# Emergency Pet Sheltering for Medical Reserve Corps Volunteers: Levels 1



Prepared and Presented by:

Lisa C. Kaufman, ATR-BC, LADCI

Behavioral Health, Emergency Planning Consultant

Preparedness Specialty Services

# Acknowledgements

- This training program was funded (2013) through a National Association of County & City Health Officials Capacity Bunaccho ward
- ❖ The program was made possible through the collaboration between (2013) The Brockton Area Medical Reserve Corps , The City → Brockton Animal Inspector, Lisa Kaufman and the State of Massachusetts Animal Response Team
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  Lisa Kaufman and the State of Massachusetts Animal Response Team



# Collaborating Partners

- 2025 Partners for Update
  - Deb Goodwin
     County MRC Canine Support Team

Handler, Berkshire

- Liisa Jackson
   Regional Medical Reserve Corps Coordinator
- Lisa C. Kaufman ATR-BC, LADC1 Behavioral Health, Emergency Planning Consultant Preparedness Specialty Services
- David J. Schwarz, D. V. M.
  State of Massachusetts Animal Resource Team

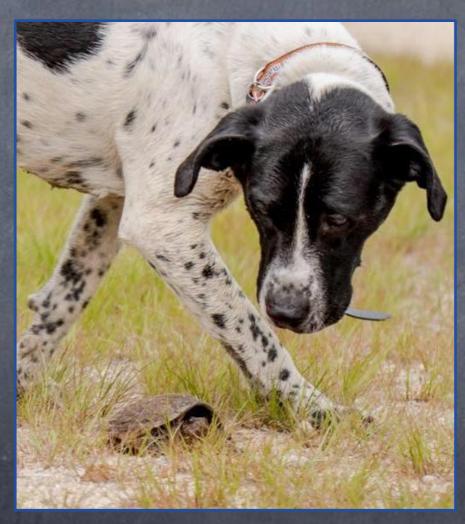


# Emergency Pet Sheltering for MRC Volunteers, Level 1

- Modeled on Best Practices and Plans developed by:
  - State of Massachusetts Animal Resource Team (SMART)
  - The Humane Society of the United States
  - The Center for Disease Control: Emergency Preparedness and Response, Disaster Information for Pet Shelters
  - National Alliance of State Animal and Agricultural Emergency Programs (NASAAEP)



# Emergency Pet Sheltering for MRC Volunteers: Level 1



Ollie





- State of Massachusetts Animal Resource Team is a network of organizations, agencies and individuals committed to responding to the needs of the animal population in disaster situations throughout Massachusetts
- SMART's Mission: To provide a timely and effective response to any intentional or unintentional emergency involving animals, including, but not limited to bioterrorism, agroterrorism, emerging infectious disease, man-made or natural events.



### Please Note

All Downloadable Materials, and Informational Links, and Suggested AdditioinalTrainings have been made available at:

INSERT LINK ADDRESS

# Why Collaborate?

- Standardization of skills for the safety of the volunteers and the pets
- Create a cache of volunteers who are trained with standardized, identifiable skill sets
- Training levels and skills sets are based on the SMART Pet Shelter Plan: <a href="http://smartma.org/wp-content/uploads/2011/09/SMART-Shelter-Manual-5-25-14-.pdf">http://smartma.org/wp-content/uploads/2011/09/SMART-Shelter-Manual-5-25-14-.pdf</a>
- Provide skills that are transferable/adaptable to Local plans



# Why Do we Provide Emergency/Disaster Sheltering for Household Pets?

- Pet Owners may be unwilling to leave their pets behind
- Refuse to evacuate
- Risk their own lives and those of Emergency Responders trying to rescue their pets from disaster or evacuated locations





