

Incorporating Household Pets and Service Animals Considerations into Emergency Operations Plans

A Guide for State, Territorial, Tribal, and Local
Governments

DRAFT

March 2009



FEMA

For Official Use Only

PRE-DECISIONAL DOCUMENT – NOT FOR RELEASE TO THIRD PARTIES

PREFACE

1
2 Today, more than 60 percent of American households own a pet, an increase
3 from 56 percent in 1988¹. Nearly half of pet owners consider their animals to be
4 members of the family.² The power of the relationship between people and their
5 pets or service animals is readily apparent during disaster evacuations. Prior to
6 the landfall of Hurricane Katrina, storm evacuees refused to leave their
7 residences because first responders would not allow their pets to evacuate with
8 them. This endangered or cost the lives of both the owners and their pets; as a
9 result of this situation, the Pets Evacuation and Transportation Standards (PETS)
10 Act was enacted by Congress in 2006. This legislation was designed to ensure
11 that governments plan for the evacuation, rescue, sheltering, and essential
12 needs of household pets and service animals in the wake of a disaster.

13
14 Comprehensive Preparedness Guide (CPG) 302 is designed to provide guidance
15 for incorporating Household Pets and Service Animals Plans (HPSAPs) into
16 State, Territorial, Tribal, and Local emergency operations plans (EOPs). Each
17 HPSAP should comply with the PETS Act, which contains the following
18 provisions³:

- 19 • It requires that local emergency preparedness operational plans take into
20 account the needs of individuals with household pets and service animals
21 prior to, during, and following a major disaster or emergency.
- 22 • It requires the provision of essential assistance (e.g., rescue, care, shelter,
23 and basic needs) to individuals with household pets and service animals,
24 and to their animals, following a disaster.

25
26 In support of the PETS Act, the Federal Emergency Management Agency
27 (FEMA) issued Disaster Assistance Policy (DAP) 9523.19 entitled, “Eligible Costs
28 Related to Pet Evacuations and Sheltering.” This policy guides the
29 reimbursement process for governments seeking public assistance for pet-
30 related emergency activities. According to DAP 9523.19, governments that
31 receive evacuees from areas declared a major disaster or emergency may seek
32 reimbursement for eligible pet rescue, sheltering, and evacuation-support costs.
33 Governments outside the designated disaster area may seek reimbursement
34 under mutual aid protocols through the affected and supported states. For more
35 detail, please refer directly to DAP 9523.19, which can be found on FEMA’s
36 Public Assistance Web page⁴.

¹ American Veterinary Medical Association. U.S. Pet Ownership and Demographics Sourcebook, 2007.

(<http://www.avma.org/reference/marketstats/sourcebook.asp>).

² American Veterinary Medical Association (AVMA). Press release: The human-animal bond revisited across the globe, July 19, 2003. (www.avma.org/press/releases/030719_hab.asp).

³ United States Congress. Pets Evacuation and Transportation Act of 2006. Public Law 109-308. Approved January 3, 2006. (www.govtrack.us/congress/bill.xpd?bill=h109-3858).

⁴ Federal Emergency Management Agency. Public Assistance Grant Program. (<http://www.fema.gov/government/grant/pa/index.shtml>).

1
2 This CPG not only reflects the requirements of the PETS Act of 2006, but it also
3 incorporates National Incident Management System (NIMS) and National
4 Response Framework (NRF) concepts and recommendations from the 2005
5 Nationwide Plan Review (NPR) as part of a larger planning modernization effort.

6 ACKNOWLEDGEMENTS

7 A working group of emergency managers and emergency management
8 researchers developed CPG 302. The group included representatives from:

9 10 Federal Agencies

- 11 • Centers for Disease Control and Prevention
- 12 • United States Department of Agriculture

13 14 State and Territorial Governments

- 15 • Oklahoma Department of Emergency Management
- 16 • Delaware Emergency Management Agency

17 18 Local and Tribal Governments

- 19 •

20 21 Professional Associations and Non-Profit Organizations

- 22 • American Humane Association
- 23 • American Veterinary Medical Association
- 24 • Colorado Veterinary Medical Foundation
- 25 • National Alliance of State and Animal Agricultural Emergency Programs
- 26 • Humane Society of the United States
- 27 • International Fund for Animal Welfare
- 28 • Muttsack Animal Rescue
- 29 • United Animal Nations

30 31 Industry, Research Organizations, and Universities

- 32 • Argonne National Laboratory: Center for Integrated Emergency
33 Preparedness
- 34 • CRA
- 35 • IEM
- 36 • Illinois Regional Institute for Community Policing

CONTENTS

1		
2	1. INTRODUCTION AND OVERVIEW	1-1
3	Introduction	1-1
4	Purpose.....	1-2
5	Applicability and Scope.....	1-3
6	Supersession.....	1-3
7	Authorities.....	1-3
8	How to Use This Guide.....	1-4
9	Recommended Training.....	1-5
10	NIMS Compliance and Integration.....	1-5
11	Administrative Information	1-5
12	Revision Process	1-5
13	2. THE PLANNING PROCESS	2-1
14	Overview	2-1
15	Planning Principles	2-1
16	Common Terms	2-2
17	Household Pets.....	2-2
18	Service Animals	2-2
19	Congregate Household Pet Shelter	2-3
20	Characteristics of Effective Planning Processes	2-3
21	Steps in the Planning Process	2-4
22	Form a Collaborative Planning Team	2-4
23	Understand the Situation.....	2-7
24	Determine Goals and Objectives	2-10
25	Plan Development.....	2-10
26	Plan Preparation, Review, Approval.....	2-12
27	Plan Refinement and Execution.....	2-16
28	3. PLAN FORMAT	3-1
29	Promulgation Document	3-1
30	Purpose, Scope, Situations, and Assumptions	3-1
31	Purpose.....	3-1
32	Scope.....	3-1
33	Situation Overview	3-2
34	Planning Assumptions	3-2
35	Concept of Operations	3-2
36	Organization and Assignment of Responsibilities	3-2
37	Direction, Control, and Coordination	3-5
38	Disaster Intelligence	3-5
39	Communications	3-6

1. INTRODUCTION AND OVERVIEW

3 INTRODUCTION

4 Based on human and pet population estimates from 2007, there were 82 million
5 cats living with humans in this country. Three out of ten people reading this guide
6 will own a cat. Combine this statistic with the number of domestic dogs, 72
7 million, gives us an estimated number of 154 million dogs and cats in the nation.⁵
8 In the same year, the human population of the United States was estimated to be
9 301 million.⁶ There is almost one pet for every two people. This fact alone is
10 staggering; and, considering that dog and cat owners spent \$23.2 million on
11 veterinary expenditures last year,⁷ it's safe to say that pet welfare is an important
12 aspect of daily life.

13
14 Historical incidents have shown that citizens may refuse to evacuate from a
15 disaster area when first responders will not provide for the care of their
16 household pets. These pet owners may choose to shelter in place with their
17 animals and manage the consequences of a disaster alone. Depending on the
18 severity of destruction, rescue workers may not reach such individuals for days
19 or weeks. Human life and safety would clearly be in jeopardy during such
20 situations. Considering these facts, ensuring animal welfare by incorporating
21 household pet and service animal considerations into emergency operational
22 plans is vital to protecting human life and safety.

23
24 Comprehensive Preparedness Guide 302 (CPG 302) provides general guidelines
25 for developing a State, Territorial, Tribal, and Local government Household Pets
26 and Service Animals Plan (HPSAP). It promotes a common understanding of
27 planning fundamentals to help emergency planners produce integrated,
28 coordinated, and synchronized HPSAPs and procedures. The development of
29 HPSAPs should be guided by each jurisdiction's existing capability. Capability is
30 measured in terms of planning, organization, training, equipment, and exercises.⁸
31 Plans must reflect how a jurisdiction will provide care to household pets and
32 service animals, including the identification of resources it has or can readily
33 obtain through existing mutual aid agreements (MAAs).

⁵ American Veterinary Medical Association. U.S. Pet Ownership and Demographics Sourcebook, 2007.
(<http://www.avma.org/reference/marketstats/sourcebook.asp>).

⁶ United States Census Bureau. Population Estimates. (<http://www.census.gov/popest/estimates.php>).

⁷ American Veterinary Medical Association. U.S. Pet Ownership and Demographics Sourcebook, 2007.
(<http://www.avma.org/reference/marketstats/sourcebook.asp>).

⁸ Federal Emergency Management Agency. Target Capabilities List. (<http://www.fema.gov/pdf/government/training/tcl.pdf>).

1 All response operations begin on a local level. A coordinated local response is
2 required to minimize the consequences of an incident and return the jurisdiction
3 to normal status as quickly as possible following a disaster or emergency
4 situation. Interagency collaboration is the first step toward providing an efficient,
5 coordinated response to a disaster or emergency situation. Emergency
6 managers should develop and maintain relationships with local animal control
7 departments, mass care specialists, public health personnel, special needs
8 experts, veterinarians, and other subject matter experts throughout their
9 community. Changing the perspective and motivation of key personnel to the
10 importance of having an HPSAP will greatly benefit the community.

11
12 Collaboration should also occur with agencies outside of your jurisdiction. Local
13 jurisdictions should use their existing assets to the greatest extent possible
14 before activating MAAs with neighboring partners. Likewise, State resources
15 should be notified and activated as a last resort for Local jurisdictions. If State
16 assets are mobilized and become overwhelmed, impacted State agencies should
17 call upon MAAs with neighboring states. Additional State-level resources may be
18 activated through the Emergency Management Assistance Compact (EMAC), if
19 provided for in the State’s Emergency Operations Plan (EOP). Notifying Federal
20 contacts and activating their resources should be every state’s final option. The
21 concept of operations (CONOPS) section of each jurisdiction’s HPSAP should
22 focus on using owned assets and resources first, but plan for and address
23 response operations that cross jurisdictional boundaries.

24
25 In addition to planning for complex emergency situations that may require outside
26 assistance, Local jurisdictions should focus their efforts on increasing citizen
27 preparedness. Public education and awareness programs should instruct owners
28 to develop an evacuation plan that includes their household pets and service
29 animals. There is a strong possibility that citizens will arrive at public shelters with
30 pets (reptiles, amphibians, fish, insects/arachnids, farm animals, and animals
31 kept for racing purposes) that do not fall within the confines of FEMA DAP
32 9523.19. Jurisdictions may develop procedures to accommodate those citizens
33 and their animals; however, such activities will not be eligible for FEMA
34 reimbursement. Additionally, it would be in the public’s best interest that “non-
35 household pets” be secured at all times; intentional or accidental release of such
36 animals into the environment may affect the regional ecosystem.

37 **PURPOSE**

38 The purpose of this document is to provide guidance for developing a Household
39 Pets and Service Animals Plan that is comprehensive and integrated with
40 existing emergency operations plans (EOPs) and ensures the coordination of
41 standardized preparedness, response, and recovery efforts that support the
42 health, welfare, and safety of household pets and service animals following a
43 disaster. Securing the welfare of such animals will go a long way in protecting
44 human life and safety.

1 APPLICABILITY AND SCOPE

2 This document is designed to be used by teams responsible for developing
3 household pets and service animals emergency plans within State, Territorial,
4 Tribal, Local governments, and the private sector. It provides a context for
5 household pets and service animals emergency plans in light of other existing
6 plans and describes a process to follow during the planning effort. This guide
7 recognizes that many jurisdictions across the country have already developed
8 animal-related emergency plans. Therefore, it establishes no immediate
9 requirements but suggests the next iteration of HPSAPs generally follow this
10 guidance. This document encourages the integration of HPSAPs with existing
11 EOPs, mass care plans, sheltering plans, communications plans, special needs
12 plans, and other applicable documents.

13 SUPERSESSION

14 This CPG is new and does not supersede any existing guidance.

15 AUTHORITIES

16 **Pets Evacuation and Transportation Standards (PETS) Act of 2006 –**
17 Amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act
18 (the Stafford Act). The Pets Evacuation and Transportation Standards (PETS)
19 Act ensures that State and Local emergency preparedness operational plans
20 address the needs of individuals with household pets and service animals prior
21 to, during, and following a major disaster or emergency. Specifically, the PETS
22 Act ensures that State and Local plans address the rescue, care, shelter, and
23 essential needs of individuals and their pets and animals. The Act also states
24 financial contributions can be made to states and local authorities for animal
25 emergency preparedness purposes including the procurement, construction,
26 leasing, or renovating of emergency shelter facilities and materials that will
27 accommodate people with pets and service animals.⁹
28

29 **FEMA Disaster Assistance Policy (DAP) 9523.19 –** Identifies expenses related
30 to emergency pet evacuation and sheltering activities that are eligible for
31 reimbursement following a major disaster declaration under Category B,
32 Emergency Protective Measures, and provisions of the Public Assistance
33 Program.
34

35 The term “household pet” refers to a domesticated pet, such as a dog, cat, bird,
36 rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather
37 than for commercial purposes and can travel in commercial carriers and be
38 housed in temporary facilities. Household pets do not include reptiles (with the
39 exception of turtles), amphibians, fish, insects/arachnids, farm animals (including
40 horses), and animals kept for racing purposes.
41

⁹ United States Congress. Pets Evacuation and Transportation Act of 2006. Public Law 109-308. Approved January 3, 2006. (www.govtrack.us/congress/bill.xpd?bill=h109-3858).

