage approval and logistics of donations if approved in advance by the ESF11/ESF6A Desk.

## Shelter Establishment

### Locating the Co-located CO-TSAS and support areas

The Emergency Manager and ESF11/ESF6A are the lead for allocating “property/facility” for the CO-TSAS (if the CO-TSAS facility has not been established pre-event) and will make the final decision on where the CART CO-TSAS will set up at the shelter site.

Most human shelters are established in schools and church buildings. A CO-TSAS can be co-located with a human shelter, but cannot be inside the same building as a human shelter unless the CO-TSAS is on a separate ventilation system. This is to avoid causing allergy problems for people staying in the shelter. Exceptions to this may be permitted by the human shelter Manager.

The CART leader on site should determine where the CO-TSAS should be set up, so as to make a recommendation to the human shelter Manager. Refer to [Appendix B](#) of this Plan for site considerations. This walk around/assessment should include the use of other buildings in the area for the CO-TSAS.

That CART leader will then find the human shelter Manager to coordinate the location of the CO-TSAS. In some cases the locations of each agency in the human shelter will have been pre-determined.

Buildings are always preferred to tents, and should be the first option considered by CART members for a CO-TSAS. Many schools and churches have smaller auxiliary buildings that could be used for a pet shelter. If a building is used, the floors must be covered with plastic material or tarps to protect the floors. Any furniture will be moved into a secure room, or covered with plastic material or tarps to protect it from animal urine or damage.

The CART Lead or the TASM should request the most appropriate space for the CO-TSAS, including separate buildings if available. If this request is not approved by the human shelter Manager, the CART lead should not argue this point but should contact the ESF11/ESF6A desk for other options. However, if the human shelter Manager places the CO-TSAS in a location that is unsuitable for pet sheltering or the CART, and the human shelter Manager is unwilling to make any changes, the lead CART person will notify ESF11/ESF6A

[insert ESF11/ESF6A Desk phone number(s) here] or the EM [insert EM EOC Desk phone number here].

## Configuring the CO-TSAS

Once the CO-TSAS area is identified, the lead CART person is responsible for appointing a TASM and for providing guidance to all other CART members on where and how to set up the CO-TSAS. The working areas of the CO-TSAS must be arranged in a manner that provides for smooth processing and management of companion animals.

The pet shelter should have several designated areas:

- **Intake and release areas** must be located within easy walking distance of the intake point for the human shelter, if co-located or the public parking lot if a stand-alone CO-TSAS.
- **Kennel areas**, with separate areas for dogs, cats, birds, and exotics (if any are accepted). Dogs should be located near an exit, so they do not have to walk through the cat areas for exercise.
- **Medical and isolation areas**, separate from the general population and separate by species.
- **Cage cleaning/sanitation area** must have good drainage and appropriate disposal for gray/black water.
- **Outside dog walk area** should allow easy cleaning of fecal matter.
- Any other areas that the TASM may find appropriate

Post signs with arrows at the CO-TSAS entrance to direct pet owners to the appropriate CO-TSAS areas. Basic signs are part of the CO-TSAS Cache. If additional signs are required, they can be copied from the samples at [Appendix C](#).

## **Shelter Operations**

### **Pre-Operations Check**

The TASM is required to conduct a pre-operations check before allowing the shelter to open. This is to ensure the safety of pets, owners, and volunteers. A pre-operations checklist is at [Appendix D](#).

### **Daily Care Routine**

(See [Appendix L](#) for Daily Care Routine checklist)

A Daily Care Routine will be established by the TASM. This will include a shift-change briefing for CART members; shelter inspections (at every shift change); kennel, pet health, and accountability checks (hourly); feeding times; kennel cleaning times; times for dog visitation, and check-out for walking; lights-out schedule, and security checks (night time only).

### **Temperature Control and Ventilation**

The shelter must be maintained at a temperature that is healthy for the pets. Arranging the shelter to allow for frequent air exchanges is also important. There are various methods to enhance air exchanges and temperature control in the shelter, such as fans, rolling up tent walls, opening windows and doors, and utilizing air conditioning units for warm weather and heating units for cold weather. Air exchanges during cold weather will be a challenge, but allowing fresh air in every few hours for a short period of time, while not allowing the room temperature to drop below 60 degrees (except for bird areas), is one option. Bird sheltering areas should not have a temperature below 70 degrees.

### **Intake**

(See [Appendix E](#) for Intake Checklist)

### **What animals are eligible for sheltering in the CO-TSAS**

The CO-TSAS is designed to shelter the pets of evacuated residents. These residents may be staying at a human shelter or with family or friends. The CO-TSAS may accept pets from people not staying at a human shelter as there will be residents who have found temporary

housing that does not accept pets. The TASM will determine what pets will be accepted in the CO-TSAS.

Stray animals will not be sheltered in the CO-TSAS. If someone brings a stray into the shelter and does not know the owner, then the CART will place the animal in a crate/kennel and notify Animal Control for pick up and sheltering at the animal control facility. If an animal is dropped off by someone who knows the owner, such as a neighbor who evacuated the pet, the CART will shelter the animal until the owner either checks the pet out or signs into the human shelter.

Extremely aggressive animals and some exotic pets may not be admitted into the shelter, for safety reasons, and for the limited capability to care for exotic animals. The TASAM has the authority to refuse admittance of any pet into the shelter or to recommend optional sheltering locations to the pet owner, such as a local veterinarian or exotic animal rescue.

## **Pet Registration**

Residents must check their pets into the shelter before checking themselves into the human shelter. Pet registration consists of completing three forms:

- Animal Intake form (one per animal)
- Kennel Card (one per animal)
- Owner's Waiver / Emergency Veterinary Authorization form

These forms will be filled out by an Intake Team volunteer with clear handwriting, or by using a computer and pre-approved software. These forms will be signed by the owner. One copy of each of these forms will be provided to the owner; a second copy will remain with the CART/CO-TSAS in its files.

Each pet will be assigned a unique ID number, which will be recorded on all forms and should be associated with the owner's last name, followed by pet name and ID number. Unique file numbers are sequential with the first dog assigned D001, the next dog regardless of owner will be assigned D002, Cats start with C001, and Exotics (regardless of species) start with E001. Puppies or kittens that will be in same kennel as their mother will have the mothers unique file number followed by an alphabet letter (mother is D007, puppies are D007a, D007b, D007c, etc. No number is assigned more than once. Owners of multiple pets will be assigned multiple numbers and will have multiple files. For example, if Jane Doe is the first person to check in

pets, and checks in one cat and one dog, her files would be marked: Doe, Jane/Fluffy/C001; Doe Jane/Fido/D001.

If a camera is available, a photo of the owner with their pet will be taken and kept in a computer file with the owners file number noted.

The kennel card will be filled out and signed by the owner. The kennel card will always remain with the pet unless the owner has checked the pet out for walking or for release. The right top corner of the kennel card will be marked with a red dot if the animal is aggressive. The animal's ID number will be written on the kennel card.

At the time of registration owners must identify who, by name, is allowed to check their pets out for exercising and release. Only those individuals on the list will be allowed access. Only those 13 years of age and above will be allowed to check out pets.

A magnetic board will be used to track the kennel location of pets. Each pet will be represented by a magnetic tag that records the owner's name, pet's name, and pet ID number. This tag will also display a red dot if the animal is aggressive.

The pet will be tagged with a pet band. As a minimum, the animal's ID number will be written on the pet's band.

## **Pet health check**

During intake, the CART member will conduct a cursory health check of the animal. If a Veterinarian or Veterinary Assistant is available, the health check will be conducted by them; otherwise, the most appropriate CART member will conduct the health check. Any animal believed to be sick will be placed in the medical/isolation area until deemed well by the Veterinary Medical Lead.

If during the health check an animal is suspected of being abused, the CART member and/or veterinarian will notify the TASM. The TASM Manager will notify ESF11/ESF6A. The Veterinary Team Lead will also make all legally required notification to the appropriate law enforcement agency.

During the health exam the veterinarian will attempt to verify if the pet has current rabies shots. Pets will not be turned away from the shelter if the owner cannot provide proof of vaccination. Any pet that shows signs of illness will be placed in an isolation area until release by the veterinarian.

## Decontamination

Some pets may require decontamination during intake. This consists of washing the pet with a pet-friendly soap, such as Dawn dishwashing soap and warm water. The need for decontamination will be determined by the Veterinarian, Veterinarian Technician, or the TASM. The owner can request that their pet be decontaminated.

## Kenneling and containers

Once the owner has completed the intake process, the owner will lead the animal into the shelter (escorted by an Animal Care Team member) and place the pet into the kennel designated by the Animal Care Lead. The owner is encouraged to leave toys with their pets. The Animal Care Team member will place the kennel card on the crate.

If the owner has carried the pet into the shelter in a kennel, crate, cage, or other container, the owner's container may be utilized by the CO-TSAS. The Animal Intake form will note that the owner has provided a container, and will record the general size and description of the container.

Bird cages should allow for cleaning without removing the bird. If the bird must be removed for cleaning the owner will do so.

## Owner equipment

The CO-TSAS will **not** accept any owner-owned pet equipment, except for the following:

- Crate, cage, or container to kennel the pet
- Pet toys to place inside the kennel
- Pet bed for cats – small enough to place inside the kennel
- Pet food – only enough to store in a plastic box on top of the kennel
- Pet medications

Owners must take all other pet carriers, leashes, and other equipment with them; these will not be accepted by the CO-TSAS for safe keeping. The CART will maintain a 10-15 leashes for internal CO-TSAS use.

## **Verifying identity of owners entering the CO-TSAS**

At the CO-TSAS owners are required to enter the CO-TSAS several times per day to care for and exercise their pets. CART members must verify that each person entering the CO-TSAS is authorized to do so. Initially this will take a minute to verify the name on the owners' list; as CART members begin to recognize the owners, this process will take less time.

Proper identification is picture ID, such as a driver's license or military ID card. If CART members can visually recognize the person, that is also a proper method of ID.

Owners must sign once to check the pet out of the shelter, and once to check the pet back in. Owners are not required to be escorted into the shelter to obtain their pets. The CART will place at least one person in the kennel area to supervise owners and pets and ensure that the owner is taking only their pets.

## **Animal Care**

Owners are responsible for caring for their animals while in the CO-TSAS.

The CART may be asked to help people with disabilities care for their pets in the CO-TSAS. The TASM will decide whether to support these requests, based on availability of Animal Care Team volunteers and the temperament of the animal.

## **Kennel/Cage Operations**

Kennel areas will be organized to separate species as well as possible. Cats, birds, and other animals stressed by noise and the kennel environment will be placed in areas that are as quiet as possible.

Aggressive animals will be kenneled in locations that prevent their aggression towards other animals. These animals may be placed in an area by themselves or their cages may be covered with a blanket to avoid constant barking and aggression to animals in crates that are next to them. The kennel cards of aggressive animals will be marked with a red dot in the upper right corner (see [Pet Registration](#)).

Kennels will be organized as well as possible to provide fresh air to the animals, utilize air-flow to prevent the spread of communicable disease, provide for security, and ensure the best possible sanitation of the kennel areas. Attempt to separate kennels by 12 inches, or place solid material, such as cardboard, between the kennels.



Kennels are generally the wire-crate type. The isolation and medical areas may have both the airline type and the wire type.

Pets will be kenneled in family units if possible. This will be done by placing pets from the same household next to each other in individual kennels. However, multiple animals kept in a single cage (with the exception of mothers and babies) should be avoided unless the owner requests and agrees to this in writing. Cats and dogs will not be placed in the same kennel even if they come from the same family unit.

Pet toys are allowed in the kennels and, in fact, are encouraged.

Each cat will have a small litter box in its kennel. If the owner brings the pet's bed, it will be placed in the kennel with the cat if space permits. If a shelf or box is available in the kennel, place the bed on the shelf/box with the litter box under it.

Exotics should be brought to the shelter in their own cages or containers. If the owner does not bring a cage or container, CART staff will attempt to supply one that is suitable for the species. The owner will be shown the container in which their pet will be placed. If the owner does not approve of the container, then the pet cannot be sheltered.

## **Feeding and medications**

In the co-located CO-TSAS owners are responsible for feeding or medicating their pets. Owners can request that the Animal Care Team members temporarily feed their pet, but only as an exception until the owner can obtain food. The owner's pet food will be placed in the plastic box on top of the kennel.

The CART should assume that many pet owners will not have evacuated with food and should be prepared to provide food for pets for at least 24 hours. Upon activation of the CO-TSAS, the TASM must immediately order pet food through the EOC Logistics Section or EOC ESF11/ESF6A. The CART/CO-TSAS will provide dry pet food for dogs, and both dry and wet food (small cans) for cats.

Owners must sign in when they care for their pets. The CART will check the daily check-in log twice per day (see [Appendix L: Daily Care Routine checklist](#)) to ensure that all pets have been fed. CART staff will contact any owners who have not checked in to feed their pets. If the owner cannot be contacted, the CART will provide dry food to the pet. The owner will be contacted as soon as feasible and advised of this.