MA Task Force 1 deployed to NC, Hurricane Helene 9.2024



# Training & Objectives

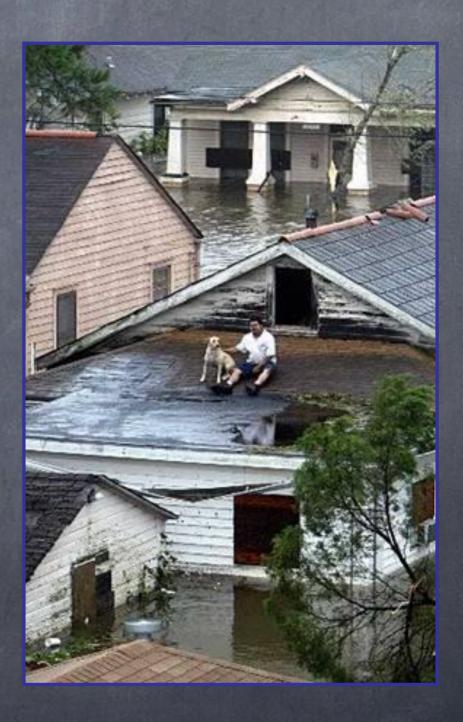
- To be a MRC Level 1 Emergency Pet Shelter Volunteer you must:
  - Be a credentialed member of a recognized Volunteer Organization
  - Have completed NIMS 700, ICS 100 or a local MRC approved ICS training
  - Be aware of the history and types of Emergency Pet Shelters

- Understand the role of a MRC Emergency Pet Shelter Level 1 Volunteer
- Learn how to assist the
   Owners with the safety and security of their Pets
- Satisfactorily complete the Level 1 training quiz



# The Pets Evacuation and Transportation Standards Act

- The Federal PETS Act of 2006
  - Requires state and local emergency preparedness operational plans to take into account:
    - The needs of individuals with household pets and service animals
    - Before, during and after a disaster





# Massachusetts Executive Order Acts of 2014, Chapter 54

- In April of 2014 the Governor of Massachusetts signed into law an Act Ensuring the Safety of People with Pets in Disasters
- Chapter 54 (2014), S.1172 standardizes pet evacuation procedures in Massachusetts to guarantee that best practices are used state-wide, improving public safety and ensuring pets and service animals receive proper care during an emergency or disaster



### Emergency/Disaster Pet Sheltering

- PETS Act protects the health and safety of People and their Pets in the community
- To keep people safe, officials must consider and plan for accommodations of household pets during an emergency
  - Many people will not leave their pets at home and find shelter for themselves



- Pet Shelter accommodations in an emergency are based on best practices and can be:
  - Co-located
    - Immediate vicinity of human shelter
    - Requires owners involvement in their pets' care
  - Temporary
    - Located off-site from Human Emergency Shelter
    - May or may not require owners involvement in their pets' care
  - Co-habitated! https://friends4life.org/DisasterToolkit/



### Health Risks Associated with NOT Providing Emergency Shelter for Household Pets

- Psychopathologies such as grief, depression, and posttraumatic stress disorder are associated with pet abandonment during an evacuation
- Health care workers may refuse to work if their animals are in danger, leaving medical facilities, and emergency shelters understaffed during crises
- Zoonotic disease risk increases when pets are abandoned or left to roam, where they are more likely to encounter infected wildlife or unowned animals than they would if they were safely sheltered with their owners