1 The term, “service animal,” refers to any guide dog, signal dog or other animal
2 individually trained to provide assistance to an individual with a disability,
3 including, but not limited to, guiding individuals with impaired vision, alerting
4 individuals with impaired hearing to intruders or sounds, providing minimal
5 protection or rescue work, pulling a wheelchair, or fetching dropped items.
6 A “congregate household pet shelter” refers to any private or public facility that
7 provides refuge to the household pets of shelterees in response to a declared
8 major disaster or emergency.
9

10 This policy details eligible reimbursements related to shelter facilities, supplies
11 and commodities, eligible labor, equipment, emergency veterinary services,
12 transportation, shelter safety and security, cleaning and restoration, and the
13 removal and disposal of animal carcasses.¹⁰
14

15 **Americans with Disabilities Act of 1990** – Provides enforceable standards to
16 eliminate discrimination towards people with disabilities. This law requires all
17 businesses and organizations that serve the public to allow people with
18 disabilities to bring their service animals into all areas of the facility where
19 customers normally go. Service animals are animals that are individually trained
20 to perform tasks for people with disabilities. A person with a disability cannot be
21 asked to remove their service animal from the premises unless: (1) the animal is
22 out of control and the animal’s owner does not take effective action to control it or
23 (2) the animal poses a direct threat to the health or safety of others.¹¹
24

25 State, Territorial, Tribal, and Local governments should use this guide to
26 supplement laws, policies, and regulations from their jurisdictions.

27 HOW TO USE THIS GUIDE

28 This document is designed to help both novice and experienced planners
29 navigate the HPSAP planning process. Chapter 1 addresses the applicability,
30 authority, purpose, and scope of this CPG. It also discusses the National Incident
31 Management System (NIMS). Chapter 2 outlines household pets and service
32 animals planning principles and the steps of the planning process. It discusses
33 how to produce a HPSAP and how to integrate it with cross-sector preparedness
34 plans. It also addresses transportation support, shelter operations, veterinary
35 care, search and rescue, and emergency feeding considerations. Chapter 3
36 provides guidance for structuring a HPSAP. The appendices include the
37 following:

- 38 • A bibliography of Federal authorities, planning resources, equipment
39 resources, training resources, and a list of national volunteer
40 organizations.
- 41 • A glossary of terms and a list of acronyms used throughout the guide.

¹⁰ Federal Emergency Management Agency, Disaster Assistance Directorate. Disaster Assistance Policy 9523.19: Eligible Costs Related to Pet Evacuations and Sheltering, 2007. (http://www.fema.gov/government/grant/pa/9523_19.shtml).

¹¹ United States Department of Justice. Americans with Disabilities Act. (<http://www.ada.gov/>).

- 1 • A checklist to help guide plan development.

2 RECOMMENDED TRAINING

3 At a minimum, it is recommended that users should have completed the following
4 courses:

- 5 • FEMA Independent Study Course 10: Animals in Disaster, Module A:
6 Awareness and Preparedness¹²
- 7 • FEMA Independent Study Course 11: Animals in Disaster, Module B:
8 Community Planning¹³

9 NIMS COMPLIANCE AND INTEGRATION

10 In November 2005, the National Integration Center (NIC) published guides for
11 integrating NIMS concepts into EOPs. This guide incorporates the concepts and
12 suggestions found in those documents.

13 ADMINISTRATIVE INFORMATION

14 This document contains terms that are commonly used during the evacuation,
15 rescue, and sheltering of household pets and service animals. Though there are
16 many definitions for different types of shelters, this CPG defines them in the
17 “Common Terms” section. The definitions are taken from various Federal
18 doctrine and subject matter expert material. These definitions will be the ones
19 used throughout this and all other CPGs.

20

21 Household Pets and Service Animals Plans may take the form of a stand-alone
22 plan or as an annex to a jurisdiction’s EOP. For conciseness, the use of the
23 phrase “Household Pets and Service Animals Plan (HPSAP)” is used throughout
24 this CPG.

25 REVISION PROCESS

26 FEMA will revise CPG 302 as needed, and issue change pages through the
27 publication distribution system and online through a variety of sources
28 (e.g., DHSInteractive [<https://interactive.dhs.gov/suite/portal/index.jsp>] and DHS
29 Lessons Learned Information Sharing [<http://www.llis.dhs.gov>]).

30

31 FEMA welcomes recommendations on how to improve this CPG so it better
32 serves the needs of the emergency management community. You can provide
33 recommendations for improving this guide to:

34

35 DHS/FEMA
36 National Preparedness Directorate

¹² Federal Emergency Management Agency. Independent Study Course 10: Animals in Disasters, Module A: Awareness and Preparedness. (<http://training.fema.gov/IS/crslst.asp>).

¹³ Federal Emergency Management Agency. Independent Study Course 11: Animals in Disasters, Module B: Community Planning. (<http://training.fema.gov/IS/crslst.asp>).

1

This page intentionally left blank.

2. THE PLANNING PROCESS

OVERVIEW

Disasters and emergency situations can have a direct effect on the well-being of humans, as well as their household pets and service animals. A HPSAP should focus on providing rescue, evacuation, shelter, and care to these animals. Every HPSAP should include information on the transporting of household pets during evacuations, pet identification/tracking, congregate household pet sheltering operations, emergency veterinary services, pet search and rescue, emergency feeding, and reporting requirements.

Plans need to identify housing and shelter locations for household pets that accompany their owners to human emergency shelters. Service animals must remain with their human companion at all times and must be allowed into human emergency shelters. When the plan is activated, all agencies and organizations should become familiar with the components and supporting documents of the HPSAP.

It is important to keep in mind that planning for household pets and service animals is just one component of a broader set of animal-related emergency management. Livestock and exotic pets are beyond the scope of this planning effort. FEMA Independent Study Course 111 discusses emergency planning for livestock and is a valuable resource for owners and emergency planners.¹⁴ Exotic pet owners should consult their local animal control and emergency management agencies for emergency-related guidance.

PLANNING PRINCIPLES

Application of the general planning principles presented in CPG 101 should be extended to household pets and service animals planning. Particular attention should be paid to building a comprehensive team with a broad base of knowledge in various disciplines including animal control, animal health monitoring, veterinary medicine, mass care, public information, public health, public safety, government, legal, and other such partners necessary for response.

¹⁴ Federal Emergency Management Agency. Independent Study Course 111: Livestock in Disasters. (<http://training.fema.gov/IS/crslist.asp>).

1 **COMMON TERMS**

2 **HOUSEHOLD PETS**

3 FEMA DAP 9523.19 defines the term “household pet” as a domesticated animal
4 such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the
5 home for pleasure rather than for commercial purposes, and can travel in
6 commercial carriers, and be housed in temporary facilities. Household pets do
7 not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm
8 animals (including horses), and animals kept for racing purposes.

9
10 There is a strong possibility that citizens will arrive at public shelters with pets
11 that do not fall within the confines of FEMA DAP 9523.19. Jurisdictions may
12 develop procedures to accommodate those citizens and their animals; however,
13 keep in mind such activities will not be eligible for reimbursement.

14 **SERVICE ANIMALS**

15 FEMA DAP 9523.19 defines the term, “service animal,” as any guide dog, signal
16 dog, or other animal individually trained to provide assistance to an individual
17 with a disability including, but not limited to, guiding individuals with impaired
18 vision, alerting individuals with impaired hearing to intruders or sounds, providing
19 minimal protection or rescue work, pulling a wheelchair, or fetching dropped
20 items.

21
22 The Americans with Disabilities Act (ADA) defines a service animal as any “guide
23 dog, signal dog, or other animal individually trained to provide assistance to an
24 individual with a disability.”¹⁵ Service animals’ jobs may include:

- 25 • Guiding individuals with impaired vision
- 26 • Alerting individuals who are deaf or hard of hearing (to intruders or sounds
27 such as a baby’s cry, the doorbell, and fire alarms)
- 28 • Pulling a wheelchair
- 29 • Fetching dropped items
- 30 • Altering people to impending seizures
- 31 • Assisting people with mobility disabilities with balance or stability

32
33 Service animals are not considered household pets or companion animals. It can
34 be difficult for first responders and shelter staff to delineate service animals from
35 pets or companion animals, because service animals do not have to be licensed
36 or certified by the government. Likewise, the ADA does not require service
37 animals have specific training. A service animal may be excluded from a place
38 only if its behavior is a direct threat to the health or safety of people. During a

¹⁵United States Department of Justice. Americans with Disabilities Act. (<http://www.ada.gov/>).

1 disaster, a service animal is expected to accompany its owner in
2 rescue/evacuation vehicles and shelters, clinics, and any other facility related to
3 the emergency (e.g., a Federal Recovery Center). Every effort must be made to
4 provide service animals with food, water, emergency veterinary service, and
5 other basic necessities throughout the duration of a disaster.
6

7 Keep in mind that there are a variety of service animal species. Dogs are the
8 most common species of service animal, but monkeys, birds, pigs, miniature
9 horses, and cats have also been trained to assist people with disabilities in the
10 past.

11 CONGREGATE HOUSEHOLD PET SHELTER

12 FEMA DAP 9523.19 defines the term, “congregate household pet shelter,” as
13 any private or public facility that provides refuge to rescued household pets and
14 the household pets of shelterees in response to a declared major disaster or
15 emergency situation.

16 CHARACTERISTICS OF EFFECTIVE PLANNING PROCESSES

17 Effective household pets and service animals emergency planning and
18 preparedness measures will help ensure expedient response efforts. Successful
19 planning efforts that can be applied to this type of planning initiative share the
20 following common characteristics:

- 21 • Attempt to reduce unknowns in the anticipated household pets and service
22 animals response while acknowledging it is impossible to pre-plan every
23 aspect of an operation.
- 24 • Based on what is likely to happen and what people are likely to do, rather
25 than worst-case scenarios, such as having to accommodate 90 percent of
26 the jurisdiction’s household pets and service animals population.
- 27 • Are based on facts, including knowledge about people’s typical behaviors,
28 the number of household pets and service animals in the jurisdiction, and
29 required resources.
- 30 • Include public information and awareness programs to educate household
31 pet and service animal owners about preparedness activities, evacuation
32 procedures, and sheltering activities.
- 33 • Include training of emergency management officials, animal control
34 officers, veterinarians, and other personnel or volunteers who may play a
35 role in household pets and service animals emergency response.
- 36 • Have been validated through exercise(s), a review process, a system
37 analysis, or real world incident(s).

1 STEPS IN THE PLANNING PROCESS

2 There are many ways to produce a HPSAP. The planning process that follows
3 has enough flexibility for each community to adapt it to fit their unique
4 characteristics and situation. Small communities can follow just the steps
5 appropriate to their size, known hazards, and available planning resources. The
6 steps of this process are as follows:

- 7 1. Form a Collaborative Planning Team
- 8 2. Understand the Situation
 - 9 a) Conduct research
 - 10 b) Analyze the information
- 11 3. Determine Goals and Objectives
- 12 4. Plan development
 - 13 a) Develop and analyze courses of action
 - 14 b) Identify resources
- 15 5. Plan Preparation, Review, and Approval
 - 16 a) Write and review the plan
 - 17 b) Approve and implement the plan
- 18 6. Plan Refinement and Execution
 - 19 a) Exercise the plan and evaluate its effectiveness
 - 20 b) Review, revise, and maintain the plan

21
22 CPG 101 provides emergency managers and other emergency services
23 personnel with DHS' best judgment and recommendations on how to address the
24 entire planning process, from forming a planning team through writing and
25 maintaining the plan to executing the plan. Planners should consult CPG 101 for
26 basic information on the steps listed above and discussed below.

27 FORM A COLLABORATIVE PLANNING TEAM

28 Experience and lessons learned indicate emergency planning is best done by a
29 team. Utilizing a team of stakeholders working in a group environment helps
30 response organizations define their perception of the disaster/emergency
31 situation and the role each stakeholder will play. Emergency planners should
32 take advantage of others' experience and knowledge. They are encouraged to
33 form a household pet and service animal issues collaborative planning team to
34 address emergency preparedness and response activities.