Owners feeding their own animals at the co-located CO-TSAS will be advised to decrease the pet's feeding portion unless they are able to maintain their pet's normal exercise level. The CART will accept, for storage, any foods required of owner's pets. Owner-provided food will be placed in the CART-provided plastic container on top of the kennel. Dry food must be bagged; wet food must be in unopened cans. The CART will not allow an owner to bring in bags of food that are too large to be stored on top of the kennel.

Cats who receive wet food will be fed in a disposable bowl. Dogs who receive wet food will be fed in a metal dish.

## **Water**

The CART will provide water, but owners at a co-located CO-TSAS are responsible for ensuring that their pets' water bowls are cleaned and full at each kennel cleaning. During the CO-TSAS hourly checks, any water bowls that are less than half full will be filled by CART members. A long-spout water jug is available for filling water bowls without opening the pet's kennel door.

## **Pet health and welfare checks**

The Animal Care Team will perform animal health and welfare checks every two hours at a minimum. These checks will include a check for kennel cleanliness, pet health or injuries, water, damaged kennels that can cause injury, and any other items to ensure the good health and welfare of the pets.

Any pet that appears to be ill or injured will be moved to the Veterinary Section for treatment or isolation, until released by the Veterinary Medical Lead.

## **Sanitation and cleaning**

Shelter cleanliness is vital to the safety of both people and animals. CART members and pet owners must do their best to keep the shelter area clean of trash.

For specific procedures for cleaning the shelter and its equipment, see "[Appendix K: Shelter Sanitation and Cleaning](#)"

## Animal washing

The short-term CO-TSAS is not designed to include a pet-washing area. During short term operations, owners who want to wash their pets should be advised of the nearest pet store that has a pet-washing facility.

If the CO-TSAS will be open for long term operations, the TASM should consider adding this capability if facilities and weather permit.

A pet-washing area will be established, even in a short-term shelter, if the Veterinary Medical Lead, Veterinary Assistant, or TASM determine that pets must be decontaminated before entering the shelter (see [Decontamination](#)).

## Animal handling

CART members must be trained in basic animal handling before being assigned duties in the shelter that include animal handling. CART members will not handle an aggressive or hostile pet. See **Appendix 1** for tips for handling each category of animals.

It is critical that shelter procedures minimize the opportunity for pets to get loose from their cages. This includes having only the owner handle the animal, and using pre-established techniques for removing animals from a kennel if required for medical or sanitation reasons. If an animal does become loose all CART members will blow their whistles to alert everyone in the shelter. If the owner is present, the owner is responsible for catching their pet. CART members will assist but will follow the directions of the owner. If the owner is not present, CART members will attempt to catch the loose animal. If necessary [the \[insert Animal Control or Humane Society\]](#) can be notified to assist with animals that are very difficult to catch. The TASM will determine how the pet was able to get loose and will work with the Safety Officer to take corrective action.

## Pet exercising

In the co-located CO-TSAS owners are responsible for exercising their pets. It is highly recommended that owners exercise their pets at least twice per day. Owners must check their pets in and out at the Intake/Release Desk; Intake Team members may require a photo ID to verify the identity of owners (see [Verifying identify of owners entering the CO-TSAS](#)).

In the co-located CO-TSAS owners can request that a CART member exercise their pets, but only by exception. These exceptions must be approved by the TASM and *will generally be considered only for people with disabilities*. CART members will use CART leashes to exercise pets.

## **Support to people with disabilities/service animals**

Service animals are individually trained to do work or perform tasks to assist people with disabilities. The Americans with Disabilities Act (amended in March 2011) requires that service animals be supported in public accommodations and facilities. The requirements of the ADA allow the entrance of service animals into shelters, to allow persons with access or functional needs to shelter with their service animals. The CART should be prepared to provide support to service animals that are allowed into the human shelter.

Service animals allowed in shelters include dogs and miniature horses:

Dogs may be trained to perform many tasks, such as guiding people who are blind, alerting people of possible allergic reactions, calming a person with PTSD, or reminding a person with mental illness to take medications. Dogs who only provide comfort or emotional support do not qualify as service animals.

Miniature horses have been recognized as service animals, but four criteria must be met before they can be allowed into a shelter: 1) the horse must be housebroken; 2) horse must be under the owner's control; 3) the shelter can accommodate the horse and 4) the horse's presence will not compromise legitimate safety requirements that are necessary for safe operation of the shelter. The human shelter manager will determine whether to admit miniature horses into the shelter.

When a person with a service animal checks in at the human shelter, a human staff member will notify the TASM. The Veterinary Medical Lead will go to the human shelter check-in desk, and perform a health check of the animal to ensure that it has no medical issues. If the service animal is a miniature horse, the Veterinary Medical Lead will provide a health check only if they feel qualified to do so. At the same time, the Veterinary Medical Lead will ensure that the owner signs the Emergency Veterinary Care Authorization Form; the signed form will be given to the CO-TSAS Documentation Team for filing. The CO-TSAS Documentation Team will note on the kennel white board that service animals are in the human shelter.

The CART may be asked to help support service animals for people who are sheltered in the human shelter. This may include exercising the animal, providing food and water, or providing emergency medical care. The CART will support these requests to the best of its abilities and staffing. If the person with disabilities has a family member at the human shelter that is able to care for the animal, the family member should do so; the CART should be a last resource for these tasks.

## **Release**

When the owner desires to permanently remove their pet from the shelter, the owner will sign the animal release form; the CO-TSAS Documentation Team will maintain these forms in the owner's file. The files for each owner will be pulled from the active file and placed in an inactive file/storage box. This file will be passed to the County EOC when the shelter has been closed, or on a daily or weekly basis if the shelter is open long term.

## **Documentation**

The CART must maintain all documentation for each pet and provide all documents to the EOC when the shelter closes. At a minimum, the CART will maintain the following documents for each pet:

1. Animal Intake Form
2. Intake Checklist
3. Kennel Card
4. Owner's Waiver/ Emergency Veterinary Authorization Form
5. Animal Daily Care Form
6. All Veterinarian records for treatment
7. Release Checklist

The Owner's Waiver/ Emergency Veterinary Authorization Form is required:

- If the owner of a pet refuses to sign the form, the CART member will note this on the form and advise the owner that the pet cannot be sheltered in the CO-TSAS.

- If the owner of a service animal refuses to sign the form, the owner will be advised that the CART cannot assist in any manner. All CART members will be advised of this situation.

All forms for each pet will be maintained under the owner's last name followed by the pet's name and file number (e.g. Doe, Jane/Doggie/D###). The owner's last name is used on the file folder to make retrieving the files easier in case the owner cannot remember the pet's ID number. Each pet will have its own folder; therefore an owner of three pets will have three file folders assigned to them.

## **Shelter and CART demobilization**

Once all animals have been removed from the shelter by their owners, the TASM will make a request to the EOC to terminate operations. Once approved, the shelter will be closed.

Upon termination notification, the TASM and CART will assure cleaning and packing up of the shelter into the cache trailer. All kennels, food and water bowls, trash cans, and other equipment must be cleaned, disinfected, and dry before placing them in the cache trailer. All cache supplies and equipment will be packed into their appropriate containers and marked before being placed into the cache trailer.

Animal food will not be placed into the cache trailer. All remaining food should be distributed to local humane societies or animal rescues. Any undistributed food will be put in the garbage.

All documentation will be taken to the EOC and maintained for a period of time designated by the Emergency Manager.

All forms required for the next shelter activation will be copied and placed into the forms container in the cache trailer.

The TASM will ensure that the cache is properly stocked and stored for the next use.

## **Medical Procedures and Guidance**

Owners are the primary caretakers of their pets. However, the Veterinary Medical Lead is responsible for all medical-related processes, procedures, issues, and actions within the shelter.

Below is general guidance for categories of animals that will need special considerations for kenneling. The Veterinary Medical Lead is the ultimate authority for the management of these pets.

## **Sick**

Sick animals, or animals that are beginning to display signs of illness, will be immediately removed from the general population area to the isolation area. The Veterinary Medical Lead and the pet's owner will be notified as soon as possible. The Veterinary Medical Lead will provide emergency medical treatment, but the owner is responsible for all other treatment of their pet. The pet will not be moved back into the general population until the Veterinary Medical Lead has approved the move.

## **Obese**

Severely obese animals must be considered for placement in an area that will provide for cool temperatures during hot weather. During hot weather, these pets should be carefully monitored for possible overheating.

## **Deceased**

Deceased animals will be removed from the general kennel area into the isolation area. The animal should be moved in the crate and not removed from the crate without the owner's consent. Owners of deceased pets will be notified as soon as feasible. The TASM and Veterinarian Medical Lead should attempt to document all information possible about the pet, including its condition prior to becoming deceased. The EOC will be notified if a pet becomes deceased in the shelter. If it is determined that the death was the result of an infectious disease, the shelter and all equipment will be immediately disinfected.

## **Maternity**

Animals that are pregnant, and are believed to be near birth, should be moved to the medical area for better monitoring. As the primary caretakers of their pets, owners will be notified if their pets are believed to be near birth.

## **Medications**

Owners may leave the pet's medications with their pet in the shelter. All medications not requiring refrigerator storage will be placed in the CART-provided plastic tub on top of their pet's kennel. Medications requiring refrigeration, or medications that are controlled substances, will be stored with the Veterinary Section.

Owners are responsible for administering medications to their pets. If it is determined that a pet must be given its medications and the owner cannot do so, a designated Veterinarian Medical Team member will administer the medications.

## **Dressing change and wound care**

The Veterinary Team or Animal Care Team will assist owners with wound care or dressing/bandage changes, if requested by the owner. Bandaging supplies will be provided free by the CART for a reasonable time; after a reasonable time, the owner must provide the supplies. The TASM will determine how long to provide this free service.

## **Safety and Security**

### **Personal Protection Equipment (PPE)**

All CART personnel will utilize proper PPE while working in the shelter. This includes proper clothing (including closed toe shoes), gloves, ear plugs, and safety glasses. All personnel (CART and pet owners) will wear disposable gloves when cleaning cages to avoid contact with animal feces, urine, and the cleaning solution. Gloves will be thrown in a trash can when the cleaning task is completed. The CART will provide disposable gloves to pet owners. Protective eye wear and nitril gloves will also be worn by CART members when spraying water or cleaning solutions. Each CART member will be issued a pair of safety glasses and must maintain them for use. Each CART member will be issued a whistle. The whistle will be blown when a CART member needs assistance to handle emergencies such as a loose animal, a fight between animals, or a person or animal that is bitten.



## **Petting of animals in the CO-TSAS is not allowed**

Owners must be advised during intake that they are not allowed to pet animals that they do not own. This policy is intended to avoid potential bites and reduce the spread of disease between pets. The CART should display a sign at the entrance that states this rule. After CART members have touched a pet, they should wash their hands or use an alcohol-based hand cleaner.

## **Injuries and illnesses**

Personal safety is the number-one priority for volunteers. In the case of any severe illness or injury at the CO-TSAS, the top priority is the immediate care of the sick or injured person.

For emergency illnesses or injuries – those that could be life threatening – call 911 for an ambulance. The TASM should also notify the human Shelter Manager to request immediate on-site assistance from a Red Cross or MRC nurse or doctor if one is available.

For non-life-threatening illnesses or injuries, the affected CART member must immediately report the injury to the CO-TSAS Safety Officer and/or the TASM. CART volunteers will be transported to [\[Hospital Name\]](#), or [\[Hospital Name\]](#), or Urgent Care Center for any treatment. Persons, other than CART members, can obtain medical care for non-life-threatening injuries in the human shelter medical section.

The TASM will report all injuries or illnesses to the EM or EOC ESF11/ESF6A as soon as practical. The TASM, EM or ESF11/ESF6A will ensure that the person with a non-life-threatening injury is advised to report to an appropriate location for care and to fill out any appropriate forms as soon as possible. Those transported to a hospital will be advised of this requirement as soon as possible.

## **Animal bites and scratches**

In addition to the above procedures for managing injuries and illnesses, the following procedures apply to animal bites or scratches:

Any CART member receiving a non-life threatening bite, scratch, or any other injury from an animal must *immediately* clean the wound, or report to a human medical professional for wound cleaning and treatment, before reporting the bite or scratch to the TASM.

Persons who are not CART members will be advised to immediately report to a human medical professional for wound cleaning and treatment.

The Safety Officer will report all bites or scratches to the TASM and to ESF11/ESF6A.

The TASM and the Veterinary Medical Lead will place an animal causing a bite into the isolation/medical hold area if it is safe to do so. The TASM will immediately notify ESF11/ESF6A. ESF11/ESF6A will notify the [\[Local Public Health Agency\]](#) (per Colorado Revised Statute 25-4-604) for rabies monitoring, and will also notify the City or County animal law enforcement agency. If the animal is deemed to be a Dangerous Animal, the law enforcement agency will take possession of the animal. If the animal is not deemed dangerous, it must still be placed in quarantine.

Colorado Revised Statute 25-4-603 requires that an animal causing a bite to a person be placed in quarantine for 10 days. Quarantine can normally be completed at the owner's home or a local kennel; the animal law enforcement agency will approve the quarantine site. Since the CO-TSAS replicates the owner's home, the animal can be quarantined in the CO-TSAS's medical section *if approved by the Veterinary Medical Lead*. If this is not approved, the owner must take the animal to an approved kennel at their expense.

