Standard Operating Procedure for Shelter Operation (Evacuee-Owned Pet Management):

* Volunteers who are prepared to work with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Animal Response Team (ART) must sign a VOLUNTEER AGREEMENT AND RELEASE OF LIABILITY form in order to assist in a disaster. These forms are available at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Animal Control.
* In an emergency, volunteers will be contacted by telephone and advised as to when they will be needed at the shelter. Volunteers should make sure that their own homes are secure before responding. A volunteer whose mind is on things at home will not be helpful at the emergency site.
* Once contacted, volunteers should go directly to \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Animal Control to pick up their identification badges. No badge will be issued to a volunteer who has not signed the VOLUNTEER AGREEMENT AND RELEASE OF LIABILITY form. Identification badges must be returned to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Animal Control once the emergency is over and the volunteer has been relieved of duty. Volunteers should pick up their badges immediately after being notified that the shelter has been activated, even though they may have been asked to come to cover a later shift. This will save time when the volunteer’s shift does start and will permit the volunteer to be on the road once a curfew is in place.
* When the volunteer has been notified to be at the shelter for the start of his/her shift, the volunteer should proceed directly to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (site) which has a pet-shelter designated area. Only evacuee-owned pets (dogs, cats and caged birds) ACCOMPANIED BY THEIR OWNERS will be accepted at this shelter. No other animals (no strays) will be accepted and no exotic pets (iguanas, snakes, etc.) will be accepted.
* All ART volunteers must log in with the \_\_\_\_\_\_ staff prior to starting a shift. The \_\_\_\_\_\_\_\_ is responsible for all persons in the shelter. At the end of a shift, volunteers must log out with the \_\_\_\_\_\_\_\_ prior to leaving the building.
* Volunteers will be logged in and out of the ART shelter using the Emergency Pet Shelter Staff Check-In form.
* Duties at the shelter will be assigned by \_\_\_\_\_\_\_\_\_\_\_ to volunteers according to a volunteer’s particular skills and abilities.
* The premises to be used for the pet shelter must be examined by \_\_\_\_\_\_\_\_\_\_ in the presence of a facility representative and any pre-existing conditions noted and signed off by both parties on the Pre-Occupancy Inspection/Walk-Through form.
* Anyone bringing an animal to the shelter must first register with the \_\_\_\_\_\_\_\_ in the shelter. \_\_\_\_\_\_\_\_ personnel will “tag” shelter residents as they check in; no pet may be accepted from any person who does not present proof of having registered with the \_\_\_\_\_\_\_\_ as a shelter resident.
* Tables will be set up for animal intake and registration in the \_\_\_\_\_\_\_\_\_\_\_\_. Every animal and its cage will be tagged with a tab-band collar-indicating animal’s name and owner’s name. Details of pet’s name, breed/description, age, vaccination history if available, and owner’s name, address and telephone number will be entered in the registration log. The volunteer should also make a note of all equipment the owner is bringing in with the pet (cage, leash, bowl, food, etc.) and any ART or Animal Control equipment loaned to the owner.
* The owner must sign the REGISTRATION AND PET-FRIENDLY PUBLIC EVACUATION SHELTER AGREEMENT. This is a signed agreement between the owner and the shelter staff, stating that the owner will abide by the shelter rules. NO ANIMALS CAN BE ACCEPTED WITHOUT THE OWNER’S COMPLETION OF THIS FORM AND ACKNOWLEDGEMENT OF RECEIPT OF SHELTER RULES. (A copy of the rules must be furnished to each pet owner.)
* Animals will be housed in \_\_\_\_\_\_\_ (describe where animal cages etc will be located). Give whatever directions needed or reference additional materials: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* Any pets arriving without appropriate vaccination records will be housed in a separate area. If a veterinarian is present, he/she will be asked to examine the animal. If it appears healthy, it can be accepted. If it does not appear healthy, Animal Control will be asked to remove it to the \_\_\_\_\_\_\_ Animal Shelter. If no veterinarian or vet-tech is present, ART volunteers will use their best judgment as to whether to accept the animal.
* The responsibility of caring for the pet rests with the owner; however, access must be restricted due to the lack of space in the shelter. The rules provided to the owner state that one family member (over the age of sixteen years) may visit the pet for twenty (20) minutes every three hours to feed, water, walk and clean up after the pet. Clean up materials will be provided.
* No person under the age of sixteen unaccompanied by an adult will be permitted in the animal shelter at any time.A volunteer will be stationed at give location to provide control of visitors from the human shelter into the ART animal shelter. [Application of this provision will depend upon the number of animals being sheltered.] No pet, whether handled by its owner or a shelter volunteer, shall be out of its cage without a leash. This also applies to cats.
* Each cage will have a clipboard attached to it and owners are urged to note on the board the time the pet was fed and walked. This is to make sure that no animal is overlooked because its owner is unable to care for it. [Application of this provision will depend upon the number of animals being sheltered.]
* Owners are requested to notify shelter volunteers if an animal appears sick, is coughing, or has diarrhea.
* In the event an animal does exhibit symptoms of illness, that animal will be isolated from the others as far as space permits.
* Shelter volunteers shall wear disposable exam gloves AT ALL TIMES when handling animals and shall change gloves after caring for one animal and before handling the next. This is to prevent the spread of disease, particularly ringworm.
* Owners and volunteers shall not permit any contact between one animal and another. Shelter volunteers must enforce this in order to prevent fights and the spread of disease.
* When the emergency is over and animals are reunited with their owners, volunteers should check to make sure the right pet is leaving with the proper owner. The registration log must be noted with the date and time the animal was released and what equipment the owner took with him (cage, bowls, etc.) This must match the intake inventory.
* Once the shelter has been emptied volunteers will make an inventory of all supplies that remain and keep a record of the disposal of those supplies. (Some items such as cages may have been on loan and need to be returned. Other items such as food can be returned if unopened, or passed on to the \_\_\_\_\_\_\_ Animal Shelter.)
* Once the shelter has been emptied, ART volunteers are responsible for cleaning up and for washing the floor.
* Once the shelter has been emptied and cleaned, \_\_\_\_\_\_\_\_\_\_ shall make a careful check of the facility in the presence of a facility representative and both shall sign the Release of Facility form, noting any damage.
* Identification badges must be returned to Animal Control once the emergency is over and logged back into inventory by Animal Control. \_\_\_\_\_\_\_\_\_\_ will be responsible for returning loaned items. \_\_\_\_\_\_\_\_\_\_ will be responsible for writing to thank all donors of emergency items as well as the volunteers.
* When the shelter is closed and the operation of the pet shelter concluded, \_\_\_\_\_\_\_\_ must so notify the EOC. Note: All donated items including emergency supplies of pet food must be channeled through \_\_\_\_\_\_\_\_\_\_.
* Once the emergency has been declared, all requests for supplies or other assistance must be directed through the EOC.
* Requests for media interviews must be directed to the local EOC for approval before any statements are made.