35
36 The team should be made of people with various types of animal expertise within
37 the stakeholder community, including expertise with both household pets and

1 service animals. The team should consist of government officials and Local
 2 animal control personnel. Local veterinarians and their clinical facilities will ideally
 3 be used as resources for any substantial emergency response; hence they
 4 should be asked to participate in the planning effort. State animal health and
 5 welfare officials, State animal response teams (SARTs), community animal
 6 response teams (CARTs), transportation providers, volunteer organizations
 7 active in disasters, and representatives of local animal welfare organizations
 8 should also be included in the planning group.
 9

10 In order to allow local veterinary facilities to participate and respond to the best of
 11 their abilities during an emergency, the collaborative planning team should
 12 attempt to contact all of the local veterinarians during the HPSAP planning
 13 process to educate local veterinarians regarding the HPSAP and to coordinate
 14 and contract treatment/boarding facilities for household pets requiring emergency
 15 treatment. Prior to an emergency, a list of veterinary treatment facilities should be
 16 in place.
 17

18 One goal of using a planning team is to build and expand relationships with
 19 others in the jurisdiction. Local animal control officials responsible for
 20 implementing portions of the plan should work with shelter management experts
 21 and veterinarians to identify and designate congregate household pet shelters.
 22 In most jurisdictions, the designated emergency manager is the senior elected
 23 official’s policy advisor for all aspects of mitigation, preparedness, response, and
 24 recovery strategies. In this role, emergency managers are often responsible for
 25 coordinating and developing the overall EOP. In practice, this means that the
 26 emergency manager is responsible for coordinating, facilitating, and providing
 27 oversight to the household pets and service animals planning team. Jurisdictions
 28 should develop a core team consisting of planners from the agencies,
 29 departments, and organizations listed in Table 1.
 30

Table 1: Proposed Planning Team Compositions

Individuals/ Organizations	What They Bring to the Planning Team
Animal Control Agencies	Subject matter expertise: rabies control, animal quarantine, animal carcass disposal, and stray animal capture/handling/transport. Knowledge of animal-related State and Local statutes and ordinances pertaining to animal welfare and public health safety Knowledge of existing pet supply industries and other important animal-related resources Working relationship with local veterinarians
Chief Elected Official or Designee	Policy direction and guidance Experience with the decision-making process

Individuals/ Organizations	What They Bring to the Planning Team
Department of Environmental Control/Protection	Subject matter expertise: environmental regulations, natural resource protection, air quality, water quality, public health safety
Department of Health and Human Services	Subject matter expertise: disease prevention, health information technology, medical preparedness for emergencies Knowledge of animal-related State and Local statutes and ordinances pertaining to public health safety
Homeland Security and Emergency Management Agency	Subject matter expertise: emergency management preparedness, response, and recovery Knowledge and experience with resource management
Legal Representative(s)	Experience in developing legally-binding forms and agreements Knowledge of existing laws Interpretation of laws and legal language
Local Cooperative Extension Office (U.S. Department of Agriculture)	Subject matter expertise: animal health monitoring and disease prevention Experience with animal health monitoring, isolation, quarantine, and mortality management
Local University/College Department of Veterinary Medicine or Agriculture	Subject matter expertise: veterinary care, animal health monitoring, disease prevention, and euthanasia techniques Experience with daily animal confinement, feeding, watering, and exercising
Local Veterinarians; Veterinary Medical Association Representative; Veterinary Volunteers from the Local Medical Reserve Corps (MRC)	Subject matter expertise: veterinary care, animal health monitoring, disease prevention, and euthanasia techniques Experience with daily animal confinement, feeding, watering, and exercising
Public Information Officers (PIOs)	Subject matter expertise: public information, media relations, and rumor control Experience with developing public education programs
Public Safety	Subject matter expertise: law enforcement, fire suppression, search and rescue, public health
Support Agencies	Non-governmental organizations—American Red Cross, Salvation Army, etc.; private industry representatives

1 UNDERSTAND THE SITUATION

2 **Conduct Research**

3 Once a planning team has been formed, the next step is to begin research that
4 will help frame your HPSAP to the jurisdiction's hazards. Research efforts should
5 focus on assessing the jurisdiction's needs regarding household pets and service
6 animals evacuation, rescue, sheltering, and care during a disaster. Household
7 pets and service animals response operations will require personnel, equipment,
8 supplies, and facilities. The most important resource to reference during this step
9 is FEMA's resource typing guide¹⁶ for animal health resources. Resource typing
10 definitions may assist jurisdictions with examining their current resource
11 capabilities. The guide specifically addresses incident management teams for
12 animal protection, small animal rescue strike teams, small animal sheltering
13 teams, and small animal transport teams. See Appendix A: Authorities and
14 References for additional training and equipment resources. Particular areas to
15 consider when developing your HPSAP are listed below.

- 16 • **Laws and Regulations:** Become familiar with Federal laws that impact
17 the development of a HPSAP, such as the PETS Act and FEMA DAP
18 9523.19. It is also important to identify State, Territorial, Tribal, or Local
19 laws that may affect a jurisdiction's household pets and service animals
20 response operations. Existing laws might regulate the ownership,
21 handling, or daily care of household pets and service animals. For
22 example, many jurisdictions have passed legal codes that regulate the
23 licensing, permitting, vaccination, impoundment, and treatment of animals.
24 The term "pet" or "service animal" may also be defined in those laws.
25 Research on laws and regulations should be conducted in the very
26 beginning of the research process.
- 27 • **Historical Incidents:** Many jurisdictions have past experience with
28 sheltering animals. Research into these operations should include after-
29 action reports (AAR) from the responding organizations, as well as articles
30 and experience from responders. Review AARs if they are available. Look
31 at equipment that was used, who responded, mobilization processes, and
32 the set-up and demobilization of shelter facilities.
- 33 • **Existing Plans:** If each jurisdiction has developed an EOP, a hazard
34 mitigation plan, or other major planning document, it's likely a large
35 amount of research has already been conducted. Reviewing previous
36 plans will provide a great deal of information without spending a lot of
37 time. Hazard mitigation plans may be reviewed for risk and vulnerability
38 data. This information applies to the geographical placement of
39 congregate household pet shelters, development of evacuation
40 procedures, and public information. Other animal-related planning
41 materials may also be incorporated into the planning process. However,

¹⁶ Federal Emergency Management Agency. Typed Resource Definitions: Animal Health Resources, May 2005.
(http://www.nimsonline.com/resource_typing_system/).

1 jurisdictions may need to re-assess which hazards could specifically
2 require the temporary sheltering of household pets and service animals.
3 Keep these hazards in mind when developing HPSAPs.

- 4 • **Household Pets and Service Animals Statistical Data:** Each jurisdiction
5 should focus on creating a profile of their household pets and service
6 animals population. Profiles can be built using an animal registry, pet
7 owner surveys, or with more general statistics, such as market analyses.
8 The American Veterinary Medical Association's U.S. Pet Ownership and
9 Demographics Sourcebook¹⁷ offers State-level animal statistics derived
10 from market analyses. Market statistics may be extrapolated down to the
11 local level and enhanced by local animal registries or surveys. Local
12 governments may have licensing requirements for dogs and cats.
13 Knowing the number and type of household pets and service animals the
14 jurisdiction may need to accommodate during an emergency situation will
15 guide preparedness activities such as the stockpiling of supplies and pre-
16 response credentialing of veterinary professionals. Jurisdictions may also
17 use such data to identify appropriate shelter facilities and create
18 mobilization procedures. Several general sources of household pets and
19 service animals data are shown below:

- 20 ○ Local animal control agency
21 ○ Local businesses owners (pet supply companies)
22 ○ Local government
23 ○ Local veterinarians
24 ○ Local humane societies/animal shelters
25 ○ Local feline associations and kennel clubs
26 ○ Special needs organizations (e.g., for service animals)

- 27 • **Expert Opinion(s):** Animal experts in each jurisdiction may be of great
28 use in explaining what pet-related resources already exist in the
29 jurisdiction. They may also have research of their own that supports new
30 methodologies available for response operations. Though sometimes
31 anecdotal, these opinions will help steer the planning process. These
32 professionals become experts through daily responsibilities and field
33 experience related to animals. They may become the core group of
34 trainers who provide real incident expertise. Sources for expert opinion on
35 household pets and service animals response and logistics include:

- 36 ○ Animal control officials and officers
37 ○ Local cooperative extension offices
38 ○ Local, State, or national veterinary medical associations

¹⁷ American Veterinary Medical Association. U.S. Pet Ownership and Demographics Sourcebook, 2007.
(<http://www.avma.org/reference/marketstats/sourcebook.asp>).

1 DETERMINE GOALS AND OBJECTIVES

2 In this step, information gathered and analyzed is used to build a set of goals and
3 objectives. In general, collecting and analyzing data should show areas of
4 strength and weakness. The next step is to use these strengths and weaknesses
5 to build a set of goals and objectives that can effectively and efficiently
6 accomplish the desired outcome.

7
8 This step involves considering possible hazard scenarios that would require the
9 evacuation of citizens and their household pets and service animals as a starting
10 point to develop realistic courses of action. These scenarios help planners
11 determine the needs and demands that drive response actions and resource
12 requirements. The needs and demands are then re-stated as goals and
13 objectives. For more information on this, refer to CPG 101.

14
15 Goals and objectives come from the focus of a jurisdiction’s household pets and
16 service animals planning efforts. Should a jurisdiction decide to provide
17 transportation assistance to individuals (and their household pets and service
18 animals) dependent on mass transportation for personal conveyance, then its
19 goals and objectives should focus on identifying appropriate vehicles and “pick-
20 up” locations. For example, a jurisdiction may set a goal to identify the number of
21 citizens in its area that do not own a vehicle and will use mass transportation
22 within the next two months.

23
24 If a jurisdiction’s intent is to provide pet shelter facilities located on the same
25 property, or in close proximity, to a human shelter, rather than having pets and
26 humans in the same shelter, then its goals/objectives should focus on locating
27 appropriate buildings and supplies. The jurisdiction will also need a larger
28 number of shelter staff to manage and operate a stand alone pet shelter.
29 Shelters where humans and pets are kept together would rely on owners to
30 provide for the essential needs of their animal. Furthermore, a goal for every
31 jurisdiction, regardless of the type of shelter, should be to educate the public
32 about the jurisdiction’s household pets and service animals procedures during an
33 emergency situation.

34 PLAN DEVELOPMENT

35 **Develop and Analyze Courses of Action**

36 The next step in the planning process is to build courses of action to achieve the
37 established goals and objectives. The process of developing courses of action is
38 often referred to as either game planning or war gaming. It combines aspects of
39 scenario-based, functional, and capabilities-based planning. At its core, game
40 planning is a form of brainstorming. It depicts how the response unfolds by using
41 a process of building relationships among the hazard action, decision points, and
42 response actions. Game planning helps planners determine which tasks occur
43 immediately at event initiation, which tasks are more mid-event focused, and
44 which tasks affect long-term operations. The planning team should work through

1 this process by using tools that help members visualize response flow, such as a
2 white board, “yellow sticky chart,” or some type of project management or special
3 planning software. Game planning follows these steps:

- 4 • Establish the timeline
- 5 • Depict the scenario
- 6 • Identify and depict decision points
- 7 • Identify and depict response actions
- 8 • Identify resources
- 9 • Identify information needs
- 10 • Assess progress

11
12 Reviewing after-action reports or lessons learned from past disaster or
13 emergency situations where your jurisdiction sheltered household pets and
14 service animals could provide great insight. These reports would supply planners
15 with sample timelines, actions, possible resources, successes, and failures.
16 Consulting subject matter experts with field experience related to household pets
17 during and after a disaster, such as animal control officers, could provide the
18 same kind of insights.

19
20 Please refer to CPG 101 for more details.

21 **Identify Resources**

22 The most effective approach to caring for household pets and service animals is
23 to know what resources are available, how to obtain them, and who is
24 responsible for acquiring and delivering them. Here is a list of example resources
25 that may be required during such operations:

- 26 • Animal food
- 27 • Animal housing materials (crates, cages, stalls, etc.)
- 28 • Animal registration and tracking materials (documentation)
- 29 • Animal restraints (leashes, muzzles, collars, etc.)
- 30 • Cleaning supplies
- 31 • Fuel
- 32 • Human food
- 33 • Shelter facility(ies)
- 34 • Shelter personnel
- 35 • Transportation personnel
- 36 • Vehicles for transporting household pets

- 1 • Veterinary personnel
- 2 • Veterinary supplies
- 3 • Water

4
5 Logistical planning will immediately decrease the amount of time necessary to
6 provide needed resources to shelters. A thorough assessment of resources
7 should be completed and ideas to expand existing resources should be
8 identified. Pre-disaster stockpiling of housing materials, documents, restraints,
9 cleaning supplies, and veterinary supplies can be coordinated with local business
10 owners (pet supply companies, veterinary clinics, and hospitals) and non-profit
11 organizations (donation centers). Information obtained in the research phase and
12 the identifying courses of action phase will likely include available resources
13 within the community that can be brought to bear on the established goals and
14 objectives.

15 **PLAN PREPARATION, REVIEW, APPROVAL**

16 **Write and Review the Plan**

17 Once the jurisdiction's needs and capability have been assessed and the
18 interaction system between response agencies has been established (e.g., the
19 concept of operations), it is time to write the plan. The plan can take many
20 different shapes depending on the needs of the jurisdiction. Jurisdictions may
21 develop a stand alone Household Pets and Service Animals Plan (HPSAP) or an
22 HPSA Annex to their Emergency Operations Plan (EOP).

23
24 The household pets and service animals planning team, which was created at
25 the beginning of this process, should be involved in plan development. These
26 representatives should discuss and agree on the assignment of responsibilities.
27 The planning team members should also be actively comparing their own animal-
28 related plan(s) to the HPSAP being developed, making changes as necessary.
29 The HPSAP will likely reference other plans such as the jurisdiction's EOP,
30 evacuation plan, mass care and sheltering plan, communications plan; special
31 needs plan, or any other stand-alone document (e.g., hazard mitigation, critical
32 logistics distribution, or public health). In order to eliminate duplicative planning,
33 these separate plans should be mentioned when their subject matter is
34 discussed.

35
36 During the HPSAP development process, there are five special considerations to
37 keep in mind: transportation support, shelter operations, veterinary care, search
38 and rescue, and emergency feeding. These issues can be addressed in the
39 Concept of Operations section of the HPSAP or in supporting appendices.

40 ***Transportation Support***

41 Due to health and safety concerns, transporting pets and citizens in the same
42 vehicle is not recommended. Pets and humans alike can become stressed during

1 a disaster or emergency situation, causing animals to behave in dangerous
2 ways. However, each jurisdiction must assess their own capabilities and devise a
3 transportation plan that best utilizes available resources. Finding separate
4 evacuation vehicles that are outfitted to hold animals in a secure, climate-
5 controlled environment may be hard to find. Jurisdictions must adapt to each
6 emergency situation and find a viable solution to the household pet transportation
7 issue. For example, jurisdictions who choose to shelter people and pets in
8 adjacent facilities (on the same property) may decide to transport humans and
9 animals using the same vehicle since their destinations are in close proximity to
10 each other. In such situations, separate vehicles could be set aside for people
11 that have allergies or other personal issues with household pets. There would be
12 no need for specialized “pet” evacuation vehicles.
13

14 Apart from evacuations, household pet transportation support may also be
15 required by other response operations. Search and rescue teams, and other first
16 responders, may request transportation for animals they encounter in the
17 disaster area. Transportation support may also be requested by congregate
18 household pet shelters if an injured pet requires extensive veterinary treatment to
19 be performed offsite at a local veterinary hospital or clinic. Keep these
20 possibilities in mind when developing the Transportation Support section of the
21 Concept of Operations.