Only those authorized by the Veterinary Medical Lead will be allowed to touch a pet that is in quarantine in the CO-TSAS. Owners are still the primary caretakers of their pets while in quarantine.

The Veterinary Medical Lead is the only person authorized to release the pet from quarantine in the CO-TSAS.

Once a dog has bitten anyone (including the owner), the dog must be muzzled at all times while out of its kennel. Any animal that has bitten anyone will have a red dot placed in the upper right hand corner of the kennel card.

If an animal bites another animal, the Veterinarian Medical Lead (or other CART member) will provide emergency first aid to the bitten animal until the owner can provide for its care. If the owners of both animals were not present when the bite took place, both owners will be notified as soon as possible.

### **Aggressive/hostile pets**

Generally, aggressive or hostile pets will not be accepted into the CO-TSAS. This decision is made by the TASM. If the TASM agrees to accept a hostile or aggressive pet, a red dot will be placed in the upper right corner of the pet's kennel card, as well as on the master

white board. The TASM can require an owner to remove any pet, at any time, if the animal's aggressiveness or hostility becomes a safety issue.

Any animal that displays aggressive or hostile behavior *must be muzzled* any time it is outside of its cage. If an aggressive or hostile pet cannot be muzzled when out of its cage, the pet will not be allowed out of its cage/kennel except for kennel cleaning. The CART will not check out animal muzzles to owners, except under unusual circumstances; the TASM will make this decision. In most CO-TSAS, owners will be advised to purchase muzzles as needed for their animals. Owners can be shown how to temporarily muzzle their pets with a leash until they can purchase a muzzle.

CART members who must handle cats displaying hostile behavior will be required to wear cat-handling gloves for protection (cat-handling gloves are in the CO-TSAS cache). *CART members should not handle owner's pets unless there is an emergency or necessity to do so.*

### **Tripping and slipping hazards**

To minimize tripping hazards, avoid placing cords and other objects in walking areas. If cords must be placed in walkways, tape the cords down.

To minimize slipping hazards, remove snow from walking areas, and place pet-friendly ice melt onto ice.

### **Electrical cord hazards**

Electrical cords must be kept clear of the pet kennels, pet walk areas, and any areas with water (kennel cleaning area). Pets are likely to chew into electrical cords and could be electrocuted.

### **Severe weather**

The EOC will monitor the current weather conditions and will ensure that the human shelter team and the TASM are notified of severe weather in the shelter area. If severe weather dictates that the CART members take cover in buildings, the CART will take shelter inside the human shelter or other approved nearby shelter location.

## **Emergency evacuation**

If an emergency evacuation is required, owners will be allowed to quickly remove their pets under the observation of the CART members. CART members will use CART leashes to assist in the evacuation of pets.

During an emergency evacuation, there will be no requirement to check in and check out owners and pets. CART members will do their best to ensure that pets are not taken by the wrong owners, but will not be responsible for any pet lost. CART members, owners, and pets will take refuge in the human shelter or other approved nearby shelter during this emergency. Once the emergency is over, the TASM will ensure all measures possible are conducted to re-obtain pet accountability. As soon as practical, the TASM will notify the EOC that an emergency evacuation had taken place.

## **Smoking**

Smoking is not allowed in the CO-TSAS. Any CART member, volunteer assisting the CART, or owner must smoke in the human-designated smoking area. Chewing tobacco is only allowed in the CO-TSAS if there is no spitting involved.

## **Lighting**

There will be sufficient lighting inside the shelter to ensure safe operations. If possible, place exterior lights near entrances to enhance the safety of people entering the shelter. Veterinary areas may require supplemental lighting.

## **Approved spontaneous volunteers and just-in-time training**

Spontaneous volunteers approved by ESF11/ESF6A, or other person designated by ESF11/ESF6A, will receive “just in time” training (and PPE) before being allowed to work in the CART shelter. This training may be done at the shelter or in another designated location, and must be conducted by the Section lead or TASM. At a minimum, volunteers will be briefed or trained in safety, security, and sanitation requirements.

Generally, the only sections in which approved spontaneous volunteers are allowed to work will be in the Documentation Team, Logistics Section, or the Safety and Sanitation Team.

The exception to this rule is if the volunteer is a Veterinarian or Veterinarian Technician who may be assigned to the Veterinary Medical Section.

Duties in the Documentation and Logistics Section by approved spontaneous volunteers can include all section responsibilities. Duties in the Safety and Sanitation Team are restricted to cleaning kennels, the shelter, and food/water bowls. Direct animal handling by approved spontaneous volunteers is not allowed.

Spontaneous volunteers must be provided [PPE](#) before being allowed to work in the shelter.

## **Security**

Medical products such as drugs will be secured (by locked container or personal security) by the veterinarian either in their work area or in the locked CART cache trailer. The veterinarian should take all drugs with them when they leave for the day/night unless they pass control and accountability to the in-coming shift veterinarian.

Security for the CO-TSAS will be provided on a 24-hour basis. Shelter security is provided by all on-shift personnel as well as by the human on-site security.

The CO-TSAS area should be cordoned off by traffic cones and/or barrier tape with “Do Not Enter” signs posted in areas in which the CART does not allow access. CART personnel should direct all non-CART-personnel to enter the shelter area via the intake entrance.

When the shelter is open, all CART personnel are also safety and security assistants. In this capacity, each CART member will report any safety or security issues immediately to the TASM. When the shelter is closed, there will be a minimum of two CART members at the shelter to ensure the safety of the animals. This will include hourly walks around the shelter exterior area. Any attempt to remove a pet from the shelter by anyone during these hours will be immediately reported to the human shelter security or by calling 911. If a CART member is in fear of harm, they will immediately call 911. A report to both human shelter security and the EOC will be made as soon as possible.

Any supplies or equipment not currently being used to support shelter operations will be secured by the Logistics Section, in the CART cache trailer or a location inside the human or CO-TSAS shelter (if available). The Logistics Section will keep an inventory of what items are available for use, and will issue items when requested by the team leads or TASM.

## Zoonotic disease control

Zoonotic diseases are those diseases of animals that can be transmitted to people.

See Appendix M, “[Zoonotic disease control](#),” for specific procedures to reduce transmission of diseases between animals, or between animals and people.

## Public Information

If CART members need to share information with the public on animal sheltering issues, that information will be passed to the EOC/ICS Public Information Officer (PIO), who is the lead PIO for the event.

The human shelter team will generally operate an information center within the human shelter. If the TASM chooses to set up a public information area for the CO-TSAS in the human shelter, this should be coordinated with the human shelter Public Information Officer.

Any resident who wants to report a missing pet should be directed to the human shelter Public Information Officer. The PIO, ESF11/ESF6A, [[Animal Control Agency](#)] will assist family members in reuniting with their pet. This may include information and photos via an internet site, utilizing the United Way 211 non-emergency call center, and the media.

## Communications

The CART will be provided small two way radios for use at the shelter. These radios will also be provided to the human shelter team. The human Shelter Manager will identify what radio channels each agency or section will use.

The CART must have two forms of communications at the shelter. Generally, this will be the two-way shelter radios and personal cell phones. A VHF radio, operating on a designated public services frequency, may be provided to the CO-TSAS, if available.

If resources are available, the Sheriff’s Office Special Communications Unit will place an amateur radio operator at the human shelter to provide communications between the shelter and the EOC.

# Finance

The primary finance assumption is that [\[insert AHJ name here\]](#) will not receive federal or state reimbursement for disaster expenditures. Therefore, spending will be done in an extremely frugal and prudent manner, but documentation will be maintained at a level of detail that will allow for reimbursement if this is available.

According to FEMA reimbursement policy (FEMA 9523.19), jurisdictions may request reimbursement for the reasonable costs of the following items:

- facility lease or rent
- increased utilities costs, generator lease, or other cost associated with providing power
- shelter safety and security, shelter management
- shelter equipment, crates/cages, and shelter- and cage-cleaning supplies and equipment
- veterinary support (first aid, diagnosis, medicine, vaccinations)
- use of county equipment
- contracts to support animal sheltering operations, including labor

All logistical requirements for the CO-TSAS will be sent to the Logistics Section of the CO-TSAS or of the human shelter. The CO-TSAS Logistics Lead or the human shelter Logistics Section will either fill the request or forward it to EOC ESF11/ESF6A for ordering. All CO-TSAS related requests will be documented by the appropriate Logistics Lead/Section will and provide that documentation to ESF11/ESF6A in the EOC.

The CART is not authorized to make any expenditure without the approval of ESF11/ESF6A (which includes the permission of the EOC Finance section).

If CART personnel accept donations to the CO-TSAS, the TASM will document the donation and report it to ESF11/ESF6A. This includes accepting mutual aid or support from external nonprofit agencies.

Volunteer time is valuable, and documentation of volunteer work is necessary for reimbursement. The TASM will ensure that all CART members and approved spontaneous volunteers sign in and out of the shelter each day, and will periodically provide this documentation to ESF11/ESF6A.

# Appendix A:

## CART Job Descriptions and Responsibilities

Below are job descriptions and responsibilities for each position in the Temporary Small Animal Shelter (CO-TSAS).

### Temporary Small Animal Shelter Manager (TASM)

#### Job Description

The TASM has overall responsibility for CO-TSAS operations, including safety, placement and set up of the shelter, assignment of personnel, accountability, shift periods, shelter rule enforcement, and overall day-to-day operations. All CO-TSAS personnel come under the operational control of the TASM.

#### Responsibilities

- Coordinates with the human shelter manager for the location of the pet shelter
- Coordinates with the human shelter for support of CART members to include feeding, hydration, break area, bathroom use, trash removal location, etc.
- Identifies the location of the CO-TSAS to CART members
- Supervises shelter setup, and determines the location of functional components within the shelter (check-in, kennels, sanitation area, etc.)
- Ensures that all CART members check in and out, and are accounted for while on shift
- Ensures that all CART members are appropriately dressed and are issued and use the [correct PPE](#)
- Maintains communications (radio or cell phone) with the human shelter manager and the EOC.
- Assigns CART personnel and approved spontaneous volunteers to appropriate shelter sections/positions
- Conducts or delegates the delivery of “just in time” training to CART members or approved spontaneous volunteers, to ensure safe operations.



- Ensures that documentation of all “just in time” training is provided to the Documentation Section lead.
- Conducts pre-operations check to ensure all shelter operations are safe and ready for pet registration
- Provides guidance and direction to CART members as appropriate
- Establishes the shift schedule for shelter operations
- Determines whether to shelter pets of persons who are not humane shelter residents.
- Determines whether CART members will provide day-to-day care of pets for human shelter residents (normally only for people with disabilities but other exceptions may be made)
- Provides ESF11/ESF6A a daily report of shelter status, including number of animals sheltered, number of CART members on site, any animals on bite or medical hold, pet injuries or medical emergencies, human injuries or medical emergencies, and any other pertinent information.
- Immediately reports any injuries or emergencies to CART personnel or pet owners, any accusations of pet mistreatment or abuse, and any theft of or damage to CART property to EOC ESF11/ESF6A.
- Facilitates good communications and working relationships between CART members, and resolves any issues or disputes between CART members.
- Resolves any owner issues or refers them to the PIO or ESF11/ESF6A.
- Attends any human shelter daily meetings and provides the human shelter manager with any required information.
- Attends human shelter information briefings to answer the questions of shelter residents.
- Approves all requests for supplies, equipment, and services before requests are forwarded to Logistics Section.
- Ensures that CO-TSAS personnel (i.e. CART) follow personal sanitation rules, and keep the shelter and its surroundings clean.
- Recommends the closure and demobilization of the CO-TSAS to ESF11/ESF6A.
- Upon notification and approval of the shelter closure, ensures that all supplies and equipment are cleaned, repacked and loaded into the cache trailer, and that the CO-TSAS

area is cleaned and left in a better condition that it was in before the CO-TSAS was opened.

## **Veterinary Medical Lead (must be a licensed Veterinarian)**

### **Job Description**

The Veterinary Medical Lead has overall responsibility for the medical care of pets in the CO-TSAS, and overall authority on all veterinary medical issues at the CO-TSAS. The Veterinary Medical Lead provides guidance and training as required to CART members.

### **Responsibilities**

- Advises the TASM on shelter setup and requirements for pet triage, pet stress reduction, medical section requirements, and other medical or health related issues
- Establishes the Veterinary Medical Section. Assigns responsibilities and provides guidance to section members.
- Triage all pets prior to being accepted into the CO-TSAS and determines, from a medical perspective, whether a pet can be accepted into the CO-TSAS.
- Determines when a pet must be removed from the general population and into medical isolation, or bite hold
- Provides emergency medical care of pets, as needed
- Determines if an animal needs to be taken to an emergency medical clinic, and contacts the owner (if available)
- Determines when animals in medical, isolation, or bite hold may be released to the owner or back into the general population
- Provides medical advice and “just in time” training to all CART members as required.
- Provides documentation of “just in time” training to the Documentation Section lead.
- Conducts periodic inspections of the kennel and shelter area and makes recommendations to the TASM to enhance safety, sanitation, pest control, and to lessen pet stress
- Provides medical advice to owners of sick pets
- Provides guidance to CART members and TASM on the use of chemical cleaning solutions, etc used on pet kennels, water dishes and food dishes

- Monitors shelter conditions for the outbreak of disease, and recommends necessary operational changes to the TASM
- Maintains all medical documentation for pets.
- Serves as an Assistant Safety Officer. Identifies and notifies the Safety and Sanitation Team Lead of any safety hazards.
- Coordinates with the CO-TSAS Logistics Chief for obtaining any required supplies, equipment or services
- Ensures that Medical Section members follow personal sanitation rules, and keep the Medical Section, the shelter, and its surroundings clean.
- Upon notification of the shelter closure, ensures that the Medical Section area is cleaned and all medical supplies and equipment are cleaned, repacked and loaded into the cache trailer.