22 ***Shelter Operations***

23 When confronted with a disaster situation, individuals with household pets and
24 service animals will either evacuate to pre-arranged locations where they can
25 care for their own animals, such as the homes of family or friends, or they will
26 evacuate to public shelter facilities. When owners are no longer able to care for
27 the needs of their household pets and service animals, then local jurisdictions will
28 assist them, as outlined in the Pets Evacuation and Transportation Act of 2006
29 and FEMA DAP 9523.19.
30

31 Typical mass care facilities, such as shelters that have traditionally been run by
32 the American Red Cross (ARC), will only allow service animals to be housed
33 inside the shelter. This requires that household pets be cared for at a separate
34 shelter facility, known as a congregate household pet shelter. Should a local
35 jurisdiction become overwhelmed by a disaster situation, the governor may
36 declare a state of emergency. In such cases, a State-operated ***regional*** shelter
37 may be established in addition to, or in place of, locally-managed facilities.
38 Evacuees with pets should be encouraged to bring specific items to care for the
39 needs of their animals, such as leashes, carriers/enclosures, muzzles, food,
40 feeding dishes, and medications. They should also have applicable immunization
41 records and identification tags on their pet(s). During a disaster or emergency
42 situation, congregate household pet shelter operations will focus on the following
43 activities:

- 44 • Setup of congregate household pet shelter(s)

- 1 • Pet registration and intake
- 2 • Animal care
- 3 • Reunification
- 4 • Facility cleanup and repair
- 5 • Demobilization
- 6

7 Numerous guidance documents contain discussions on pet sheltering activities.
8 Planners registered with FEMA can consult the Lessons Learned Information
9 Sharing (LLIS) guide entitled “Shelter Operations: Pet-Friendly Shelters¹⁸.” The
10 purpose of this document is to outline the essential issues jurisdictions should
11 consider when developing HPSAPs for sheltering household pets. It also offers
12 an extensive bibliography of planning guidance, sample plans, sample equipment
13 lists, and animal transportation information.

14 ***Veterinary Care***

15 Each jurisdiction should arrange for a veterinarian or certified veterinary staff
16 member to support each congregate household pet shelter set-up during a
17 disaster or emergency situation. More than one veterinary professional may be
18 required to deal with such things as triage, first aid, or advanced veterinary
19 procedures. During a disaster or emergency situation, certified veterinary staff
20 may be responsible for the following activities:

- 21 • Animal decontamination (basic soap and water application)
- 22 • Triage
- 23 • First aid
- 24 • Diagnosis and treatment of transmissible diseases
- 25 • Isolation and quarantine of animals for various reasons
- 26 • Prescribing medications
- 27 • Administering vaccinations
- 28 • Educating shelter staff and volunteers on proper animal care (handling,
29 feeding, and watering)
- 30 • Euthanasia
- 31 • Dead Animal Disposal
- 32

33 For additional information on emergency veterinary care planners can refer to the
34 American Veterinary Medical Association’s Disaster Preparedness and
35 Response Guide¹⁹. This guide addresses emergency veterinary operations,

¹⁸ United States Department of Homeland Security. Lessons Learned Information Sharing. Best Practice Shelter Operations: Pet-Friendly Shelters. (<http://www.LLIS.gov>).

¹⁹ American Veterinary Medical Association. Disaster Preparedness and Response Guide, 2008. (http://www.avma.org/disaster/responseguide/responseguide_toc_pf.asp).

1 agency coordination, memorandums of understanding (MOUs), planning and
2 preparation, and animal care and handling. In addition, the guide provides
3 numerous sample forms and disaster resource materials.

4 ***Search and Rescue***

5 When confronted with an emergency situation or disaster, individuals with
6 household pets and service animals may take their animals with them when they
7 leave the disaster area. However, some owners may evacuate without their
8 household pets. During the evacuation process, household pets and service
9 animals may become separated from their owners. Every effort should be made
10 to rescue abandoned or stray household pets and service animals from the
11 disaster area to prevent owners from prematurely re-entering the area.

12
13 There are very few guidance documents containing discussion on the rescue of
14 stray, injured, or abandoned household pets from a disaster area. Planners
15 should consult their local animal control personnel for additional guidance, and
16 work with other jurisdictions that have experience with animal search and rescue.

17 ***Emergency Feeding***

18 Household pets left behind in a disaster area will attempt to find their own food
19 and water. If those animals are unable to fend for themselves they may rely on
20 humans to provide them with sustenance. Emergency feeding of stray household
21 pets and service animals during an emergency situation is necessary to prevent
22 loss of life and unnecessary suffering. Stray animals in the disaster area may
23 also present a threat to first responders and rescue workers. If possible, such
24 animals should be captured and moved to an appropriate congregate household
25 pet shelter.

26
27 There are very few documents that address the issue of emergency feeding of
28 household pets and service animals, but for basic animal handling and feeding
29 information see the American Veterinary Medical Association's Disaster
30 Preparedness and Response Guide²⁰.

31 **Approve and Implement the Plan**

32 Once the plan is complete, it will need to be approved and implemented.
33 Approval will come from the proper level of authority (e.g., the jurisdiction's chief
34 elected official). A promulgation statement might be required if the HPSAP
35 stands alone and is not an annex to an EOP. In any case, all agencies and
36 private entities expected to perform HPSAP activities should be aware of their
37 responsibilities and assigned tasks in the plan. This step can be accomplished
38 through the use of Memorandums of Agreement (MOA), Memorandums of
39 Understanding (MOU), blanket purchase agreements, or Local/Regional/State
40 compacts.
41

²⁰ American Veterinary Medical Association. Disaster Preparedness and Response Guide, 2008.
(http://www.avma.org/disaster/responseguide/responseguide_toc_pf.asp).

1 Once the plan is approved, it is important that the tasked agencies begin
2 acquiring equipment, training personnel, and/or updating agency standard
3 operating procedures (SOPs). Agencies must ensure the personnel responsible
4 for particular tasks are actually capable of carrying them out. At the very least,
5 personnel should complete FEMA IS-10 and IS-11. Advanced personnel training
6 would include basic animal handling, care, and first aid. See Appendix A:
7 Authorities and References for additional training resources.

8 PLAN REFINEMENT AND EXECUTION

9 **Exercise the Plan and Evaluate Its Effectiveness**

10 Every emergency plan needs to be validated. Exercising the plan is the best way
11 to evaluate whether or not it will work without actually having to respond to a
12 disaster. The Homeland Security Exercise and Evaluation Program (HSEEP)
13 constitutes a national standard for all emergency exercises. Jurisdictions should
14 consult HSEEP when developing an exercise program for the HPSAP.
15

16 An exercise program may include activities such as a seminar, a workshop, a
17 tabletop exercise, a game, a drill, a functional exercise, or a full-scale exercise. A
18 HPSAP full-scale exercise might involve the rescue and sheltering of 100
19 household pets in response to flash flooding. This type of exercise would be
20 characterized by an actual reaction to simulated intelligence; a response to
21 emergency conditions; a mobilization of transportation assets; a mobilization of
22 animal search and rescue resources; an establishment of a congregate
23 household pet shelter; and the commitment of personnel, usually over an
24 extended period of time.
25

26 Lessons learned from such exercises can be used to revise the HPSAP and
27 provide a basis for future training programs. It is important to evaluate not only
28 the effectiveness of the plan, but the capability of all the agencies to
29 communicate properly with one another and provide the necessary resources. At
30 this point, jurisdictions should focus on building upon their current household pets
31 and service animals capability. Capability is a combination of proper planning,
32 organization, training, equipment, and exercises. Many jurisdictions may decide
33 to form animal incident management teams and animal strike teams. Please
34 consult FEMA's resource typing guide for definitions of these response teams.
35 Appendix A also contains specific training and equipment resources.

36 **Review, Revise, and Maintain the Plan**

37 Maintenance is a standard, essential process for all planning efforts. Once the
38 plan has been completed and validated, it is important for the planning team to
39 review the plan again and make changes and updates, as needed. The HPSAP
40 should be reviewed, revised, and maintained as stipulated in CPG 101.
41

3. PLAN FORMAT

PROMULGATION DOCUMENT

The promulgation document enters the Household Pets and Service Animals Plan “in force.” Promulgation is the process that officially announces/declares a plan or law. It gives the plan official status and gives both the authority and the responsibility to organizations to perform their tasks. It should also mention the responsibilities of tasked organizations with regard to preparing and maintaining standard operating procedures (SOPs) and should commit those organizations to carrying out the training, exercises, and plan maintenance needed to support the plan. The promulgation document also allows the chief executives to affirm their support for emergency management. Promulgation statements are only necessary for stand-alone plans. They are not necessary if your jurisdiction decides to create a Household Pets and Service Animals Annex rather than a stand-alone plan.

PURPOSE, SCOPE, SITUATIONS, AND ASSUMPTIONS

PURPOSE

Explain the purpose of the HPSAP. The rest of the HPSAP flows logically from its purpose. The purpose statement is a general statement of what the HPSAP is meant to do. For example, the purpose statement in the document may be to provide coordination and guidance for agencies, organizations, and volunteers in an effort to assist local jurisdictions in the rescue, transport, shelter, and care of household pets and service animals during emergency situations.

SCOPE

The HPSAP should explicitly state the scope of emergency and disaster response to which it applies, and the entities (e.g., departments, agencies, private sector, and citizens) and geographic areas to which it applies:

- Explain the parameters and situations upon which a household pets and service animals evacuation and shelter setup will be implemented.
- Explain how the jurisdiction will coordinate the rescue, shelter, and care of animals with the emergency operations center (EOC) and other emergency responders.
- Explain the parameters and services shelters will provide.
- Explain how and when additional resources can be obtained.

1 SITUATION OVERVIEW

2 The situations section characterizes the “planning environment,” making it clear
3 why a HPSAP is necessary. At a minimum, the situation section should
4 summarize hazards faced by the jurisdiction. For example, when faced with an
5 emergency/disaster, most animal owners will care for their animals when
6 possible but may need assistance.

7 PLANNING ASSUMPTIONS

8 Assumptions identify what the planning team considers to be facts for planning
9 purposes in order to make it possible to execute the HPSAP. For example, all
10 agencies and departments of the jurisdiction involved in a household pets and
11 service animals emergency would be expected to perform consistent with their
12 normal duties and responsibilities for other emergencies. During response
13 operations, the assumptions indicate areas where adjustments to the plan have
14 to be made as the facts of the incident become known.

15 CONCEPT OF OPERATIONS

16 The audience for the HPSAP needs to be able to visualize the sequence and
17 scope of the planned emergency response. The Concept of Operations
18 (CONOPS) section is a written statement that explains in broad terms the
19 decision maker’s or leader’s intent with regard to an animal planning operation. It
20 is designed to give an overall picture of the operation. Topics in the CONOPS
21 section should include the division of Local, Tribal, Territorial, State, Federal, and
22 any intermediate inter-jurisdictional responsibilities; activation of the HPSAP;
23 “action levels” and their implications (if formalized in the jurisdiction); and the
24 general sequence of actions before, during, and after an emergency. This section
25 should briefly discuss any support appendices, such as Transportation Support,
26 Shelter Operations, Veterinary Care, Search and Rescue, and Emergency
27 Feeding.

28
29 Appendix C: Planning Checklist discusses numerous operational components of
30 a HPSAP that may guide the development process. Jurisdictions should use the
31 checklist to determine which components are included in current planning efforts
32 and which are lacking.

33 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

34 This section of the HPSAP establishes the emergency organization that will be
35 relied upon to respond to a household pets and service animals emergency
36 situation. It includes a list of the kinds of tasks to be performed, by position and
37 organization, and it provides a quick overview of who does what. When two or
38 more organizations perform the same kind of task, one should be given primary
39 responsibility, and the other(s) should be given a supporting role. For the sake of
40 clarity, a matrix of organizations and areas of responsibility (including functions)
41 should be included to summarize the primary and supporting roles. Shared

1 general responsibilities, such as developing Standard Operating Procedures
2 (SOPs), should not be neglected, and the matrix might also include organizations
3 not under jurisdictional control if they have defined responsibilities for responding
4 to animal emergencies that might occur in the jurisdiction. The following is a
5 sample organizational structure.

6 I. Organization

7 A. Household Pets and Service Animals Emergency Preparedness
8 Structure

- 9 1. Chief Elected Officials
10 2. Chief Executives
11 3. Local Emergency Management Agencies
12 4. Local Animal Control Agencies
13 5. Veterinarians or Veterinary Technicians
14 6. Law Enforcement Agencies
15 7. Fire Departments
16 8. Emergency Medical Services
17 9. School Districts
18 10. Public Information

19 II. Assignment of Responsibilities

20 A. Chief Elected Officials or their designees are responsible for the
21 following:

- 22 1. Responsibility 1
23 2. Responsibility 2
24 3. Responsibility 3

25 B. Chief Executives or their designees are responsible for the
26 following:

- 27 1. Responsibility 1
28 2. Responsibility 2

- 1 3. Responsibility 3
- 2 I. School Districts are responsible for the following:
- 3 1. Responsibility 1
- 4 2. Responsibility 2
- 5 3. Responsibility 3
- 6 J. Public Information Officers are responsible for:
- 7 1. Responsibility 1
- 8 2. Responsibility 2
- 9 3. Responsibility 3
- 10 K. Support Functions:
- 11 1. Responsibility 1
- 12 2. Responsibility 2
- 13 3. Responsibility 3

14 **DIRECTION, CONTROL, AND COORDINATION**

15 This section of the HPSAP describes the framework for direction, control, and
16 coordination activities. It identifies who has tactical and operational control of
17 response assets. Specifically, this section discusses how multi-jurisdictional
18 coordination systems allow organizations to coordinate efforts across
19 jurisdictions while allowing each jurisdiction to retain its own “command center.”
20 This section also provides information on how departmental and agency HPSAPs
21 fit into the EOP (horizontal coordination) and how higher-level plans are expected
22 to build on the EOP (vertical integration).

23 **DISASTER INTELLIGENCE**

24 This section describes the required critical or essential information common to all
25 emergencies identified during the planning process. In general terms, it identifies
26 the type of information needed, where it is expected to come from, who uses the
27 information, how the information is shared, the format for providing the
28 information, and any specific times the information is needed. The contents of
29 this section are best provided in a tabular format. This section may be expanded
30 as an annex or it may be included as an appendix or tab in the Direction, Control,
31 and Coordination section.

1 COMMUNICATIONS

2 This section describes the communications protocols and coordination
3 procedures used between response organizations during animal care and shelter
4 response operations. It also discusses the framework for delivering
5 communications support. If this template is used as an annex to an EOP, the
6 communications issues are likely part of the existing EOP or have their own
7 annex. This section is not needed if this is the case. However, you should
8 reference the location of the communications plan here if it is to be omitted. The
9 following should be addressed in this section of the plan:

- 10 • Procedures and personnel used to manage communications between the
11 on-scene personnel/agencies (e.g., radio frequencies/tactical channels,
12 cell phones, data links, command post (CP) liaisons, communications
13 vehicle/van) in order to establish and maintain a common operating
14 picture of the incident.
- 15 • Procedures and agencies used to identify and overcome communication
16 shortfalls (e.g., personnel with incompatible equipment, use of Amateur
17 Radio Emergency Services/Radio Amateur Civil Emergency Services
18 (ARES/RACES) at the CP/off-site locations, Citizen Band (CB) radios).
- 19 • Procedures and personnel used to manage communications between the
20 scene and off-site personnel/agencies (e.g., shelters, hospitals, EMA).
- 21 • Procedures used by 911/Dispatch Centers to support/coordinate
22 communications for the on-scene personnel/agencies, including alternate
23 methods of service if 911/Dispatch is out of operation (e.g., resource
24 mobilization, documentation, backup).
- 25 • Arrangements that exist to protect emergency circuits with
26 telecommunications service priority for prompt restoration/provisioning.
- 27 • Procedures used by an EOC to support and coordinate communications
28 between the on- and off-scene personnel and agencies.
- 29 • The interoperable communications plan and compatible frequencies used
30 by agencies during a response (e.g., who can talk to whom, including
31 contiguous local, state, and private agencies).
- 32 • How 24-hour communications are provided and maintained.

33 ADMINISTRATION, FINANCE, AND LOGISTICS

34 This section covers general support requirements and the availability of services
35 for animal care and sheltering during emergencies. It should also address FEMA
36 Disaster Assistance Policy 9523.19. This policy identifies the expenses related to
37 State and local emergency pet evacuation and sheltering activities eligible for
38 reimbursement following a major disaster declaration under Category B,
39 Emergency Protective Measures provisions of the Public Assistance Program. If
40 this HPSAP template is used as an annex to an EOP, the administration, finance,

1 and logistical issues are likely part of the existing EOP. If this is the case, this
2 section is not needed in the jurisdiction’s HPSAP. However, a reference to the
3 relevant plan should be inserted here.
4

5 At the minimum, the following items should be addressed in this section of the
6 HPSAP:

- 7 • References to Mutual Aid Agreements (e.g., agreements with local
8 veterinary hospitals, business owners, or transportation companies)
- 9 • Authorities for and policies on augmenting staff by reassigning public
10 employees and soliciting volunteers, along with relevant liability
11 provisions.
- 12 • General policies on keeping financial records, reporting, tracking resource
13 needs, and tracking the source and use of resources related to animal
14 care and shelter.

15 PLAN DEVELOPMENT AND MAINTENANCE

16 The overall approach to planning and the assignment of plan development and
17 maintenance responsibilities are discussed in this section. This section should:

- 18 • Describe the planning process, participants in that process, and how
19 development and revision of the HPSAP are coordinated during the
20 preparedness phase.
- 21 • Assign responsibility for the overall planning and coordination to a specific
22 person.
- 23 • Provide for a regular cycle for testing, reviewing, and updating the
24 HPSAP.

25 AUTHORITIES AND REFERENCES

26 This section provides the legal basis for emergency operations and activities.
27 This section of the plan should include the following:

- 28 • The Pets Evacuation and Transportation Standards (PETS) Act should be
29 referenced. Other laws, statutes, ordinances, executive orders,
30 regulations, and formal agreements relevant to animal emergencies
31 should also be included.
- 32 • The extent and limits of the emergency authorities granted to the chief
33 elected official of the jurisdiction, the Governor of the State, or Tribal
34 leader—including the conditions under which these authorities become
35 effective, and when they would be terminated—should be specified.
- 36 • Pre-delegation of emergency authorities (i.e., enabling measures sufficient
37 to ensure specific emergency-related authorities can be exercised by the
38 elected or appointed leadership or their designated successors).

1
2
3
4

- Provisions for the continuity of operations (i.e., the succession of decision-making authority and operational control) to ensure critical emergency functions can be performed.

APPENDIX A: AUTHORITIES AND REFERENCES

Appendix A is a bibliography of Federal authorities, planning resources, equipment resources, training resources, and a list of national volunteer organizations pertinent to emergency planning for household pets and service animals.

FEDERAL AUTHORITIES

Federal Emergency Management Agency, Disaster Assistance Directorate. Disaster Assistance Policy 9523.19: Eligible Costs Related to Pet Evacuations and Sheltering, 2007. (http://www.fema.gov/government/grant/pa/9523_19.shtm).

United States Congress. Animal Welfare Act of 1990. Public Law 101-624. (<http://www.nal.usda.gov/awic/legislat/usdaleg1.htm>).

United States Congress. Pets Evacuation and Transportation Act of 2006. Public Law 109-308. Approved January 3, 2006. (www.govtrack.us/congress/bill.xpd?bill=h109-3858)

United States Department of Justice. Americans with Disabilities Act. (<http://www.ada.gov/>).

PLANNING RESOURCES

American Red Cross and Humane Society of the United States. Pets and Disaster: Be Prepared, 2008. (<http://www.redcross.org/SERVICES/disaster/beprepared/animalsafety.html>).

American Veterinary Medical Association. Disaster Preparedness and Response Guide, 2008. (http://www.avma.org/disaster/responseguide/responseguide_toc_pf.asp).

American Veterinary Medical Association. U.S. Pet Ownership and Demographics Sourcebook, 2007. (<http://www.avma.org/reference/marketstats/sourcebook.asp>).

American Veterinary Medical Association and Centers for Disease Control and Prevention. Interim Guidelines for Animal Health and Control of Disease Transmission in Pet Shelters, October 2005. (<http://www.bt.cdc.gov/disasters/animalhealthguidelines.asp>).

1 Big Bend Disaster Animal Response Team. Pet Friendly Shelter Manual, 2006.
2 (<http://redcross.tallytown.com/plan/PetFriendlyShelterManual.pdf>).
3

4 Centers for Disease Control and Prevention, Department of Health and Human
5 Services. Natural Disasters: Protect Your Pets in an Emergency, October 2005.
6 (<http://www.bt.cdc.gov/disasters/petprotect.asp>).
7

8 Community of Hillsborough Animal and Agricultural Response Team. Pet
9 Evacuation Shelter Guide for Volunteers, 2006. (<http://www.chaart.org>).
10

11 Federal Emergency Management Agency (FEMA), Preparedness Division,
12 Department of Homeland Security. Animals in disasters.
13 (http://www.fema.gov/preparedness/animals_and_disasters).
14

15 Federal Emergency Management Agency. Typed Resource Definitions: Animal
16 Health Resources, May 2005.
17 (http://www.nimsonline.com/resource_typing_system/).
18

19 Heath, Sebastian E, Phillip H. Kass, Alan M. Beck and Larry T. Glickman. Human
20 and Pet-related Risk Factors for Household Evacuation Failure During a Natural
21 Disaster. American Journal of Epidemiology, Vol. 153, No. 7.
22 (<http://aje.oxfordjournals.org/cgi/content/full/153/7/659>).
23

24 Humane Society of the United States. Developing a Community Disaster Plan for
25 Animals.
26 (http://www.hsus.org/hsus_field/hsus_disaster_center/resources/hsus_disaster_planning_manual_for_animals.html).
27
28

29 Lockwood R. Through Hell and High water: Disasters and the Human-Animal
30 Bond. Washington, DC: The Humane Society of the United States; 3/1997
31 (<http://www.fema.gov/library/equine.shtm>).
32

33 Louisiana State Animal Response Team. Companion Animal Evacuation and
34 Sheltering Manual, May 2007. (<http://www.lsart.org>).
35

36 Louisiana State University. Emergency Animal Shelter Disaster Response
37 Manual: Guidelines for Establishing a Shelter for Owned Animals during
38 Disasters, May 2006. (<http://www.lsuemergencyanimalshelter.org>).
39

40 Maryland Department of Agriculture. Development of State/Local Animal Care
41 Plans, April 2001.
42 (http://www.avma.org/disaster/responseguide/D_development.pdf).
43

44 National Agricultural Biosecurity Center Consortium, Carcass Disposal Working
45 Group. Carcass Disposal: A Comprehensive Review, 2004.
46 (<http://krex.k-state.edu/dspace/bitstream/2097/662/15/Chapter4.pdf>).

1
2 North Carolina Department of Agriculture and Consumer Services. Finding,
3 Staffing, and Operating a Co-Located Companion Animal Shelter, October 2006.
4 (<http://www.ncargis.com/sheltering/>).

5
6 North Carolina Department of Agriculture and Consumer Services. Proposed
7 Guidelines for Evacuation and Rescue of Animals during Disasters, 2006.
8 (<http://www.ncargis.com/sheltering/>).

9
10 State of Maine Animal Response Team. Maine County Animal Disaster Planning
11 Guide, April 2006.
12 (<http://www.mainesmart.org/Brochures/County%20Planning%20Guide.pdf>).

13
14 United States Department of Agriculture, Animal and Plant Health Inspection
15 Service. Report on Regulation of Pet Microchipping, July 2007.
16 (<http://www.amacausa.org/UserFiles/File/USDA%20Microchip%20Report.pdf>).

17
18 United States Department of Homeland Security. Lessons Learned Information
19 Sharing. Best Practice Shelter Operations: Pet-Friendly Shelters.
20 (<http://www.LLIS.gov>).

21
22 United States Department of Justice, Civil Rights Division, Disability Rights
23 Section. Americans with Disabilities Act (ADA) Business Brief: Service Animals,
24 April 2002. (<http://www.ada.gov/svcanimb.htm>).

25 EQUIPMENT RESOURCES

26 American Humane Association. Red Star Animal Emergency Services: Rescue
27 Rig.
28 (http://www.americanhumane.org/site/PageServer?pagename=pa_disaster_relief
29 [_capabilities](http://www.americanhumane.org/site/PageServer?pagename=pa_disaster_relief)).

30
31 American Society for the Prevention of Cruelty to Animals: Custom Animal
32 Transport Vehicles.
33 (http://www.asPCA.org/site/PageServer?pagename=hurricane_louisianavehicles).

34
35 North Carolina State Animal Response Team: Companion Animal Mobile
36 Equipment Trailers. ([http://www.sartusa.org/resources/pdf/sart-camet-](http://www.sartusa.org/resources/pdf/sart-camet-083007.pdf)
37 [083007.pdf](http://www.sartusa.org/resources/pdf/sart-camet-083007.pdf)).

38
39 PetSmart Charities: Emergency Relief Waggin'.
40 (<http://www.petsmartcharities.org/programs/emergency-relief.php>).

41

1 TRAINING RESOURCES

2 American Veterinary Medical Association. Disaster Training.
3 (<http://www.avma.org/disaster/training.asp>).
4

5 Federal Emergency Management Agency. Independent Study Course 10:
6 Animals in Disasters, Module A: Awareness and Preparedness.
7 (<http://training.fema.gov/IS/crslist.asp>).
8

9 Federal Emergency Management Agency. Independent Study Course 11:
10 Animals in Disasters, Module B: Community Planning.
11 (<http://training.fema.gov/IS/crslist.asp>).
12

13 Federal Emergency Management Agency. Independent Study Course 111:
14 Livestock in Disasters. (<http://training.fema.gov/IS/crslist.asp>).
15

16 Humane Society of the United States. Disaster Animal Rescue Team Training.
17 ([http://www.hsus.org/hsus_field/hsus_disaster_center/disaster_training_dates_20](http://www.hsus.org/hsus_field/hsus_disaster_center/disaster_training_dates_2007.html)
18 [07.html](http://www.hsus.org/hsus_field/hsus_disaster_center/disaster_training_dates_2007.html))
19

20 United States Department of Agriculture, Animal and Plant Health Inspection
21 Service. Professional Development Training.
22 (http://www.aphis.usda.gov/animal_health/prof_development/).