## **Veterinary Medical Section Member**

### **Job Description**

Veterinary Medical Section Members are responsible for assisting the Veterinary Medical Lead.

### **Responsibilities**

- Assists with the triage of pets during intake
- Assists with the medical documentation of pets while in the shelter
- Assists in the care of pets that are in the Medical Section for medical or bite hold, isolation, or for other medical needs
- Assists with the medical care of pets at the shelter
- Assists with setup, maintenance and cleaning of the Medical Section area
- Follows personal sanitation rules, and keeps the Medical Section, the shelter, and its surroundings clean.
- Attends “just in time” training as required
- Maintains a professional attitude
- Identifies any safety hazards to the Veterinary Medical Lead.

- Wears appropriate clothing and PPE, as required by the TASM or Veterinary Medical Lead
- Performs other duties as requested by the Veterinary Medical Lead.

## **Animal Care Team Lead**

### **Job Description**

The Animal Care Team Lead has overall responsibility for all animal kennel areas and pet walking areas (excluding medical areas), including the setup of kennel and walking areas, daily care responsibilities, security of kennel and walking areas, and notifying the TASM of owners that are not caring for their pets.

### **Responsibilities**

- Establishes the Animal Care Team. Assigns responsibilities and provides guidance to section members.
- Sets up and deactivates all kennel areas. Advises the TASM of recommended locations for dogs, cats, and exotics
- Sets up and monitors pet walking areas.
- Assigns pets to kennels, and advises the Documentation Section of the kennel assigned to each pet
- Ensures that section members meet owners and pets at the Documentation (Intake) Section, and lead owners with pets to assigned kennels.
- Directs the arrangement of pets within the shelter to decrease pet stress
- Ensures that hourly shelter checks are done, to monitor the health, food and water status of each pet
- Conducts daily safety checks of the kennel and pet walking areas to ensure no hazards exist.
- Ensures that all documents required for daily care are completed by section members
- Responsible for the security of the kennel areas
- Verifies that owners have cleaned their pet's kennel, food dish, and water dish once per day. Notifies the TASM of any owner who has not completed these tasks each day.

- Directs the placement of fans or heating units in the kennel areas to maintain a proper temperature for the species in each area
- Ensures that section members monitor obese pets and provide cooling if needed
- Notifies the Veterinarian Medical Section of any pet suspected of being ill
- Coordinates with Logistics Section Chief for obtaining any required supplies, equipment or services
- Provides “just in time” training to section members as required. Provides documentation of “just in time” training to the Documentation Section lead.
- Maintains a professional attitude
- Wears appropriate clothing and PPE, as required by the TASM or Veterinary Medical Lead
- Ensures that CO-TSAS personnel follow personal sanitation rules, and keep the shelter and its surroundings clean.
- Provides assistance with animal care for people with disabilities, as directed by the TASM
- Upon notification of the shelter closure, ensures that animal kennel areas and pet walking areas are cleaned, and all supplies and equipment are cleaned, repacked and loaded into the cache trailer.
- Serves as an Assistant Safety Officer. Identifies and notifies the Safety and Sanitation Officer of any safety hazards.

## **Animal Care Team Member**

### **Job Description**

Animal Care Team members assist the Animal Care Team Lead in the setup of all kennel areas (excluding medical areas) and pet walking areas, and provide daily care to pets as needed.

### **Responsibilities**

- Places pets in kennels assigned by the Animal Care Team Lead and advises the Documentation Section of the kennel assigned to each pet

- Meets owners and pets at the Documentation (Intake) Section, and leads owners with pets to assigned kennels
- As directed by the Animal Care Team Lead, moves pets within the shelter to decrease pet stress.
- Conducts hourly checks to monitor the health, food and water status of each pet and notifies the Animal Care Team Lead of any issues
- Monitors the security of kennel areas and pet walking areas.
- Tops off water dishes in kennels when the dishes are less than half full.
- Reports any safety hazards in the kennel areas to the Animal Care Team Lead, and corrects them if possible
- Completes all documents required for daily care
- As directed by the Animal Care Team Lead, places fans or heating units in the kennel areas to maintain a proper temperature for the species in each area
- Monitors obese pets and provides cooling if needed.
- Assists the Animal Care Team Lead in maintaining the security of the kennel and pet walking areas.
- Verifies that owners have cleaned their pet's kennel once per day as well as their pet's food and water dish. Notifies the Animal Care Team Lead of any owner who has not completed these tasks each day.
- Notifies the Veterinarian Medical Lead of any pet suspected of being ill
- Provides assistance with animal care for people with disabilities, as directed by the TASM
- Attends "just in time" training as required
- Maintains a professional attitude
- Identifies any safety hazards to the Animal Care Team Lead.
- Wears appropriate clothing and PPE, as required by the TASM or Veterinary Medical Lead
- Ensures that CO-TSAS personnel follow personal sanitation rules, and keep the shelter and its surroundings clean.

- Upon notification of the shelter closure, cleans the animal kennel areas and pet walking areas, and cleans, repacks and loads all supplies and equipment into the cache trailer.

## **Intake and Documentation Team Lead**

### **Job Description**

The Documentation Team Lead ensures that all documentation is maintained for all pets in the shelter, from intake to release. The Documentation Team Lead also maintains documentation of just-in-time training, injuries to pets or people, owner complaints, or any other information that the TASM determines must be preserved.

### **Responsibilities**

- Establishes the Documentation Team. Assigns responsibilities and provides guidance to team members, including any approved spontaneous volunteers assigned to the Documentation Team.
- Responsible for the set up (and deactivation) of the Documentation (Intake and Release) area, as well as assigning positions and responsibilities and providing guidance to section members.
- Ensures the completion of all intake and release documents with the owners, which includes completion of the Animal Intake Form, Kennel Card, Owner's Waiver/ Emergency Veterinary Authorization Form, and checklists.
- Maintains all document files
- Maintains the master register of unique pet ID numbers
- Ensures the placement of a pet ID band on each pet
- Ensures that all owners and pets are photographed (if camera is available)
- Ensures that copies of the intake and waiver forms are provided to the owners
- Ensures that any questions that are asked by owners are properly answered by section members
- Contacts the Animal Care Team when a pet is ready for placement into the kennel area. Provides all required documentation to the Animal Care Team member
- Ensures that the kennel master white board is accurate and kept up to date

- Assists in maintaining the security of the kennel area. Ensures that all owners check in and out of the CO-TSAS.
- Coordinates with the Logistics Section Chief for any required supplies, equipment or services.
- Serves as an Assistant Safety Officer. Identifies and notifies the Safety and Sanitation Officer of any safety hazards.
- Conducts “just in time” training to team members and approved spontaneous volunteers assigned to the Documentation team.
- Documents all “just in time” training of all CART members and approved spontaneous volunteers. Maintains documentation of just-in-time training provided by other team leads.
- Maintains a professional attitude
- Wears appropriate clothing and PPE, as required by the TASM or Veterinary Medical Lead
- Ensures that CO-TSAS personnel follow personal sanitation rules, and keep the shelter and its surroundings clean.
- Upon notification of the shelter closure, ensures that the Documentation area is cleaned, and that all supplies and equipment are cleaned, repacked and loaded into the cache trailer.

## **Documentation Team Member**

### **Job Description**

Documentation Team Members assist the Documentation Team Lead in maintaining all documentation for all pets in the shelter, from intake to release. They also maintain documentation of just-in-time training, injuries to pets or people, owner complaints, or any other information that the TASM determines must be preserved.



## **Responsibilities**

- Completes all intake and release documents with the owners, which includes completion of the Animal Intake Form, Kennel Card, Owner’s Waiver/ Emergency Veterinary Authorization Form, and checklists.
- Assists in the proper filing of all documents
- Assigns a unique ID number to each pet upon intake
- Places a pet ID band on each pet
- Photographs all owners and pets (if camera is available)
- Provides a copy of the intake and waiver forms to owners
- Properly answers any questions that are asked by owners
- Contacts the Animal Care Team when a pet is ready for placement into the kennel area. Provides all required documentation to the Animal Care Team member
- Maintains the kennel master white board
- Assists in maintaining the security of the kennel area. Ensures that all owners check in and out of the kennel.
- Notifies the Documentation Team Lead of any safety hazards
- Attends “just in time” training, as required by the Documentation Team Lead
- Maintains a professional attitude
- Identifies any safety hazards to the Documentation Team Lead.
- Wears appropriate clothing and PPE, as required by the TASM or Veterinary Medical Lead
- Ensures that CO-TSAS personnel follow personal sanitation rules, and keep the shelter and its surroundings clean.
- Upon notification of the shelter closure, cleans the Documentation area, and cleans, repacks, and loads all supplies and equipment into the cache trailer.

## **Safety and Sanitation Team Lead**

### **Job Description**

The Safety and Sanitation Team Lead has overall responsibility for all aspects of safety and sanitation in and around the CO-TSAS.

## Responsibilities

- Serves as the overall CO-TSAS Safety Officer.
- Conducts a pre-operations safety check with the TASM prior to the shelter's opening. Corrects any safety issues, or mitigates those that cannot be corrected. Recommends when it is safe to open the shelter.
- Conducts daily shelter inspections for safety hazards, and corrects or mitigates the hazards.
- Responsible for the set up (and deactivation) of the Sanitation area and assigning positions and responsibilities and providing guidance to section members
- Ensures that hoses and cleaning solutions are available to owners
- Coordinates with the Veterinary Medical Lead to ensure that all cleaning solutions are appropriate for the items being cleaned, and that cleaning solutions are appropriately marked to indicate their correct use.
- Conducts periodic checks of pet walking areas to ensure that pet feces are being removed and bagged by owners. Ensures pickup of any feces not picked up by owners. Ensures that feces are placed into a trash can and not washed down the drain.
- Ensures that all areas of the CO-TSAS are cleaned daily.
- Ensures that the CO-TSAS area is free of fleas, ticks, and other pests.
- Establishes the kennel cleaning area, and the area for cleaning food and water dishes.
- Ensures that owners are provided the necessary assistance to move kennels between the kennel area and the cleaning area.
- Ensures that owners are provided with supplies to clean kennels: solutions, hoses, scrub brushes, paper towels, etc.
- Ensures that owners are supervised in kennel cleaning and correct disposal of feces.
- Provides assistance with animal care and kennel cleaning for people with disabilities, as directed by the TASM.
- Establishes a pet washing area during long term operations (weather permitting).
- Ensures that all shelter trash is properly placed into an approved waste container/dumpster, and coordinates with the HUMAN Shelter Manager for the removal of all trash from the shelter.

- Coordinates with the Logistics Section Chief for any required supplies, equipment or services.
- Supervises team members, and spontaneous volunteers approved to work in the Safety and Sanitation Team.
- Conducts “just in time” training to team members and approved spontaneous volunteers assigned to the Safety and Sanitation team.
- Documents all “just in time” training of section members and spontaneous volunteers approved to work on the Safety and Sanitation Team.
- Maintains a professional attitude
- Wears appropriate clothing and PPE, as required by the TASM or Veterinary Medical Lead
- Ensures that CO-TSAS personnel follow personal sanitation rules, and keep the shelter and its surroundings clean.
- Upon notification of the shelter closure, ensures that the Safety and Sanitation Team area is cleaned, and that all supplies and equipment are cleaned, repacked and loaded into the cache trailer.

## **Safety and Sanitation Team Member**

### **Job Description**

Safety and Sanitation Team Members assist the Safety and Sanitation Team Lead with all aspects of safety and sanitation in and around the shelter.

### **Responsibilities**

- Serves as an Assistant Safety Officer. Identifies and notifies the Safety and Sanitation Team Lead of any safety hazards.
- Assists in the setup of the Safety and Sanitation Team area
- Establishes the kennel cleaning area, as directed by the Safety and Sanitation Team Lead
- Establishes the cleaning area for pet food and water dishes
- Ensures that owners have access to cleaning solutions, water hoses, scrub brushes, and paper towels.