23 NATIONAL VOLUNTEER ORGANIZATIONS

24 American Humane Association.
25 (<http://www.americanhumane.org/site/PageServer>).
26

27 American Kennel Club. (http://www.akc.org/news/disaster_preparedness/).
28

29 American Red Cross. (<http://www.redcross.org/>).
30

31 American Society for the Prevention of Cruelty to Animals.
32 (<http://www.asPCA.org/site/PageServer>).
33

34 American Veterinary Medical Association. (<http://www.avma.org>).
35

36 American Veterinary Medical Foundation. (<http://www.avmf.org>).
37

38 Best Friends Animal Society. (<http://www.bestfriends.org/>).
39

40 Code 3 Associates. (<http://www.code3associates.org/>).
41

42 Humane Society of the United States. (<http://www.hsus.org/>).
43

- 1 International Fund for Animal Welfare. (<http://www.ifaw.org>).
- 2
- 3 National Alliance of State Animal and Agricultural Emergency Programs.
- 4
- 5 National Animal Control Association. (<http://www.nacenet.org/>).
- 6
- 7 National Animal Rescue and Sheltering Coalition.
- 8
- 9 National Council on Pet Population Study and Policy.
- 10 (<http://www.petpopulation.org/>).
- 11
- 12 National Voluntary Organizations Active in Disasters. (<http://www.nvoad.org/>).
- 13
- 14 Noah's Wish (<http://www.noahswish.org/>)
- 15
- 16 Petco Foundation.
- 17 (http://www.petco.com/petco_Page_PC_petcofoundationhome_Nav_372.aspx).
- 18
- 19 Petfinder.com Foundation. (<http://www.petfinder.com/foundation/programs.html>).
- 20
- 21 PetSmart Charities. (<http://www.petsmartcharities.org/>).
- 22
- 23 Society of Animal Welfare Administrators. (<http://www.sawanetwork.org/>)
- 24
- 25 United Animal Nations. (<http://www.uan.org/>).
- 26
- 27 World Society for the Protection of Animals. ([http://www.wspa-](http://www.wspa-usa.org/pages/1923_usa_member_societies.cfm)
- 28 [usa.org/pages/1923_usa_member_societies.cfm](http://www.wspa-usa.org/pages/1923_usa_member_societies.cfm)).
- 29

1

This page intentionally left blank.

1 APPENDIX B: GLOSSARY AND 2 LIST OF ACRONYMS

3 GLOSSARY

4 In an effort to standardize terminology, you may use the following definitions
5 when compiling your HPSAP:

6 Congregate Household Pet Shelter

7 Any private or public facility that provides refuge to the household pets of
8 shelterees in response to a declared major disaster or emergency. FEMA DAP
9 9523.18

10 Household Pet

11 A domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is
12 traditionally kept in the home for pleasure rather than for commercial purposes
13 and can travel in commercial carriers and be housed in temporary facilities.
14 Household pets do not include reptiles (except turtles), amphibians, fish,
15 insects/arachnids, farm animals (including horses), and animals kept for racing
16 purposes. FEMA DAP 9523.18

17 Rodent

18 Rodents that are commonly kept as household pets and can travel in commercial
19 carriers include hamsters, gerbils, mice, guinea pigs, chinchillas, and rats.
20 Porcupines, beavers, squirrels, groundhogs, capybaras, and prairie dogs are
21 also rodents but are not traditionally domesticated.

22 Service Animal

23 Any guide dog, signal dog or other animal individually trained to provide
24 assistance to an individual with a disability including, but not limited to, guiding
25 individuals with impaired vision, alerting individuals with impaired hearing to
26 intruders or sounds, providing minimal protection or rescue work, pulling a
27 wheelchair, or fetching dropped items. FEMA DAP 9523.18. Dogs are the most
28 common species of service animal, but monkeys, birds, pigs, miniature horses,
29 and cats have also been trained to assist people with disabilities in the past.

30

1 **LIST OF ACRONYMS**

2	AAR	After-Action Report
3	ADA	Americans with Disabilities Act
4	ARC	American Red Cross
5	CART	Community Animal Response Team
6	CEO	Chief Executive Officer
7	CONOPS	Concept of Operations
8	CPG	Comprehensive Preparedness Guide
9	DAP	Disaster Assistance Policy
10	DHS	Department of Homeland Security
11	EMA	Emergency Management Agency
12	EOC	Emergency Operations Center
13	EOP	Emergency Operations Plan
14	ESF	Emergency Support Function
15	FEMA	Federal Emergency Management Agency
16	HPSA	Household Pets and Service Animals
17	HPSAP	Household Pets and Service Animals Plan
18	ICS	Incident Command System
19	IP	Improvement Plan
20	JIC	Joint Information Center
21	MAA	Mutual Aid Agreement
22	MOA	Memorandum of Agreement
23	MOU	Memorandum of Understanding
24	NGO	Non-governmental Organization
25	NIC	National Integration Center
26	NIMS	National Incident Management System
27	NRF	National Response Framework
28	PETS	Pets Evacuation and Transportation Standards
29	PIO	Public Information Officer
30	POC	Point of Contact
31	SART	State Animal Response Team
32	SOG	Standard Operating Guideline
33	SOP	Standard Operating Procedure

APPENDIX C: PLANNING CHECKLIST

Appendix C details several components of an HPSAP that will enable the jurisdiction to develop a household pets and service animals plan and program. Use the checklist to determine which components may be lacking in your current planning efforts and those that are already included in your plan. A detailed description that explains what each question means follows the checklist.

HOUSEHOLD PETS AND SERVICE ANIMALS PLANNING CHECKLIST

Household Pets and Service Animals Planning Component	Check if Applicable	Adoption Date
Preparedness		
1. Does your HPSAP describe the partnership between the local emergency management agency, the animal control authority, the local mass care provider(s), and the owner of each facility?	<input type="checkbox"/>	
2. Does your HPSAP have an MOU or MAA that defines the roles and responsibilities of each organization involved in household pets and service animals response?	<input type="checkbox"/>	
3. Do organizations, which are tasked with specific response assignments in the HPSAP, have operating procedures that govern their mobilization and actions?	<input type="checkbox"/>	
4. Do the tasked organizations make provisions for pre-response training and registration of their personnel?	<input type="checkbox"/>	
5. Does your HPSAP consider just-in-time training for volunteers and out-of-state responders?	<input type="checkbox"/>	
Transportation Support		
1. Does your HPSAP address the evacuation and transportation of household pets from their homes, by their owners, to congregate household pet shelters?	<input type="checkbox"/>	
2. Does your HPSAP address how owners will determine where congregate household pet shelters are located and which shelter to use?	<input type="checkbox"/>	
3. Does your HPSAP provide for the conveyance of household pets, whose owners are dependent on public transportation, to the appropriate shelter facility?	<input type="checkbox"/>	

Household Pets and Service Animals Planning Component	Check if Applicable	Adoption Date
4. Does your HPSAP or accompanying procedures address how household pets that are provided with evacuation assistance are registered, documented, and tracked?	<input type="checkbox"/>	
5. Does your HPSAP provide for the reunification of household pets with their owners if they are separated during assisted evacuations?	<input type="checkbox"/>	
Shelter Operations		
1. Does your HPSAP identify the local government organization responsible for coordinating shelter operations?	<input type="checkbox"/>	
2. Is there an agency in your jurisdiction that regulates non-emergency, licensed animal facilities (e.g., animal control shelters, non-profit pet rescue shelters, private breeding facilities and kennels)?	<input type="checkbox"/>	
3. Will the State, or a State-appointed regulatory agency, enforce animal shelter regulations during a disaster?	<input type="checkbox"/>	
4. Does your HPSAP establish criteria that can be used to expeditiously identify congregate household pet shelters and alternate facilities?	<input type="checkbox"/>	
5. Has your jurisdiction considered having running water, adequate lighting, proper ventilation, electricity, and backup power at congregate household pet shelters?	<input type="checkbox"/>	
6. Have your plans and procedures addressed the risk of injury by an aggressive or frightened animal, the possibility of disease transmission, and other health risks for official responders and volunteers staffing the congregate household pet shelter?	<input type="checkbox"/>	
7. Does your HPSAP consider a pre-disaster inspection and development of agreements for each congregate household pet facility?	<input type="checkbox"/>	
8. Does your HPSAP provide for the care and maintenance of each facility while in use as a shelter?	<input type="checkbox"/>	
9. Does your HPSAP provide for stakeholder (e.g., staff, volunteers) in the use of the Incident Command System (ICS)?	<input type="checkbox"/>	
10. Does your HPSAP identify additional training for shelter staff and volunteers to include: proper animal handling; daily animal care—feeding, water, exercising; basic animal first aid; successful handling and segregation of injured or aggressive animals?	<input type="checkbox"/>	
11. Does your HPSAP consider occupational safety training for shelter staff and volunteers?	<input type="checkbox"/>	
12. Does your HPSAP provide mechanisms for shelter staff and volunteers to report illness or injuries related to their emergency roles and responsibilities?	<input type="checkbox"/>	

Household Pets and Service Animals Planning Component	Check if Applicable	Adoption Date
13. Does your HPSAP consider identifying equipment and supplies that may be needed to operate each congregate household pet shelter?	<input type="checkbox"/>	
14. Does your HPSAP identify supplies that pet owners may bring with them to the congregate household pet shelter?	<input type="checkbox"/>	
15. Does your HPSAP provide for the physical security of each congregate household pet facility, including perimeter controls and security personnel?	<input type="checkbox"/>	
Registration and Animal Intake		
1. Does your HPSAP establish provisions for the sheltering of stray animals that cannot be immediately transferred to an animal control shelter?	<input type="checkbox"/>	
2. Does your HPSAP provide for segregation or seizure of household pets showing signs of abuse?	<input type="checkbox"/>	
3. Does your HPSAP provide for household pet registration?	<input type="checkbox"/>	
4. Does your HPSAP provide for pre-registration of household pets as an option prior to the incident?	<input type="checkbox"/>	
5. Does your HPSAP provide for an intake area that will accommodate processing of multiple registrants at one time?	<input type="checkbox"/>	
6. Does your HPSAP identify a tracking system or identification method for owners and their household pet(s)?	<input type="checkbox"/>	
7. Does your HPSAP provide for technical consultation/supervision by a veterinarian or veterinary technician as official responders?	<input type="checkbox"/>	
8. Does your HPSAP identify the need for all animals to have a current rabies vaccination?	<input type="checkbox"/>	
Animal Care		
1. Does your HPSAP provide for the housing of a variety of household pet species (size of crate/cage, temperature control, appropriate lighting)?	<input type="checkbox"/>	
2. Does your HPSAP provide for the separation of different household pet species in the shelter?	<input type="checkbox"/>	
3. Does your HPSAP provide for the consultation of a veterinarian or animal care expert with pet sheltering experience regarding facility set-up and maintenance?	<input type="checkbox"/>	
4. Does your HPSAP provide for the set-up and maintenance of pet confinement areas (crates, cages, pens) for safety, cleanliness, and control of noise level?	<input type="checkbox"/>	
5. Does your HPSAP consider the set-up of a first aid area inside each shelter?	<input type="checkbox"/>	

Household Pets and Service Animals Planning Component	Check if Applicable	Adoption Date
6. Does your HPSAP provide for the control of fleas and other pests at each congregate household pet shelter?	<input type="checkbox"/>	
7. Does your HPSAP provide criteria for designating and safely segregating aggressive animals?	<input type="checkbox"/>	
8. Is your State Health Department's Animal Bite (Rabies Prevention and Quarantine) Protocol part of your HPSAP?	<input type="checkbox"/>	
9. Does your HPSAP provide for the segregation of household pets to contain disease?	<input type="checkbox"/>	
10. Does your HPSAP consider the relocation of a household pet due to illness, injury, or aggression to an alternate facility (local veterinary clinic or animal control shelter)?	<input type="checkbox"/>	
11. Does your HPSAP consider providing controlled areas (indoor or outdoor) for exercising dogs?	<input type="checkbox"/>	
12. Does your HPSAP provide for household pet waste and carcass disposal?	<input type="checkbox"/>	
13. Does your HPSAP provide for the reunification of stray/rescued animals with their owners?	<input type="checkbox"/>	
14. Does your HPSAP identify procedures to address the long-term care or permanent relocation of unclaimed pets?	<input type="checkbox"/>	
Public Information and Outreach		
1. Does your HPSAP provide for a public education program?	<input type="checkbox"/>	
2. Does your HPSAP provide for the coordination of household pet evacuation and sheltering information with the jurisdiction's Public Information Officer (PIO) or Joint Information Center (JIC)?	<input type="checkbox"/>	
3. Does your HPSAP provide for communication of public information regarding shelter-in-place accommodation of household pets, if appropriate, during evacuations?	<input type="checkbox"/>	
Household Pet and Service Animal Owner Preparedness		
1. Does your HPSAP encourage household pet owners to make arrangements for private accommodation of themselves and their household pets prior to a disaster or emergency situation?	<input type="checkbox"/>	
Record Keeping		
1. Does your HPSAP define the methods of pre- and post-declaration funding for your household pets and service animals preparedness and emergency response program?	<input type="checkbox"/>	
2. Does our HPSAP describe how to capture eligible costs for reimbursement by the Public Assistance Program, as defined in FEMA DAP 9523.19?	<input type="checkbox"/>	
3. Does your HPSAP describe how to capture eligible donations of volunteer labor and resources?	<input type="checkbox"/>	

1 **PREPAREDNESS**

2 **Question 1: Does your HPSAP describe the partnership between the local**
3 **emergency management agency, the animal control authority, the local mass care**
4 **provider(s), and the owner of each facility?**

5
6 Networking to establish partnerships within the community of the planned
7 congregate household pet shelter will be essential to the success of the program.
8 Involvement of local emergency management and animal control officials, the
9 facility owner, the local mass care provider(s), along with veterinary consultation
10 will build a strong program from the outset.

11 **Question 2: Does your HPSAP have an MOU or MAA that defines the roles and**
12 **responsibilities of each organization involved in household pets and service**
13 **animals response?**

14 A memorandum of understanding or equivalent written record establishing the
15 intent of the relationship between the State or Local government and each
16 private non-profit organization or contractor selected for the set-up, transport,
17 management, supply, and disassembly of the household pet shelter will be
18 necessary to qualify for public assistance reimbursement. The affected State or
19 Local government is by definition the eligible applicant. If not seeking Federal
20 reimbursement, an MOU is an excellent tool that will define roles and
21 responsibilities in a clear manner.

22 **Question 3: Do organizations, which are tasked with specific response**
23 **assignments in the HPSAP, have operating procedures that govern their**
24 **mobilization and actions?**

25 Developing SOPs will provide the framework for household pets and service
26 animals response. The mass care provider, volunteers, donors to the effort, and
27 the household pet owners will want to understand how the shelter is run. Things
28 to consider for the SOP include the following:

- 29 • Physical facility checks prior to and after shelter operations
- 30 • Shelter rules
- 31 • Shelter security
- 32 • Household pet registration and intake processes
- 33 • Management and organization
- 34 • Roles and responsibilities
- 35 • Set-up of confinement areas
- 36 • Animal care and handling
- 37

- 1 • Owner visitation policies
- 2 • Copies of forms, waivers, and other documentation

3 **Question 4: Do the tasked organizations make provisions for pre-response**
4 **training and registration of their personnel?**

5 Potential shelter staff may receive training in the Incident Command System,
6 occupational health and safety, animal handling and care, shelter staff roles and
7 responsibilities, shelter rules, basic first aid, use of equipment and supplies, etc.
8 It is important to consider registration of these individuals prior to a disaster or
9 emergency situation.

10 **Question 5: Does your HPSAP consider just-in-time training for volunteers and**
11 **out-of-state responders?**

12 Volunteers and out-of-state responders may receive just-in-time training in the
13 Incident Command System, occupational health and safety, animal handling and
14 care, and shelter staff roles and responsibilities. Having one agency or
15 organization responsible for training and registering just-in-time staff will
16 streamline personnel supplementation.

17 **TRANSPORTATION SUPPORT**

18 **Question 1: Does your HPSAP address the evacuation and transportation of**
19 **household pets from their homes, by their owners, to congregate household pet**
20 **shelters?**

21 Preparedness will be the key to a smooth transition from the home to a shelter.
22 Your plan should address items the owner may bring with them and how they
23 should time their evacuation. Encouraging those with household pets to prepare
24 and evacuate early will help streamline the evacuation process.

25 **Question 2: Does your HPSAP address how owners will determine where**
26 **congregate household pet shelters are located and which shelter to use?**

27 When faced with an incident, evacuating the local population out of the area to
28 safe shelter will require communicating information regarding the geographical
29 location of shelters. Owners will also need to know which shelters will accept
30 household pets. Shelter location and admittance guidance (lists) should be
31 contained in the plan and provided to the local media. This will allow evacuees to
32 plan their departure.

33 **Question 3: Does your HPSAP provide for the conveyance of household pets,**
34 **whose owners are dependent on public transportation, to the appropriate shelter**
35 **facility?**

36 Primarily in an urban setting, some evacuees may not drive and may be
37 dependent on public transportation for evacuation. Per the Americans with
38 Disabilities Act, service animals must be allowed on any form of transportation

1 with their disabled person. Accommodations for the transport of household pets
2 should to be included in your plan.

3 **Question 4: Does your HPSAP or accompanying procedures address how**
4 **household pets that are provided with evacuation assistance are registered,**
5 **documented, and tracked?**

6 As evacuees and their household pets arrive at “pick-up” locations, a registration
7 form should be filled out for each animal. A unique registration number can be
8 assigned to each owner and documented on their animal’s registration form and
9 attached to the animal’s carrier/crate/cage/collar. This process should be
10 repeated, assigning the same registration number, if an individual arrives with
11 more than one pet. Owners and animals may be tracked with paperwork or by
12 electronic means. If your jurisdiction uses a hard copy tracking system, each
13 owner should be given a copy of their registration form(s)—one for each pet.
14 Many cats and dogs have a microchip for identification purposes. Access to a
15 microchip reader would be beneficial during animal registration.

16 **Question 5: Does your HPSAP provide for the reunification of household pets**
17 **with their owners if they are separated during assisted evacuations?**

18 Household pets separated from their owners must be given the opportunity to be
19 reunited. At the termination of a disaster or an emergency situation, unclaimed
20 pets may be transferred to permanent facilities, such as a public animal control
21 shelter. These animals may be put up for adoption by animal control or passed
22 on to a local nonprofit rescue organization for fostering or adoption. Policies and
23 procedures should be developed to guide the reunification process. Keep in mind
24 that each jurisdiction’s animal control facility may have a different “adoption” time
25 period before animals are euthanized. A standard time period may need to be
26 established following a disaster or emergency situation.

27 **SHELTER OPERATIONS**

28 **Question 1: Does your HPSAP identify the local government organization**
29 **responsible for coordinating shelter operations?**

30 Household pet shelters may be managed by Local animal control agencies, Local
31 or State animal response teams, non-profit agencies, or private entities. Clear
32 delineation of the responsible party will be necessary to determine staffing
33 needs, supply chain, and funding sources.

34 **Question 2: Is there an agency in your jurisdiction that regulates non-emergency,**
35 **licensed animal facilities (e.g., animal control shelters, non-profit pet rescue**
36 **shelters, private breeding facilities and kennels)?**

37 Are there laws in your State that regulate the operation of non-emergency
38 facilities? For example, the U.S. Department of Agriculture enforces the Animal
39 Welfare Act to protect certain animals from inhumane treatment and neglect. This
40 law requires minimum standards of care and treatment be provided for certain
41 animals bred for commercial sale, used in research, transported commercially, or

1 exhibited to the public. Your jurisdiction or State may have a similar law
2 regarding the licensing, breeding, vaccination, or handling of animals.

3 **Question 3: Will the State, or a State-appointed regulatory agency, enforce animal**
4 **shelter regulations during a disaster?**

5 Can your governor or mayor suspend these regulations by declaring an incident
6 to be a disaster? Reviewing applicable laws and regulations of your jurisdiction
7 and state should provide an answer to this question. If not, this issue may be
8 discussed with your Chief Elected Official or their representative, and could even
9 be taken to the State EMA.

10 **Question 4: Does your HPSAP establish criteria that can be used to expeditiously**
11 **identify congregate household pet shelters and alternate facilities**

12 Determining the location of pet shelters is an essential planning measure.
13 Buildings are selected for their location and their ability to accommodate the
14 animals. Depending on the hazard threatening your jurisdiction, shelter facilities
15 identified as primary congregate household pet shelters may end up being in the
16 disaster area. Inaccessible facilities cannot be used. Similarly, pre-identified
17 shelter facilities might be damaged by hazard conditions. High winds or fire might
18 render a facility unusable for sheltering purposes. Backup facilities should be
19 identified, and inspected for usability, prior to an emergency situation or disaster.
20 If possible, these facilities should be listed in your HPSAP and given to the
21 designated PIO.

22 **Question 5: Has your jurisdiction considered having running water, adequate**
23 **lighting, proper ventilation, electricity, and backup power at congregate**
24 **household pet shelters?**

25 Utilizing a facility that can immediately support adequate sheltering conditions
26 without additional construction or procurement of supplies will reduce set-up time
27 and costs. Each facility should have sufficient space for confinement areas,
28 restrooms, running water, adequate lighting, ventilation or air conditioning,
29 electricity, and backup power. Your jurisdiction may also look into developing
30 emergency contracts for increased usage of utilities and additional/supplemental
31 trash/waste removal.

32 **Question 6: Have your plans and procedures addressed the risk of injury by an**
33 **aggressive or frightened animal, the possibility of disease transmission, and**
34 **other health risks for official responders and volunteers staffing the congregate**
35 **household pet shelter?**

36 Safety for the staff, the animals, and the owners is paramount. Planning should
37 take into account the pets may be frightened, over-stimulated, or at a minimum,
38 disoriented and quick to react defensively. Prey species find themselves unable
39 to hide or run from predator species. Under the influence of adrenaline, animals
40 typically display “flight or fight” behavior. Especially at pet rescue shelters, some
41 animals may arrive with injuries or may have increased potential for injury in the

1 shelter. Basic sanitation precautions are important to reduce the risk of enteric
2 and respiratory infection transmission among the animals.

3 **Question 7: Does your HPSAP consider a pre-disaster inspection and**
4 **development of agreements for each congregate household pet facility?**

5 When preparing to stand up and take down a congregate household pet shelter,
6 make provisions for an inspection of the facility with the property manager. This
7 will provide a baseline for the condition of the facility at the time of occupancy
8 and avoid conflicts with the facility owner when the shelter is being dismantled.

9 **Question 8: Does your HPSAP provide for the care and maintenance of each**
10 **facility while in use as a shelter?**

11 Facility owners hope the use of their facility as a shelter will not cause damage to
12 the facility and can be rapidly converted back to its normal use. Provisions in the
13 contract or MOU to provide agreed-upon mandated care and maintenance during
14 your occupancy will speed the facility's closure and serve to reassure the facility
15 owner. It should also be clear in the MOU, which establishes the use of the
16 facility as a shelter, who will be responsible for any damages beyond reasonable
17 wear that occur during sheltering operations.

18 **Question 9: Does your HPSAP provide for stakeholder (e.g., staff, volunteers) in**
19 **the use of the Incident Command System (ICS)?**

20 A clear line of command will ensure the shelter is run efficiently. The ICS
21 organizational structure will help to define the roles and responsibilities of the
22 shelter staff and the pathways for communications. Staff members should
23 receive training on shelter operations so they may work efficiently supervising
24 volunteers during shelter operations.

25 **Question 10: Does your HPSAP identify additional training for shelter staff and**
26 **volunteers to include: proper animal handling; daily animal care, which includes**
27 **feeding, water, and exercising; basic animal first aid; successful handling and**
28 **segregation of injured or aggressive animals?**

29 Only workers who have received proper training in animal restraint, handling, and
30 care should work directly with displaced animals. Volunteer coordinators and
31 shelter managers should ensure only trained, properly equipped workers are
32 assigned to tasks involving direct animal handling and care. Training on basic
33 animal first aid and exercise of the animals may also occur. Properly trained staff
34 can avoid injuring themselves and the animals for which they're responsible.

35 **Question 11: Does your HPSAP consider occupational safety training for shelter**
36 **staff and volunteers?**

37 An emphasis on safety must be conveyed to the staff and volunteers. Training on
38 the proper use of equipment and supplies in the facility will reduce injury and
39 prevent damage. Also, dealing with injured or aggressive animals should always
40 be restricted to veterinary and animal control/working dog professionals with the
41 appropriate levels of training and experience.

1 **Question 12: Does your HPSAP provide mechanisms for shelter staff and**
2 **volunteers to report illness or injuries related to their emergency roles and**
3 **responsibilities?**

4 A mechanism to report injuries and illnesses (such as an Occupational Safety
5 and Health Administration (OSHA) 300 form) and a method to seek medical care
6 in the event an injury or illness occur should be provided to shelter staff and
7 volunteers. The chosen mechanism should be addressed in your jurisdiction's
8 HPSAP.

9 **Question 13: Does your HPSAP consider identifying equipment and supplies that**
10 **may be needed to operate each congregate household pet shelter?**

11 Identifying the supplies and equipment needed for each shelter, and setting up
12 an inventory of those supplies in advance, will reduce the time it takes to stand
13 up a shelter. Additional consumable supplies may be requested through mutual
14 aid agreements. Consider the following list of items to build a supply inventory:

- 15 • Administrative supplies – forms, badges, pens, tables, chairs.
- 16 • Spare cages, crates, and carriers
- 17 • Cleaning supplies – disposable rubber gloves, buckets, scrub brushes.
- 18 • Trash containers and garbage bags
- 19 • Animal care supplies – food, litter boxes, cat litter, bowls
- 20 • First aid kit (one for volunteers and one for pets)
- 21 • Weatherproof on-site storage with sturdy shelving

22 **Question 14: Does your HPSAP identify supplies pet owners may bring with them**
23 **to the congregate household pet shelter?**

24 Determine what supplies owners may be allowed to bring to pet shelters.
25 Communicate your decisions to pet owners through awareness or education
26 programs or emergency public warnings. Clear delineation of ownership of
27 equipment will be necessary. A system to tag equipment and supplies for
28 inventory will assist in this effort and may become a part of SOG/SOPs.

29 **Question 15: Does your HPSAP provide for the physical security of each**
30 **congregate household pet facility, including perimeter controls and security**
31 **personnel?**

32 The congregate household pet shelter must be a secure environment. It will
33 operate 24 hours a day. Day and night operations may be different and should be
34 defined. Securing doors, cages, and medications and limiting access to certain
35 areas of the facility to authorized staff will help ensure a safe and secure facility
36 for everyone. Consider providing security personnel for an extended shelter
37 operation.

1 **REGISTRATION AND ANIMAL INTAKE**

2 **Question 1: Does your HPSAP establish provisions for the sheltering of stray**
3 **animals that cannot be immediately transferred to an animal control shelter?**

4 Stray animals found by first responders or search and rescue personnel should
5 be housed in animal control shelters. However, if such animals cannot be
6 transferred to those facilities immediately, other emergency household pet
7 facilities should be prepared to provide them with temporary shelter. Immediate
8 transfer may be hampered by a lack of space or an animal disease outbreak of
9 some kind. Jurisdictions may establish a pet rescue shelter to account for
10 possible overflow from animal control shelters.