- Ensures that kennels, food dishes, and water dishes are properly cleaned.
- Assists owners in moving kennels between the shelter and the cleaning area.
- Conducts periodic checks of any pet walking areas to ensure that pet feces are being removed and bagged by owners. Cleans any feces not picked up by owners.
- Ensures that all cleaning solutions are appropriate for the items being cleaned, and that cleaning solutions are appropriately marked to indicate their correct use.
- Supervises owners in kennel cleaning to ensure that feces are properly placed into a trash can and not down the drain
- Provides assistance with animal care and kennel cleaning for people with disabilities, as directed by the TASM
- Maintains the pet washing area during long term operations (weather permitting)
- Removes all trash from the shelter and places all trash into an approved waste container/dumpster
- Attends “just in time” training as required
- Maintains a professional attitude
- Identifies any safety hazards to the Safety and Sanitation Team Lead.
- Wears appropriate clothing and PPE, as required by the TASM or Veterinary Medical Lead
- Maintains proper personal sanitation requirements as well as maintaining a clean shelter and section area
- Follows personal sanitation rules, and keeps the shelter and the Safety and Sanitation Area clean.
- Upon notification of the shelter closure, cleans the Safety and Sanitation Team area, and cleans, repacks, and loads all supplies and equipment into the cache trailer.

## **Logistics Team Lead**

### **Job Description**

The Logistics T has overall responsibility for logistical support to the shelter. This position receives all requests for supplies, equipment, and services deemed critical for shelter operations, and coordinates with the human shelter logistics section to fill those requests.

## Responsibilities

- Establishes the Logistics Section. Assigns responsibilities and provides guidance to section members, including any approved spontaneous volunteers assigned to the Logistics Section.
- Serves as the point of contact for CO-TSAS personnel requests for supplies, equipment or services. Obtains TASM approval, then coordinates with the human shelter logistics section or the EOC Logistics section to fill the requests.
- Repairs (or coordinates for the repair of) all equipment in the shelter, including kennels and generators.
- Ensures that generator oil and fuel are checked twice per day, and that the correct types of oil and fuel are added as required.
- Ensures that the human shelter logistics section is kept advised of the number of CART members who require meals.
- Inventories, maintains, secures, and issues all CART supplies and equipment not in use. Updates inventories to track equipment assignments and use of supplies.
- Conducts “just in time” training to section members and approved spontaneous volunteers assigned to the Logistics Section.
- Documents all “just in time” training of section members and spontaneous volunteers approved to work in the Logistics Section.
- Serves as an Assistant Safety Officer. Identifies and notifies the Safety and Sanitation Officer of any safety hazards
- Maintains a professional attitude
- Wears appropriate clothing and PPE, as required by the TASM or Veterinary Medical Lead
- Ensures that section members follow personal sanitation rules, and keep the shelter and its surroundings clean.
- Upon notification of the shelter closure, ensures that the Logistics Section area is cleaned, and that all supplies and equipment are cleaned, repacked and loaded into the cache trailer.

## **Logistics Team Member**

### **Job Description**

Logistics Team members assist the Logistics Team Lead in providing logistical support to the shelter.

### **Responsibilities**

- Assists in the setup of the Logistics Section area.
- Obtains requests for all required supplies, equipment or services and coordinates with the Logistics Section lead for TASM approval.
- Repairs (or coordinates for the repair of) all equipment in the shelter, including kennels and generators.
- Checks generator oil and fuel twice per day, and adds the correct types of oil and fuel as required.
- As directed by the Logistics Section Chief, inventories, maintains, secures, and issues all CART supplies and equipment not in use. Updates inventories to track equipment assignments and use of supplies.
- Identifies any safety hazards to the Logistics Section Chief.
- Assists with setup, maintenance and cleaning of the Medical Section area
- Follows personal sanitation rules, and keeps the Logistics Section area clean.
- Attends “just in time” training as required.
- Maintains a professional attitude
- Wears appropriate clothing and PPE, as required by the TASM or Veterinary Medical Lead
- Maintain proper personal sanitation requirements as well as maintaining a clean shelter and section area
- Upon notification of the shelter closure, ensures that the area is cleaned and all supplies and equipment are repacked and loaded into the cache trailer
- Performs other duties as requested by the Logistics Section Chief.

## **Assigning duties to approved spontaneous volunteers**

Spontaneous volunteers must be approved by ESF11/ESF6A, or a person designated by ESF11/ESF6A and the TASM before being allowed to work in the CO-TSAS. Spontaneous volunteers are not allowed to be assigned into the Animal Care Team, as this section requires direct contact with pets. Exceptions are spontaneous volunteers that are licensed Veterinarians or Veterinarian Technicians who may be assigned by the TASM.

Spontaneous volunteers that are not Veterinarians or Veterinarian Technicians are only allowed in the Documentation Team, Logistics Section, or Safety and Sanitation Team. See, [“Approved spontaneous volunteers and just in time training.”](#)

# **Appendix B:**

## **General Shelter Site and Layout Considerations**

### **Site considerations**

- A CO-TSAS location must have adequate space for necessary working areas.
- Ideally the CO-TSAS location is in a solid walled building that can be temperature and air-flow controlled. Tent facilities should be used only as a last resort.
- The location and layout of the CO-TSAS must not impede parking for the human shelter.
- The CO-TSAS location must allow for good sanitation, especially for water drainage and proper water disposal from the kennel cleaning area. The best locations are cement or asphalt surfaces with drains to municipal waste water systems. If the shelter must be placed on dirt, consider placing tarps on the ground to reduce dust and mud. Wood floors are a last resort; all wood or tile floors should be covered with tarps.
- If it is absolutely necessary to place the CO-TSAS outside, locate the shelter in a shady area that allows a cool breeze into the shelter during warm/hot weather. However, the CO-TSAS should be protected from high winds.
- Look for locations that can provide water and power outlets for the shelter
- Avoid locations that could flood or that may need to be evacuated later in the event.

### **Establish separate areas for the following operations**

- The medical area must be separated from the main kennel/cage area, because the medical area will include animals in medical hold/isolation due to illness.
- Keep cats, dogs, and exotics in separate areas, if possible.
- Consider the temperature control requirements for each species, especially exotics.
- Separate areas may be needed for animals in heat, obese animals, or aggressive animals.
- If possible, establish a logistics storage area (such as the cache trailer or locked store room) where animal food, supplies and equipment can be secured.

### **Layout considerations**

- Place the Intake and Release area close to the human shelter entry way.
- Post signs near the human shelter, to direct residents to the CO-TSAS.



- Establish a functional traffic flow in the shelter.
- Place crates or kennels twelve (12) inches or more apart, or place a solid divider between crates.
- The dog kennel area should be close to an exit door, so dogs do not need to walk through the entire kennel area when being taken for exercise.
- Establish an area for pet-related public information. This can be inside the human shelter at their information area. In any case, coordinate public information efforts with the human shelter PIO, and EOC ESF15 (PIO)
- Extension cords must not pass through operational areas that use water.
- Place generators a distance from the shelter to reduce constant loud noise. If this is not possible, place a sound barrier around the generator.
- Consider locating dog exercise areas away from busy streets.

## Appendix C: Signs

**PET SHELTER**



**PET SHELTER**



# **PET SHELTER**



**OWNERS MUST SIGN IN AND  
OUT OF THE SHELTER**

# **PET SHELTER**

**CHECK IN /  
CHECK OUT**

**PETS MUST BE  
ON A LEASH  
AT ALL TIMES**

**HELP PREVENT THE  
SPREAD OF DISEASE.**

**DO NOT PET ANY  
ANIMAL THAT DOES  
NOT BELONG TO YOU**

**IF YOU REQUIRE  
ASSISTANCE WITH  
THE CARE OF YOUR  
PET PLEASE  
CONTACT THE  
SHELTER MANAGER**

**OWNERS ARE RESPONSIBLE FOR  
THEIR PET'S CARE**

**OWNERS MUST:  
CLEAN KENNELS DAILY  
VISIT THEIR PETS DAILY  
CLEAN UP AFTER THEIR PETS  
FEED AND WATER THEIR PETS DAILY**

# Appendix D: Pre-Operations Checklist

Before the CO-TSAS accepts any animals, the following will be checked by the TASM:

Item	Initials	Notes
Coordination completed with Human Shelter Manager Feeding/Hydration support Latrine and break area support Identify the Human Logistics lead (human shelter or EOC Logistics)		
Required staff are signed in, assigned their duties, and briefed on procedures Veterinary Medical Lead Animal Care Team Lead Intake/Documentation Team Lead Safety/Sanitation Team Lead Logistics Team Lead		
All personnel have signed in and have whistles, vests, radios, and required PPE		
Traffic cones in place to mark areas off-limits to the public		
Sanitation areas are set up and ready Kennel cleaning: Hoses, buckets, and appropriate cleaning solutions Food and water dish cleaning: Buckets and appropriate cleaning solutions Trash bags/trash cans placed throughout shelter		
Animal Care Team is established and ready Kennel areas are set up, clean and numbered Plastic boxes on top of kennels Cat litter boxes/litter available Water and food dishes CART leashes available Fans or heaters in place Temperatures in kennel areas are appropriate		
Veterinarian Medical Team is established and ready Ready for medical checks of pets at intake Medical hold and isolation areas established		
Documentation Team is established and ready Intake forms available and ready Pet bands and markers available Shelter rules available for owners Master kennel white board ready		

<p>Logistics Section established and ready</p> <ul style="list-style-type: none"> <li>Necessary equipment issued to personnel and sections</li> <li>Extra supplies and equipment are placed in trailer and secured</li> <li>Generators fueled and operational</li> <li>Pet food and water available</li> <li>Human Logistics has been given CART staffing numbers for feeding</li> </ul>		
<p>Signs posted providing direction to CO-TSAS</p> <ul style="list-style-type: none"> <li>At Human shelter entrance</li> <li>At CO-TSAS entrance</li> </ul>		
<p>Safety check for trip hazards, animal hazards, people hazards</p>		
<p>Generator, heating units, etc. have barrier tape placed around them for safety</p>		
<p>All areas well lighted</p>		
<p>Dog walk areas identified (optional)</p>		
<p>Signature of TASM:</p>		



# Appendix E: Intake Checklist

Owner Name: \_\_\_\_\_ Date/Time In: \_\_\_\_\_

Pet Name(s): \_\_\_\_\_

Task / Item	Initials of CART Personnel	Notes	
<b>To be Completed by: Documentation Team</b>			
Animal Intake Form completed and signed by pet owner <i>(Give forms to Veterinary Medical Team Lead.)</i>			
Copy of Shelter Rules explained and given to pet owner			
Pet(s) receive(s) unique identification band <i>(pet owner to place band on pet(s).)</i>			
Each piece of pet owner's property receive(s) unique identification tag <i>(crate/container, food, toys, medication)</i>			
Photo of pet(s) with pet owner			
Kennel Card(s) completed and clipped to forms <i>(Mark if pet is Aggressive, Medical Needs, etc.)</i>			
Pet(s) logged into Master File Identification Numbers form			
Magnetic label(s) completed for each pet. Place label(s) on shelter white board marked with: Owner Last Name/Pet name/ Unique ID#		Example: <table border="1" data-bbox="1287 1213 1555 1272"> <tr> <td><i>Doe/ Doggie / D###</i></td> </tr> </table>	<i>Doe/ Doggie / D###</i>
<i>Doe/ Doggie / D###</i>			
<b>To be Completed by: Veterinary Medical Team</b>			
Incoming Health Check  Rabies vaccination _____  Medical issues _____  Veterinary Medical Team member signs Owner's Waiver/ Emergency Veterinary Authorization Form or Animal Care Record Form – <i>Give forms to Documentation Team</i>			
<b>To be Completed by: Animal Care Team</b>			
Kennel(s) assigned			
Pet(s) placed in kennel by owner.			
Property – including food, medications, and Animal Daily Care Form – properly marked and stored in plastic container.			