11 **Question 2: Does your HPSAP provide for segregation or seizure of household**
12 **pets showing signs of abuse?**

13 Only trained animal control officers or lawfully designated personnel (sheriff or
14 police officer) may determine if a household pet is showing signs of abuse. The
15 term abuse or neglect should be discussed in municipal animal codes. Your
16 HPSAP may address provisions to segregate or seize mistreated animals.

17 **Question 3: Does your HPSAP provide for household pet registration?**

18 Animal registration, which utilizes some form of durable individual animal
19 identification (e.g., microchips, tab-band collars, unique tags, barcode
20 identification bands), will be essential to the safe operation of the facility. Animal
21 owners, upon arrival at the shelter, should complete a registration form that
22 identifies the pet and the owner. Information needed at registration should
23 include, at a minimum, the following:

- 24 • Animal and owner name
- 25 • Species and breed of animal
- 26 • Sex
- 27 • Color
- 28 • Distinctive markings
- 29 • Age
- 30 • Microchip ID, barcode collar ID, or temporary tab-band collar ID code
- 31 • Health conditions and required medications
- 32 • For dogs and cats—proof of rabies vaccination

33
34 This information should be displayed on the cage of each animal, as well.

35
36 Also, consider a waiver that releases the shelter from liability. Consult local
37 attorneys for compliance with Local, State, and Federal laws.

1 **Question 4: Does your HPSAP provide for preregistration of household pets as an**
2 **option prior to the incident?**

3 Preregistration of your household pet population prior to the need for shelter may
4 be a consideration. Through pre-incident planning and public information, Local
5 pet businesses could provide preregistration information to pet owners and
6 assure registration of their animals with the responsible local organization.

7 **Question 5: Does your HPSAP provide for an intake area that will accommodate**
8 **processing of multiple registrants at one time?**

9 During an evacuation, the companion shelter will need to be able to process
10 multiple owners simultaneously with their animals. Providing for several locations
11 (tables) for registration will assist in the flow of owners/animals.

12 **Question 6: Does your HPSAP identify a tracking system or identification method**
13 **for owners and their household pet(s)?**

14 Each household pet should have a unique tracking number. This number should
15 be listed on the owner's registration form, the outside of the pet's crate/cage, and
16 on the pet's collar (if possible).

17 **Question 7: Does your HPSAP provide for technical consultation/supervision by a**
18 **veterinarian or veterinary technician as official responders?**

19 Ideally, one or more veterinarians would be activated as official responders and
20 provide their services for the effort. Contractual or MOU arrangements may be
21 made for veterinary technicians or an affiliation with a nearby clinic for shelter
22 operations.

23 **Question 8: Does your HPSAP identify the need for all animals to have a current**
24 **rabies vaccination?**

25 All dogs and cats without a current rabies vaccination verification (tag or
26 certificate) should be give a rabies vaccination, if possible, during the registration
27 process before entering the shelter facility.

28 **ANIMAL CARE**

29 **Question 1: Does your HPSAP provide for the housing of a variety of household**
30 **pet species (size of crate/cage, temperature control, appropriate lighting)?**

31 Ensure your plan and equipment list makes provisions for household pets of
32 various sizes. Owners may bring a variety of household pets, such as dogs, cats,
33 birds, rabbits, rodents, or turtles. Develop your plan around your decision to
34 accommodate cats and dogs or a larger variety of animals. See FEMA DAP
35 9523.18 for definitions of household pets as related to reimbursement.
36 Preregistration of household pets would assist in this effort.

1 **Question 2: Does your HPSAP provide for the separation of different household**
2 **pet species in the shelter?**

3 Establish separate areas for:

- 4 • Predator and prey species
- 5 • Elderly or sick animals
- 6 • Aggressive animals
- 7 • Loud and noisy animals (barking dogs)
- 8 • Timid animals
- 9 • Sick, exhausted, or injured animals
- 10 • Animals in heat (estrus; breeding season)

11 **Question 3: Does your HPSAP provide for the consultation of a veterinarian or**
12 **animal care expert with pet sheltering experience regarding facility set-up and**
13 **maintenance?**

14 The selection, layout, equipment, and supplies for the shelter are best
15 determined by the experts. In planning for the shelter, consider a planning group
16 of the organizations that have a stake in shelter operations to create the best
17 possible plan.

18 **Question 4: Does your HPSAP provide for the set-up and maintenance of pet**
19 **confinement areas (crates, cages, pens) for safety, cleanliness, and control of**
20 **noise level?**

21 Consideration should be given to the layout and maintenance of the shelter. It
22 should be easy to clean and disinfect (e.g., areas with floor drains). It should be
23 large enough for the staff, owners, and animals to move around with ease.
24 Having multiple rooms for different species of animals rather than one large room
25 will relive stress, noise levels, and agitation of the animals. Exercise areas and
26 other types of outdoor space may need to be provided.

27 **Question 5: Does your HPSAP consider the set-up of a first aid area inside each**
28 **animal shelter?**

29 Depending on the length and magnitude of an emergency situation or disaster,
30 pets may require first aid attention at congregate household pet shelters. Each
31 shelter should have a defined first aid treatment area inside the facility. Basic
32 animal first aid response could include cardiopulmonary resuscitation (CPR), vital
33 sign monitoring, triage and assessment, and supplying oxygen support or
34 bandaging.

35 **Question 6: Does your HPSAP provide for the control of fleas and other pests at**
36 **each congregate household pet shelter?**

37 An effective program for the control of insects, external parasites affecting
38 household pets, and birds and mammals that are pests, must be established and

1 maintained so as to promote the health and wellbeing of the animals and reduce
2 contamination by pests in animal areas. Plans for the control of fleas should be
3 considered. Plan to treat initially and on a periodic basis for long sheltering
4 operations.

5 **Question 7: Does your HPSAP provide criteria for designating and safely**
6 **segregating aggressive animals?**

7 When an animal has been labeled as aggressive, a system for identification
8 should be used. Cage cards are a simple method for this type of label. Each staff
9 member should be familiar with the label system and understand the precautions
10 needed for handling. Aggressive animals need to be housed separately and
11 handled only by their owners or by very experienced staff, such as animal control
12 officers or former police/military working dog handlers. If dangerously aggressive,
13 such dogs need to be removed from the congregate household pet shelter and
14 housed off-site at the animal control facility.

15
16 Any dog that has bitten anyone other than its owner while at the shelter is subject
17 to that State's Rabies Quarantine protocols, administered by the animal control
18 authority, reporting to the State Public Health Veterinarian.

19 **Question 8: Is your State Health Department's Animal Bite (Rabies Prevention and**
20 **Quarantine) Protocol part of your HPSAP?**

21 State and local health departments often have protocols for the quarantine of
22 animals in order to determine whether they are rabid or not without having to
23 euthanize the animal. When the health departments do not have a standardized
24 protocol, then their animal control counterparts will. This protocol should be
25 included as an appendix or attachment to the HPSAP and should be included in
26 the operating instructions for animal shelters of all types.

27 **Question 9: Does your HPSAP provide for the segregation of household pets to**
28 **contain disease?**

29 Pets displaying physical symptoms of illness or disease may need to be isolated
30 from other animals. Isolation serves to protect human and animal health by
31 containing the spread of disease. Animals that might have been exposed to an
32 infectious agent and may become infectious should be quarantined. Animals that
33 have bitten a human may be isolated and monitored for rabies. Rabies isolation
34 areas should be separate from other isolation and quarantine areas.

35 **Question 10: Does your HPSAP consider the relocation of a household pet due to**
36 **illness, injury, or aggression to an alternate facility (local veterinary clinic or**
37 **animal control shelter)?**

38 To protect the health of humans and animals alike, injured and contagious
39 animals should be relocated to a local veterinary clinic or animal control shelter.
40 Aggressive animals that pose a threat to shelter staff or other animals may also
41 be moved to an alternative facility.

1 **Question 11: Does your HPSAP consider providing controlled areas (indoor or**
2 **outdoor) for exercising dogs?**

3 Dogs over 12 weeks of age should be provided the opportunity for exercise
4 regularly if they are kept individually in cages, crates, or carriers. The opportunity
5 for exercise may be provided in a number of ways, such as: providing access to
6 a run or open areas, walks on a leash, or other similar activities. Exercising dogs
7 might not be required if sheltering operations are short in duration. Consult a
8 veterinarian or animal care expert regarding the appropriate frequency of
9 exercise opportunities.

10 **Question 12: Does your HPSAP consider providing controlled areas (indoor or**
11 **outdoor) for exercising dogs? Does your HPSAP provide for household pet waste**
12 **and carcass disposal?**

13 Pet housing facilities and areas used for storing animal food or bedding should
14 be free of any accumulation of waste material, junk, weeds, and other discarded
15 items. Animal carcasses must be removed from the premises as quickly as
16 possible and disposed of in a proper manner. Unattended carcasses can cause
17 human health and safety concerns.

18 **Question 13: Does your HPSAP provide for the reunification of stray/rescued**
19 **animals with their owners?**

20 Animals rescued from affected areas (disaster zone) must be given the
21 opportunity to be reunited with their owners. Animals should be scrutinized for
22 identification tags, tattoos, or other markings that may help first responders or
23 shelter staff in identifying the animal's owner or breeder. Personnel should
24 attempt to contact the recognized owner or breeder.

25 **Question 14: Does your HPSAP identify procedures to address the long-term care**
26 **or permanent relocation of unclaimed pets?**

27 Separated animals should be scrutinized for identification tags, tattoos, or other
28 markings that may help first responders or shelter staff in identifying the animal's
29 owner or breeder. Personnel should attempt to contact the recognized owner or
30 breeder.

31
32 At the termination of a disaster or an emergency situation, unclaimed pets may
33 be transferred to permanent facilities, such as an animal control shelter. These
34 animals may be put up for adoption by animal control or passed on to a local
35 non-profit rescue organization for fostering or adoption.

36 **PUBLIC INFORMATION AND OUTREACH**

37 **Question 1: Does your HPSAP provide for a public education program?**

38 Making the public aware of the household pet sheltering program will be crucial
39 to the success of the operation. Public information increases the likelihood of
40 animal owners complying with the rules of the shelter or perhaps making other
41 arrangements.

1 **Question 2: Does your HPSAP provide for the coordination of household pet**
2 **evacuation and sheltering information with the jurisdiction’s PIO or JIC?**

3 Public information regarding evacuation and sheltering of household pets should
4 be coordinated by the jurisdiction’s PIO or through a JIC. Important messages
5 can be transmitted to the public using the media (newspapers, radio, and TV).
6 Early use of the media will allow household pet owners to make preparations,
7 learn the locations and rules of congregate household pet shelters, and
8 understand the supplies they are allowed to bring to the shelter.

9 **Question 3: Does your HPSAP provide for communication of public information**
10 **regarding shelter-in-place accommodation of household pets, if appropriate,**
11 **during evacuations?**

12 Your plan should communicate that the use of public shelters is a last resort.
13 Public information should relay options for household pet owners such as
14 veterinary clinics, kennels, friends, or family outside of the disaster area. Each
15 jurisdiction may need to address shelter-in-place provisions for each likely hazard
16 scenario.

17 **HOUSEHOLD PETS AND SERVICE ANIMALS OWNER**
18 **PREPAREDNESS**

19 **Question 1: Does your HPSAP encourage household pet owners to make**
20 **arrangements for private accommodation of themselves and their household pets**
21 **prior to a disaster or emergency situation?**

22 Each animal owner should be encouraged to prepare private accommodations in
23 the event of a disaster or emergency situation that requires evacuation of their
24 home (e.g., relatives, friends, pet-friendly motels, veterinary clinics, and kennels).

25 **RECORD KEEPING**

26 **Question 1: Does your HPSAP define the methods of pre- and post-declaration**
27 **funding for your household pets and service animals preparedness and**
28 **emergency response program?**

29 Prior to a disaster declaration, preparedness funding is competitive and derives
30 from FEMA preparedness grants to each state EMA. Following a disaster
31 declaration, the PETS Act authorizes FEMA to reimburse governments for
32 certain pet evacuation and sheltering activities (see FEMA DAP 9523.19 for
33 details).

34
35 Other funding options may include donations from Local and national non-profit
36 organizations or private businesses. Federal grant programs do not provide
37 household pets and service animal-specific awards at this time. However, one-
38 time grants may be available from private charities related to the pet industry,
39 such as PetSmart Charities, Inc.

1 **Question 2: Does our HPSAP describe how to capture eligible costs for**
2 **reimbursement by the Public Assistance Program, as defined in FEMA DAP**
3 **9523.19?**

4 Governments that receive evacuees from areas declared a major disaster or an
5 emergency can seek reimbursement for eligible pet rescue, sheltering, and
6 evacuation-support costs. Eligible costs include, but are not limited to, the
7 following:

- 8 • Regular and overtime pay for full-time employees and contract labor
- 9 • Use of applicant-owned or leased equipment
- 10 • Facility costs
- 11 • Supplies and commodities
- 12 • Emergency veterinary services
- 13 • Transportation
- 14 • Shelter safety and security
- 15 • Cleaning
- 16 • Restoration

17
18 See FEMA DAP 9523.19 for specific details.

19 **Question 3: Does your HPSAP describe how to capture eligible donations of**
20 **volunteer labor and resources?**

21 Title 44, Chapter 1, Part 206 of the Code of Federal Regulations (CFR)
22 prescribes the policies and procedures to be followed in implementing the Robert
23 T. Stafford Disaster Relief and Emergency Assistance Act, as amended. The
24 rules in Part 206 apply to major disasters and emergencies declared by the
25 President on or after November 23, 1988. Subparts of this law discuss the use
26 and coordination of relief organizations, designation of affected areas and eligible
27 assistance, cost-share adjustments, cost sharing, limitation on expenditures, and
28 more.
29

1

This page intentionally left blank.