Fill water bowl, litter box (cats). Optional: Beds (cats), toys, etc.		
Place Kennel Card(s) on kennel(s)		
Heat source in kennel(s)/container(s). <i>For reptiles and others as required.</i>		
Remaining paperwork inserted in document protector and placed in Intake Box at Intake and Release Area.		
Magnetic label(s) moved to kennel location(s) on shelter white board, and kennel number identified.		
<b>To be Completed by: Documentation Team</b>		
Animal Intake Forms organized in document protector and filed in alphabetical order by owner's name.		
Comments or Notes:		

## Appendix F: Release Checklist

**Owner Name:** \_\_\_\_\_ **Date/Time Out:** \_\_\_\_\_

**Pet Name(s):** \_\_\_\_\_

Task / Item	Initials of CART Personnel	Notes
<b>To be Completed by: Documentation Team</b>		
Animal Intake Form pulled. Release Section completed and signed by owner.		
<b>To be Completed by: Animal Care Team</b>		
Pet(s) obtained by CART staff and owner		
Property returned to owner (Refer to Animal Intake Form for list of property.)		
"Animal Daily Care Form" given to Documentation Section		
<b>To be Completed by: Veterinary Medical Team</b>		
<b>Outgoing Health Check:</b> Pet(s) OK _____  Outstanding issues: _____  Veterinary Medical Team member signs Owner's Waiver/ Emergency Veterinary Authorization Form or Animal Care Record Form – Give forms to Documentation Team		
<b>To be Completed by: Safety and Sanitation Team</b>		
Water and food bowls cleaned.		
Kennel cleaned.		
<b>To be Completed by: Documentation Team</b>		
All forms, records, checklists and Kennel Cards stapled and placed in the Inactive File.		
Shelter white board updated. Magnetic label(s) cleaned and moved for re-use.		
Owner complaints or comments:		







## Appendix J: Animal Intake Form

Owner Name:		
Address:		
City:	State:	Zip:
Home Phone:	Work Phone:	
Cell Phone:	Other phone:	
<p>Is owner staying in an emergency shelter? YES NO</p> <p>If so, name and address of emergency shelter.</p> <p>If owner is not in shelter, list address where staying:</p>		
Driver's License State/#:	Other info:	
<p>Did owner provide kennel/cage? YES NO</p> <p>Cat Bed? YES NO</p> <p>Toys? YES NO</p> <p>Food? YES NO</p> <p>Medication? YES NO</p>		

Provide brief physical description pet:

Provide brief behavioral description of pet:

Provide any additional information about the pet that emergency shelter staff should be aware of:

Please list anyone authorized to care for your pets while they are here at the Companion Animal Shelter.  
*(\*No one under 13 years is allowed in the kennel area)*

Name:	Relation to owner:
Name:	Relation to owner:
Name:	Relation to owner:
Name:	Relation to owner:



**Pet Information (completed by CART member)**

	Pet 1	Pet 2	Pet 3
Unique ID Number			
Kennel Number			
Pet Name			
Age/Sex (M/F)			
Spayed/Neutered? (Y/N)			
Aggressive? Y / N			
Pet Description (Breed, color, identifying marks, etc)			
Veterinarian:		Phone:	

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. I understand that if I fail to habitually feed, walk, clean, or care for my pet, my pet will be considered abandoned and be removed from the shelter and placed at the Humane Society. I authorize the [\[insert AHJ Agency/CART/Animal Control name\]](#), to provide emergency medical care to my pet. I understand that this is emergency care only and that any other medical care required by my pet is my responsibility. I agree to expressly waive, remise, and release any claim, right, or cause of action whatsoever including but not limited to any claim of negligence for the emergency medical care provided to my pet.

I have read and understand this agreement and certify that I am the owner/agent of the above listed animal(s).

\_\_\_\_\_

Admission Date Owner/Agent for pet(s)

I understand that by signing below that I am discharging my pet from the Companion Animal Shelter. I have received all property left with my pet.

\_\_\_\_\_

Discharge Date Owner/Agent for pet(s)

## Appendix K: Kennel Card

**Name of Pet:**

**Aggressive: Yes / No**

**Date In**

**Spayed/Neutered  
Yes / No**

**Date Out**

**Other Notes:**

**Breed/Type**

**Color**

**Sex**

**Age**

**M F**

**Owner Name:**

**Owner Phone:**

**Authorized Caretaker(s):**

**Medical Issues:**

## Appendix L:

### Temporary Small Animal Shelter operating rules

1. Owners are responsible for the care, kennel cleaning, feeding, and exercise of their pets. CART personnel provide for pet safety and security, and do not replace the owner's requirement to care for their pets.
2. CART members are available to assist people with disabilities if they are unable to care for their pets. Pet owner who need assistance should contact the Companion Animal Shelter Manager.
3. Owners must visit their pets at least twice per day – once in the morning and once in the afternoon or evening – and agree to exercise their dog at least twice per day.
4. Owners must properly clean their pets' kennel/crate, water dish and food dish at least once per day and feed their pets at least twice per day. If sufficient volunteers are available, this service may be provided.
5. Owners are responsible for providing their pet's food. If unable to do so, the CART will provide pets with a dry, low residue pet food until the owner can obtain the food.
6. All pets (whether cat, dog, or other type animal) will be properly controlled with leash/harness and muzzle (if necessary) whenever it is out of its kennel/crate.
7. Owners must properly clean up after their pets. The trash cans are the only approved receptacle for pets' feces. If owners do not have bags, they will be provided by CART.
8. The CART will provide free emergency medical care for pets. All other medical care is the responsibility of the owner.
9. The owner is responsible for providing any medications to their pets.
10. Owners must sign in and out of the shelter.
11. Any pet that is unruly, or shows any signs of aggressive or hostile behavior, may be removed from the Companion Animal Shelter. Some animals with hostile behavior may be able stay in the shelter but will be required to be muzzled.
12. The CO-TSAS is open from 6 a.m. to 8 p.m. A quiet/no visit time may be instituted between 1 p.m. and 4 p.m. if necessary. These hours of operation are subject to change.
13. Owners who fail to follow these rules may have their pets removed from the shelter.

## Appendix M: Shelter Sanitation and Cleaning

This Appendix provides guidance and information on the cleaning and sanitation requirements for the shelter, including the cleaning and sanitation of kennel and pet water and food dishes.

Millions of microbes are easily produced inside a kennel, water dish and food dish if not properly sanitized each day. These can multiply into big problems if they are not properly and routinely vanquished through careful scrubbing and disinfection. In the ongoing battle against invisible bugs, it's important to clean the kennels, the food bowls, and water dishes to avoid creating breeding grounds for microbes that lead to harmful and sometimes life-threatening feline and canine diseases.

### General cleaning guidance

In the CO-TSAS the owner is required to clean their pet's kennel and dishes daily. When there are sufficient CART volunteers, including approved spontaneous volunteers, the CART may provide this service to owners.

While pets are in the CO-TSAS, all food and water dishes, blankets, and toys will remain with the same pet unless completely sanitized. All toys and blankets/bedding material are provided by the owner and not the CART. The bedding will be changed out and sanitized when stained or dirty. This is an owner responsibility. When a pet is checked out from the shelter all kennels, food, and water dishes must be completely sanitized. Bedding material will be returned to the owner or discarded into an approved trash/garbage receptacle.

Utilize disposable items where feasible to avoid the spread of disease. Using aluminum foil pans for litter boxes, shredded paper for cat and dog bedding materials, and paper bowls for cat food dishes are potential options to avoid cleaning and sanitation of items.

Utilize disposable cleaning material such as paper towels for cleaning small spills or drying kennels and dishes. Using cloth towels for this purpose must be a last resort.

Toys of any kind stay with the same pet and go home with the animal, or are disposed of in a trash can.

All kennels, food, and water dishes will be thoroughly cleaned, sanitized and dried prior to the reloading of the Animal Sheltering Cache into the trailer. Only soap and water will be used

to clean food and water dishes. The food and water dishes must be rinsed several times to ensure that no soap residue remains on the dish.

## **Cleaning procedures**

### **Shelter**

Each day all trash must be removed.

Any urine or feces that are “left” on the shelter floor will be immediately picked up with the area sanitized with a designated disinfectant.

Each day the CO-TSAS must be cleaned and sanitized with the Wysiwash disinfectant/power sprayer –weather permitting. If this system is not available, then a 1:32 Clorox mixture (1:42 mixture if using the Ultra Clorox), Roccal, or other CART veterinarian approved disinfectant will be used.

### **Kennels**

CART personnel will clean up any feces and urine left on a kennel/crate floor as soon as discovered. This is to prevent the pet from walking in the feces and to prevent disease spread. This is a two person task to ensure the pet does not escape while the cleaning is being completed. All feces will be placed in a trash can. If the pet is aggressive, CART members will not attempt to clean the kennel/crate without veterinarian assistance.

All kennels will be cleaned, sanitized and dried any time there are pet bodily fluids (salvia, blood, urine, feces, etc). The method of cleaning is to utilize paper towels to remove as much of the fluids as possible. Roccal is then sprayed over the entire kennel floor and sides and then dried with clean paper towel. Once a pet is checked out the CART will conduct a complete wash of the kennel using Roccal or other Vet approved cleaning solution. It is critical that the entire kennel be cleaned thoroughly especially the wire cage panels. The Wysiwash system can also be used as a final rinse for the kennels. The kennel will then be thoroughly rinsed and dried by the owner prior to another pet being placed in it.

Kennels will only be cleaned with a disinfectant that has been approved by the Veterinary Medical Lead. Do not combine cleaning solutions with any other products.

All feces must be removed and placed in a trash can before soaking and disinfecting the kennel. Kennels must be vigorously scrubbed prior to disinfection; scrubbing before soaking helps the brush soaking buckets to remain cleaner and free of contamination for a longer period.

All kennels will be thoroughly rinsed. Rinsing is as important to animal health and safety as the cleaning and scrubbing itself. Rinse thoroughly with hot water if it is available.

Kennels must be dried with paper towels before placing the pet into the kennel. On warm to hot days, the kennel may be dried in the sun.

At the end of the cleaning cycle each day, all scrub brushes will be soaked in a vat of disinfectant or bleach to ready them for the next day's cleaning.

When a pet is checked out, the CART Sanitation Section will thoroughly clean, sanitize and dry the vacated kennel before another pet is placed into it.

## **Water and food dishes**

Each day all water dishes will be soaked and scrubbed with soap and water and then rinsed prior to the next use. Buckets are available for this purpose.

After each feeding, food dishes will be washed, scrubbed with soap and water and dried prior to the next use. The washing must include removing all food and dried food bits from the dish. Buckets are available for this purpose.

## **Litter boxes**

All litter boxes will have feces cleaned out daily. Litter boxes will be exchanged for a new one every 4-5 days. Re-usable litter boxes will be cleaned and sanitized and returned to the same pet. Disposable litter pans will be replaced with a clean one and the used one discarded into an approved trash/garbage receptacle.

Re-useable litter pans will be emptied, rinsed, and scrubbed of all materials before disinfecting. This is to keep the disinfecting drum as clean as possible for as long as possible. The litter pans will then be placed in the disinfecting solution for 10 minutes. A large metal drum is available for the disinfecting of litter pans. Litter plans will then be thoroughly rinsed and dried before adding kitty litter and replacing them into the kennels.

Non-reusable litter boxes will be disposed of in a trash can when they are no longer useable for the same pet (e.g. become ripped or soiled) or after 5 days of use.

Re-useable litter boxes will be cleaned, sanitized and dried prior to reloading into the cache trailer.

The shelter area will be cleaned a minimum of once per day. The best time for cleaning may be when most pets are out for exercise, or when the outside temperatures are best suited for cleaning. This may include washing/spraying the shelter floors, but can be limited to sweeping if the weather does not permit washing.

This daily cleaning includes monitoring and spraying (if required) to eliminate pest infestation. All sprays/chemicals must be approved by the Veterinary Medical Lead.

CART members must also ensure the dog walk areas are clean of any feces several times each day. Trash cans are the designated disposal location for all feces and materials (such as paper towels) that have been used to clean up urine and feces. Trash cans must be emptied daily, or more often if the TASM deems this necessary.

## **Waste disposal**

*Animal feces in the shelter area must be cleaned up immediately.*

Owners are responsible for cleaning up after their animals.

All animal feces in open areas must be cleaned up immediately by the owners. The CART will provide waste bags to owners who do not have them. A CART member will walk through the dog walk area hourly, and clean up any feces not picked up by the owners.

Feces inside of kennels will be picked up with a paper towel and placed into a dog waste bag before washing the kennel. All feces bags will be placed into designated trash cans. Feces will not be washed into the storm water drainage system.

During hourly checks, if a kenneled animal is walking on feces the CART member will wipe up the feces with paper towels. This will only be done by a CART member if the animal is not aggressive and the CART member feels comfortable doing so. Two CART members are required for this, as one member must hold the pet while the other removes the feces. It is important to remove any feces from the pet's feet before returning the pet to the kennel (if safe to do so).

## **Cleaning kennels or containers**

Owners are responsible for cleaning their pets' kennels, cages, or other containers. If sufficient approved volunteers are available, CART members may assist the owner if they, and

the owner, are comfortable with the CART member's assistance. CART members will assist pet owners who have disabilities that limit their ability to clean kennels.

Kennels, cages, or other containers must be cleaned with a Veterinarian-approved cleaner if any bodily fluid or feces are on the kennel floor or walls. A dog holding area will be established in the cleaning area to allow owners to secure pets while they clean the kennels. A temporary kennel may be used to hold cats or dogs while the primary kennel is cleaned. Once the animal is put back into its assigned kennel, the temporary kennel must be cleaned and dried before another animal is placed into it.

Bird cages must allow for cleaning without removing the bird.

Litter boxes must be cleaned daily by the owner. Take care to ensure the cat does not escape while the kennel door is open for cleaning. It is recommended that the owner place the cat into a temporary kennel while the litter pan/kennel is cleaned. Once the cat is put back into its assigned kennel, the temporary kennel must be cleaned and dried before another animal is placed into it.

When an animal is checked out of the shelter, the CART will completely clean, disinfect, and dry the kennel before another animal is housed in it.

## **Cleaning water and food bowls**

The owner must clean the pet's water and food bowls once per day, usually when the kennel is cleaned. A bowl cleaning area will be established in the kennel cleaning area.

Clean bowls using only soap and water; use warm water if available. Wash bowls once with soapy water, then rinse twice to ensure that all soap has been removed.



## Appendix L: Daily Care Checklist

These tasks are to be conducted by the Animal Care Lead or designated person.

**DATE:**

Item	Time	Notes	Initials of Person conducting check
Lights on, shades up, windows open (weather permitting)	6 am		
Morning Health and Welfare Check	6 am	Note 2	
Kennel/bowl sanitation area set up	6 am		
Health and Welfare Check	8 am	Note 2	
Exercise/visit check: Water, feed, clean kennels, walk dogs and medicate animals	NLT 12 pm	If owner has not fed, exercised dog, or visited pet, notify the TASM	
Health and Welfare Check	10 am	Note 2	
Transfer pets due to inappropriate kennel size, medical issues, inappropriate animal behavior towards care takers, etc.	12:00 – 1:00 pm		
Health and Welfare Check	12 am	Note 2	
Dog exercise area cleaned	12 am		
(Optional) Quiet time: Shelter closed to public.	1 – 4 pm		
Water, feed, clean kennels, walk dogs and medicate animals	4 – 9 pm		
Health and Welfare Check	4 pm	Note 2	
Health and Welfare Check	4 pm	Note 2	
Shelter Cleaned	6 pm	Note 3	
Dog exercise area cleaned	6 pm		
Feeding, water, exercise check	5 – 7 pm	If owner does not feed or has visited/exercised notify the TASM	
Kennel and food/water dish cleaning check	7 pm	Notify TASM if owner has not yet cleaned the kennel and dishes for the	

		day	
All food bowls removed from cages	9 pm	Cleaned and stacked for morning feeding	
Health and Welfare Check	9 pm	Note 2	
Quiet time: Shelter closed to public. Only minimal supervision by CART personnel	9 pm – 6 am	Note 4	

Note 1: All buckets ,Wysiwash system, etc for kennel cleaning will be set up and ready (may be done the night prior)

Note 2: Health & Welfare check includes checking for sick animals, kennels that require repair, cleaning feces or urine in bottom of crate floor, topping off water dishes

Note 3: Shelter cleaning includes cleaning the floor, removing trash, cleaning and organizing all section areas.

Note 4: After 2100 no owners are allowed into the shelter. CART members will only enter the kennel area if a pet sounds sick, to investigate any sounds that are abnormal, or to move pets that are attempting to fight with each other through the crate wire walls. At this time all kennel and bowl cleaning materials will be dumped, cleaned and dried for next day use.

## DAILY ANIMAL CARE FORM (kept at the kennel/cage)

ID# \_\_\_\_\_ Animal Name: \_\_\_\_\_

Owner Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Please document *all* care given to animal**

DATE	WALKED OR VISITED (time)	FED 2 x per day (time)	CAGE CLEANED (time)	WATER AND FOOD BOWLS CLEANED (time)	Medications provided	Comments


## Appendix M: Zoonotic disease control

Zoonotic diseases are those diseases of animals that can be transmitted to people. To ensure that these diseases do not enter the shelter, each animal will be examined at the intake area by the Veterinary Medical Lead, veterinarian technician, or the most experienced CART member on site. Particular attention should be paid to hydration status, cuts and abrasions, paw/foot health (e.g., pads and claws, area between toes), ear health (e.g., redness, discharge), oral injuries, vomiting and/or diarrhea, respiratory disease, and evidence of parasite infestation. □

Intake personnel should inquire about the animal's health and vaccination history, paying particular attention to any current medical needs or chronic health problems. In addition, owners should be questioned about the animal's usual temperament, whether the animal can safely be housed with others of the same species, and whether it might be aggressive toward caretakers.

The owner must also verify that the animal has a current rabies vaccination. An actual document of vaccination is preferred but not required. If no documentation is available a discussion will take place between the CART veterinarian and the owner to make this determination.

Any animal with evidence of diarrhea problems will be placed in medical isolation until release into the general population by the Veterinary Medical Lead. Birds that are not active (appear lethargic) will be isolated as well until released by the vet.

All CART personnel are required to wash their hands with soap and water or alcohol based hand cleaner after handling any animal, coming in contact with animal saliva, urine, feces or blood, after cleaning cages, BEFORE eating any meals or snacks, and before and after using the restroom. This is required to prevent the transfer of diseases from one animal to another and from any animal to humans.

All CART personnel will wear gloves and eye protection when cleaning cages or handling sick animals. Face masks will be worn when handling sick birds.

CART personnel will not eat any food in the CO-TSAS. The human shelter will provide a break area for all personnel assigned to the human shelter where all food will be consumed. If a CART member requires frequent snacks due to a medical problem (e.g. hypoglycemia), that person is allowed to eat snack items but must do so in either the Intake/Documentation area or in

an area away from the shelter. The CART member must wash their hands with sanitizer or soap and water prior to eating.

CART members will report any bites and will immediately clean the wound area. Animals that bite anyone, other than the owner, will be quarantined for 10 days with or without the owner's permission. Owners are responsible for the costs of quarantining a pet after the CO-TSAS closes. The CART Veterinarian will work with the owner to transfer the pet to any location that meets all legal requirements.

All feces will be bagged and placed in the red garbage cans for removal daily.

## **Sanitation**

Animals should be bathed upon entry if they appear to be infested with fleas or other bugs, or appear to be extremely dirty. Dawn™ dish soap can remove most dirt or chemicals, but care should be taken during its use on sensitive species. Bathers should wear protective clothing, gloves, goggles, and an N95 mask to avoid mucous membrane contact with droplets and splashes that may contain unknown materials.

Pick up feces daily or more often (some germs aren't infectious right away, but will be if feces are allowed to sit).

Ensure all areas of the shelter are carefully cleaned daily or more often. General-use as well as animal areas can become contaminated. If possible, repair or replace materials that are impossible to effectively clean.

Use a broad-spectrum disinfectant approved by the CART veterinarian and take special precautions when cleaning up after ringworm and other resistant agents.

## **Recognition of zoonotic disease risks**

Some common, or serious, zoonotic disease risks for shelters are listed below, according to where they're most likely to be found in the assorted substances that ooze, leak, squirt or otherwise exude from our animal friends. A generic beast is depicted because some of the diseases listed are found only in dogs or cats, while others are found in many species.

Immediately isolate animals showing signs of infectious disease, even if a known zoonosis is not identified.

Nasal discharge and saliva	<ul style="list-style-type: none"> <li>• <i>Salmonella</i> (in saliva as well as feces!)</li> <li>• <i>Bordetella bronchiseptica</i> (transmitted by dogs infected with kennel cough)</li> </ul>
Fleas and ticks	<ul style="list-style-type: none"> <li>• Rocky Mountain Spotted Fever (from ticks)</li> <li>• Lyme disease (from ticks)</li> <li>• Cat scratch fever (from fleas)</li> </ul>
Fur and skin	<ul style="list-style-type: none"> <li>• Ringworm</li> <li>• Scabies</li> <li>• <i>Cheyletiella</i> (“Walking dandruff”)</li> </ul>
Scratches and bites	<ul style="list-style-type: none"> <li>• Cat scratch fever</li> <li>• Rabies</li> <li>• <i>Pasteurella</i> and <i>Capnocytophagia</i> (infections caused by dog and cat bites)</li> </ul>
Assorted other exudates	<ul style="list-style-type: none"> <li>• Leptospirosis (from bacteria in urine)</li> <li>• Q fever (from bacteria in birthing and abortion fluids from cats as well as livestock)</li> </ul>
Feces	<ul style="list-style-type: none"> <li>• <i>Salmonella</i>, various serovars</li> <li>• <i>Campylobacter</i>, various species</li> <li>• <i>Giardia</i></li> <li>• Roundworm</li> <li>• Hookworm</li> <li>• Hydatid disease</li> <li>• <i>Toxoplasma</i></li> </ul>

# Animal Health Management and Prevention and Treatment of Zoonotic and Nosocomial Diseases

## Internal Parasitism

- Dogs should be treated prophylactically for internal parasites including *Giardia*, roundworms, hookworms, and whipworms, if recommended by the Veterinary Medical Lead.
- Exposure to mosquitoes presents an increased risk of heartworm disease.

## External Parasitism

- Dogs and cats should be examined for flea or tick infestation, and treated appropriately.
- Preventive flea and tick treatments should be considered for all dogs and cats housed in shelters.

## Diarrheal Disease

- Animals presenting with (or developing) diarrhea should be separated from healthy animals (see Nosocomial agents of concern that may be transmitted by feces include parvovirus, *panleukopenia*, *Giardia*, and intestinal parasites).
- Zoonotic agents of concern for small animals include *Campylobacter* and *Salmonella*, which are highly infectious and have been associated with outbreaks in shelters and veterinary clinics.

## III Birds

Ill birds are usually lethargic, depressed, and inappetent. Care should be taken when handling ill birds because they may be infected with the zoonotic bacteria *Chalmydophila psittaci*, which causes psittacosis. Face masks should be worn when handling birds that are exhibiting signs of illness.

## **Behavioral Concerns**

- Fear, panic, separation anxiety, noise and storm phobias, and other behavioral disorders are common problems in displaced animals. Animals that have never had these problems may develop them and pre-existing problems are likely to worsen.
- Providing housed animals with fresh food and water on a regular basis and establishing other familiar routines will assist animals in adjusting to their new environment.
- Animals without a prior history of aggression may snap, bite or hiss as a result of fear or uncertainty. Shelter personnel should approach rescued animals calmly, but cautiously. Only experienced personnel should handle animals that exhibit significant behavioral disorders.
- Behavioral exercises and behavioral medications may be administered short- or long-term, as required, to help animals recover. Shelters are encouraged to seek assistance from qualified animal and veterinary behaviorists who can assist them in meeting these needs.

## **Personal Protection for CART Shelter workers**

- Wash hands with soap and water:
  - Before and after handling each animal
  - After coming into contact with animal saliva, urine, feces or blood
  - After cleaning cages
  - Before eating meals, taking breaks, smoking or leaving the shelter
  - Before and after using the restroom.
- Wear gloves when handling sick or wounded animals.
- Wear gloves when cleaning cages.
- Consider use of goggles or face protection if splashes from contaminated surfaces may occur
- Facemasks should be worn when handling ill birds to minimize the risk of contracting psittacosis.
- Do not allow rescued animals to “kiss” you or lick your face.
- Do not eat in animal care areas.



- Pregnant women and immunocompromised persons should not volunteer for positions involving direct animal contact.

## **Avoiding Bites and Scratches**

- Use caution when approaching any animal that may be sick, wounded or stressed.
- If bitten or scratched, thoroughly wash wound with soap and water and seek medical care.
- Because the exposure histories of these animals may be unknown, bites from dogs, cats and ferrets may be considered a potential risk for rabies, even if the animal appears healthy and has been vaccinated. Therefore, personnel who are bitten should be evaluated for rabies risk. Dogs, cats and ferrets that bite a person should be quarantined for 10 days and observed for signs of rabies. If an animal develops signs of rabies or dies during the 10-day period following the bite, it should be tested for rabies. Persons bitten during pet shelter operations do not require rabies postexposure prophylaxis unless the animal is diagnosed as rabid.
- If a person is bitten by a dog, cat, or ferret that is quarantined, adequate identification records and contact information must be kept for both the animal and the person bitten, so the exposed individual can be contacted in the event the quarantined animal does prove to be rabid. Persons exposed to an animal confirmed with rabies should receive rabies postexposure prophylaxis in accordance with the Advisory Committee on Immunization Practices Guidelines.

## **Facility Management**

### **Separation of Animals**

- Animals should not be housed or permitted in food or break areas.
- Separate newly arriving animals from animals that have been housed one week or longer.
- Animals of different species should not be housed together (e.g., do not place a ferret and a rabbit in the same cage)
- Do not cage animals from different households together. If animals of the same species come into the shelter together and the owner requests that they be caged together, this

should be allowed as it may reduce an animal's stress if it is housed with a companion. This should not be done if the owner indicates the animals do not get along with one another.

- Routinely monitor animals for signs of illness. Separate sick animals from healthy animals, especially animals with diarrhea or signs of upper respiratory disease. If a separate room or area is not available, animals with diarrhea or signs of respiratory disease should be housed in bottom cages.
- People assigned to care for sick animals will ensure that proper hygiene measures are taken to avoid the transfer of diseases between sick and healthy animals. This includes washing hands and arms with soap and water.

### **Cleaning and Disposal**

- Thoroughly clean and disinfect cages between animals.
- Remove and dispose of animal waste in a timely manner.
- Double bag and remove dead animals shortly after death. A log of animals that have died or have been humanely euthanized should be kept. This log should include animal identification and/or descriptive information for each animal.
- Identify an area separate from the shelter for carcass storage and disposal.
- Arrange for waste removal from the pet shelter.
- Pet shelters should have adequate lighting, water and wastewater disposal

### **Additional Recommendations for Exotic Animals**

#### **(including pocket pets, reptiles, amphibians, and birds)**

- House each species of animal in separate areas to reduce stress from strange noises and environments. Do not house birds in the same area as mammals or reptiles because the presence of these animals can cause undue stress and may present a risk of infectious disease to avian species.
- Make sure that diets are appropriate for each species. If the species is unfamiliar to the handler, then consult a veterinarian or handler who is experienced with the housing and husbandry of that species.

- Ill birds must often be force-fed. Birds should only be force-fed by experienced handlers or Veterinarians.
- Minimize handling of exotic pets to reduce stress and risk of injury for animals and handlers (see Appendix A—Safe Handling of Exotic Animals)
- Do not house more than one exotic animal in a cage unless the animals have previously been housed together.
- Exotic pets should not be taken out of their cages except during cage cleaning.
- Confine exotic animals to other cages or escape-proof containers when cleaning permanent cages.
- To prevent transmission of *Salmonella* and *Chlamydophila*, designate a separate area for cleaning cages. Do not clean cages in sinks or bathrooms that will be used for food preparation or bathing of infants or other immunocompromised persons. After cleaning chores are completed, thoroughly disinfect the area
- It is extremely important to follow appropriate hand washing techniques after handling and feeding exotic animals or cleaning their cages, bowls, toys, or other cage furniture.
- To avoid transfer of fecal matter, feathers, food, and other materials from one cage to another, bird cages should not be stacked.
- Many exotic pets, especially reptiles and amphibians, have special environmental needs; these needs should be an important consideration during sheltering.
- Exotic pets tend to be escape artists. Ensure that caging is properly constructed and sufficiently secure to prevent destruction and escape.
- Do not release exotic animals into the wild under any circumstances.

# Supplement A: Safe Handling of Exotic Animals

Many exotic pets have unique features that need to be considered when handling these animals. Some basic guidelines for handling common exotic species follow.

## Rabbits

- Grasp loose skin over the neck and shoulders while directing the head away from your body.
- Support the lower part of the rabbit's body with the other hand.
- Never restrain or lift a rabbit by the ears.
- If the rabbit begins to struggle or kick violently, immediately place on a solid surface and calm the animal. Struggling often results in fractured spinal vertebrae and subsequent euthanasia.

## Mice

- Mice are generally caught and handled by their tails.
- Grasp the tail between its midpoint and the mouse's body
- For more control, grasp the loose skin over the mouse's neck and shoulders using the thumb and fingers.
- Do not drop mice into cages. Rather lower them into the cage and release upon contact with bedding.

## Guinea Pigs

- Gently place one hand on the shoulders or chest of the guinea pig.
- Use the other hand to support the animals' hindquarters.
- Wrap the guinea pig in a towel or hold the animal against your body to reduce any struggling.
- Do not attempt to restrain guinea pigs solely by grasping the skin. Guinea pigs lack an ample amount of loose skin to do this safely and handling them in this manner may cause hair loss.

## **Birds**

- Pet birds, such as parrots and finches, may be restrained by capturing in a towel. Darkening the room prior to entering the cage will assist the handler in the capture process and calm the bird. Care should be taken with wild birds, such as birds of prey. These species should only be captured and restrained by qualified handlers.
- Quickly grab the bird's neck from behind the animal. Your hand should gently encircle the neck to elongate the neck between the head and shoulders.
- Once the animal is under control, grasp the legs from the front of the animal and stretch the animal as much as possible without causing injury.
- The weight of the towel will keep the wings at the bird's side.
- Ensure that the bird's ribcage is not restricted and do not hold the bird around the body.
- Small birds may be caught without using a towel. First, capture the bird from the rear by encircling the neck. Then grasp the feet with the other hand.

## **Lizards**

- Hold the head firmly by grasping behind the jaw with your thumb and first finger while wrapping the other fingers around the lizard's shoulders to control the front legs.
- Use the other hand to grasp the rear legs and tail just below the base of the pelvis.
- Do not grab the length of the tail. Many lizards have the ability to lose their tails as a natural defense mechanism.

## **Snakes**

- Hold the head gently by grasping behind the jaw. Allow your hand to move with the snake's head movement to prevent injury.
- Providing good support for the rest of the snake's body will help ensure it feels secure. Multiple handlers may be necessary for large snakes.
- Do not allow the snake to wrap the end of its tail around you or other objects.

## **Turtles and Tortoises**

- Grasp the shell midway between the front and rear legs.
- Prevent bites by not reaching across the front of a turtle or tortoise that is unrestrained.

- Frightened animals will often urinate on handlers as the animals are being picked up.

## **Amphibians**

- Fine mesh nets or small plastic containers may be used for catching and transferring animals.
- If the animal must be handled, protect the animal's skin by using moistened gloves and/or a moistened paper towel or dishcloth.
- Large amphibians such as giant salamanders, large toads, and hellbenders should have their heads restrained to prevent biting. Place their head between your thumb and first finger.

## **Ferrets**

- Grab the loose skin around the back of the neck firmly.
- Hold the ferret up so the hind feet cannot touch the ground.
- Stroke the animal's underside from top to bottom to aid in relaxation.

## Supplement B: SUGGESTED CART CACHE INVENTORY

Description	Quantity	Description	Quantity
3-hole punch	1	Ziplock bags, quart size	1 bx
3-ring binders	2	Cage, Airline type	3
AM/FM Radio, AA or AC	1	Wrench Set	1
Batteries	24	Fibrglas claw	1
First aid kit	1	Hammer	1
Buckets	6	Screwdriver	1
Canopy, 10' x 10'	2	Fencing Pliers	3
Catch pole	1	Pliers	1
Cat-handling gloves	1 pair	Hand sanitizer	2
Cat handling gloves	1	Hand soap bottles, pump type	2
Chemical Resistant Gloves, cleaning	3 pr large	Trash bags--hvy duty	1 box
Chemical Resistant Gloves, cleaning	3 pr med/small	Laptop computer	0
Clipboards	6	Leashes	10
D-cell batteries	4	Light weight binding cord	1 pkg
Dish soap	1 bottle	Rope	1 pkg 100 ft
Dry Erase Board – small	4	Litter (5 GAL)	3
Dry erase marker set	1 set	Maglights	1
Duct Tape	2 rolls	Masking Tape	1 roll
Earplugs	14 pairs	Measuring cup	
Electric fans	2	Mesh laundry bags	2
Electric testers, AC & DC	1	Motorola “Talkabout” radios	6
Electrical Cord, 100'	4	Notepads	

<b>File box</b>	<b>4</b>	<b>Garden hose sprayer</b>	<b>1</b>
<b>Description</b>	<b>Quantity</b>	<b>Description</b>	<b>Quantity</b>
<b>File folders – manilla</b>	<b>200</b>	<b>Garden hose, 50”</b>	<b>2/ 50 ft</b>
<b>Folding Chairs</b>	<b>4</b>	<b>Halogen work light</b>	<b>2</b>
<b>Folding Table</b>	<b>2</b>	<b>Hand broom w/dust pan</b>	<b>1</b>
<b>Galvanized wire</b>	<b>2 rolls</b>	<b>Painters Plastic</b>	<b>1 12x400</b>
<b>Paper clips</b>	<b>1 bx</b>	<b>Plastic silverware</b>	<b>1 bx</b>
<b>Paper Towels (1 CO-TSASe)</b>	<b>15 ct</b>	<b>Pooper Scooper</b>	<b>2</b>
<b>Pens</b>	<b>2 Boxes</b>	<b>Pet Clean Up Bags</b>	<b>1 pk of 60</b>
<b>Safety goggles</b>	<b>10</b>	<b>Wire Fencing</b>	<b>2 rolls</b>
<b>Scrub brush</b>	<b>6</b>	<b>Slip leads</b>	<b>1 bg of 12</b>
<b>Sharpies</b>	<b>12</b>	<b>Maxband ID collars</b>	<b>1 bx/10”</b>
<b>Sponges</b>	<b>6</b>	<b>Maxband ID collars</b>	<b>1 bx/20”</b>
<b>Spray bottles</b>	<b>2</b>	<b>Maxband ID collars</b>	<b>1 bx/20”</b>
<b>Staple gun and staples</b>	<b>2</b>	<b>Snappy Snare</b>	<b>1/49”</b>
<b>Staple remover</b>	<b>1</b>	<b>Cage Card Holders</b>	<b>25</b>
<b>Stapler w/staples</b>	<b>1</b>	<b>Cage Cards</b>	<b>1 bx/4 x 6</b>
<b>Tarps</b>	<b>12</b>	<b>Bowl No Tip</b>	<b>20</b>
<b>Thumb tacks</b>	<b>1 bx</b>	<b>Bowl No Tip</b>	<b>20</b>
<b>Towels</b>	<b>6</b>	<b>Gloves (nitrile)</b>	<b>1 bx s,m, lg</b>
<b>Trash cans</b>	<b>3</b>	<b>Multi-tool</b>	<b>2</b>
<b>Tyvek Coveralls</b>	<b>30</b>	<b>Headlamp</b>	<b>6</b>
<b>universal microchip scanner</b>	<b>0</b>	<b>Work Light 50 ft</b>	<b>3</b>
<b>Washtub</b>	<b>1</b>	<b>Litterpans</b>	<b>1</b>
<b>Watering cans with long, thin spouts</b>	<b>2</b>	<b>Gloves leather Small</b>	<b>5</b>
<b>Whistles</b>	<b>1 pk of 12</b>	<b>Gloves leather Medium</b>	<b>5</b>
<b>Wire Cages, 24” x 48”</b>	<b>20</b>	<b>Gloves leather Large</b>	<b>5</b>
<b>Ziplock bags, gallon size</b>	<b>1 bx</b>	<b>Tent</b>	<b>2</b>
<b>Shovel</b>	<b>2</b>	<b>Muzzles Feline</b>	<b>1</b>



<b>Rake</b>	<b>1</b>	<b>Muzzle 7 size set</b>	<b>1</b>
<b>Description</b>	<b>Quantity</b>	<b>Description</b>	<b>Quantity</b>
<b>Street broom</b>	<b>2</b>	<b>Muzzle pug/2 set</b>	<b>1</b>
<b>Cable Tie 4</b>	<b>1</b>	<b>Power strips</b>	<b>4</b>
<b>Cable Tie 8</b>	<b>1</b>	<b>Wysiwash</b>	<b>1</b>
<b>Cable Tie 11.3</b>	<b>1</b>	<b>Wysiwash caplets</b>	<b>1 pk of 9</b>
<b>Cable Tie 14</b>	<b>1</b>		

## Supplement C: Important Contacts (fill in local contacts by jurisdiction)

### **Agency – State Veterinarian’s Office**

	<b><u>PHONE #</u></b>	<b><u>email</u></b>
Dr. Keith Roehr, State Veterinarian	303-239-4166	<a href="mailto:keith.roehr@ag.state.co.us">keith.roehr@ag.state.co.us</a>
Dr. Nick Striegel, Assistant State Veterinarian	303-239-4162	<a href="mailto:nick.striegel@ag.state.co.us">nick.striegel@ag.state.co.us</a>
Dr. Carl Heckendorf, Animal Health and Disease Control	303-239-4109	<a href="mailto:carl.heckendorf@ag.state.co.us">carl.heckendorf@ag.state.co.us</a>
Dr. Dan Love, Field Veterinarian	970-261-0799	<a href="mailto:dan.love@ag.state.co.us">dan.love@ag.state.co.us</a>
Dr. Ken Newens, Field Veterinarian	303-239-4161	<a href="mailto:kenneth.newens@ag.state.co.us">kenneth.newens@ag.state.co.us</a>
Dr. Sara Ahola, Field Veterinarian	970-590-6736	<a href="mailto:sara.ahola@ag.state.co.us">sara.ahola@ag.state.co.us</a>
Gwen Bosley, Animal Disease Traceability	303-239-4517	<a href="mailto:gwen.bosley@ag.state.co.us">gwen.bosley@ag.state.co.us</a>
Ed Kline, Scrapie Control Program	303-249-0685	<a href="mailto:ed.kline@ag.state.co.us">ed.kline@ag.state.co.us</a>
Scott Leach, Aquaculture Program	303-239-4295	<a href="mailto:scott.leach@ag.state.co.us">scott.leach@ag.state.co.us</a>
Mike Threlkeld, Predator Control Program	303-239-4157	<a href="mailto:mike.threlkeld@ag.state.co.us">mike.threlkeld@ag.state.co.us</a>
Dr. Kate Anderson, Pet Animal Care Facilities Act Program	303-239-4168	<a href="mailto:kate.anderson@ag.state.co.us">kate.anderson@ag.state.co.us</a>
Scot Dutcher, Bureau of Animal Protection	303-239-4163	<a href="mailto:scot.dutcher@ag.state.co.us">scot.dutcher@ag.state.co.us</a>
Cindy Thompson, Lead PACFA Inspector	303-886-6996	<a href="mailto:cindy.thompson@ag.state.co.us">cindy.thompson@ag.state.co.us</a>
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Katie Parker, PACFA Inspector	303-656-8766	<a href="mailto:katie.parker@ag.state.co.us">katie.parker@ag.state.co.us</a>
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June Aleman, Program Assistant	303-239-4175	<a href="mailto:june.aleman@ag.state.co.us">june.aleman@ag.state.co.us</a>
Carol Feiler, Administrative Assistant	303-239-4158	<a href="mailto:carol.feiler@ag.state.co.us">carol.feiler@ag.state.co.us</a>
Dwight Rus, Scrapie Control Technician	303-239-4484	<a href="mailto:dwight.rus@ag.state.co.us">dwight.rus@ag.state.co.us</a>
Jamee Amundson, Field Technician	308-672-1364	<a href="mailto:jamee.amundson@ag.state.co.us">jamee.amundson@ag.state.co.us</a>
Katherine Reid, Field Technician	970-980-7227	<a href="mailto:katherine.reid@ag.state.co.us">katherine.reid@ag.state.co.us</a>

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