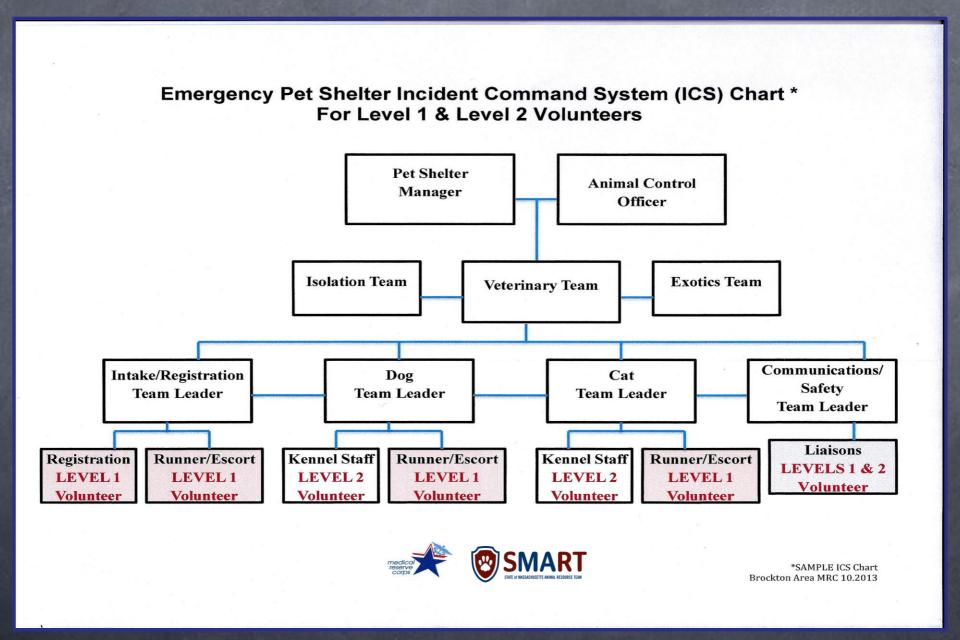


# MRC Volunteers, Where Do We Fit In?

- Emergency Pet Shelters need to be staffed, in most cases by volunteers under the supervision of Emergency Management in cooperation with local Animal Control Officers and/or other pet care specialists.
- 2 Levels of MRC Training for Non-Exotic Pets:
  - All skills, in both levels are essential for the safety of People & Pets



# Incident Command System (ICS) & Emergency Pet Shelters





# Emergency Pet Sheltering, Level 1 Volunteer

- Trained Level 1 volunteers
   are needed for ALL shifts
  - People & their pets arrive at shelters at all hours of the Day & Night!
- Incident Command System
- Job Action Sheets

- Level 1 Responsibilities
- No Direct Animal Contact
  - Mobilization
  - Registration/Intake
  - Communication
  - Demobilization



# Emergency Pet Sheltering for MRC Volunteers: Level 1

ICS & Job Action Sheet(s)





#### TITLE: EMERGENCY PET SHELTER - LEVEL 1 VOLUNTEER

Direct Supervisor: Intake/Registration, Dog, Cat or Communication/Safety Team Leader

Mission: Work with assigned Team Leader to provide Emergency Pet Shelter services as directed; for the safety and security of the Animal Owner and their pet(s)

Qualifications: Satisfactory Completion of MRC/SMART Emergency Pet Sheltering for Volunteers: Level 1 Training

#### POSITION RESPONSIBILITES

#### Initial Actions

- ☐ Enact personal/family/pet emergency plan prior to arriving at Shelter
- □ SIGN-In to Shelter, put on valid ID badge, receive vest and shift assignment
- □ Follow emergency ICS structure of reporting
- □ Attend overall staff briefing
- Receive assignment-specific briefing from your supervisor
- □ Familiarize self with shelter (if Co-located both Human and Pet) layout/process/equipment
- Familiarize self with Shelter (Human and Pet) Rules

#### **Primary Responsibilities**

- □ SIGN-IN FOR SHIFT
- □ Assistance with Initial Inventory
- Assist as directed in mobilization of Pet Shelter, i.e., clearing areas, crate set-up etc.

#### Registration/Intake

- Greet Animal Owners/Pets as they arrive and answer questions about the Pet Shelter
- Work with Animal Owners to document track and provide for animal needs and safety
   Work with Animal Owners to follow the Human/Pet Shelter rules for the safety of Animal
- Work with Animal Owners to follow the Human/Pet Shelter rules for the safety of Animals Owners and their pet(s)
- Assist Animal Owners with the Registration/Intake process., i.e., completion:
  - ✓ Animal Daily Care Form ✓ Identification Process:
    - ✓ Photograph, banding
  - ✓ Shelter Rules Owner/Pet✓ Shelter Agreement Form
- NO ANIMAL CONTACT

#### Escort/Runner/Communication/Safety

- Assist/Escort Owners w/Pet belongings and equipment to designated area(s) NO Animal Contact
- Provide directions and information as required
- Assist Owners in adhering to Pet Shelter Rules, i.e., visitation, feeding walking times, etc.
- Utilize communication devises as directed, e.g., liaison between supervisors, Human shelter and Pet shelter
- Assist Team leaders as directed: NO Animal Contact
- Run errands, distribute materials follow directions for other needs as directed

#### Post Emergence

- □ Sign-out Owners/Pets: Assist in completion of Exit Form
- Assist/Escort Owners w/Pet demobilization of belongings and equipment NO Animal Contact
- Demobilization/Clean-up of Pet Shelter area, equipment
- □ Final Inventory
- □ Participate in Shift de-briefing
- □ SIGN-OUT return Vest and any equipment provided

Brocton Area MRC 10.2013



# Pets, Emergency Sheltering and Health Concerns

#### Anxiety around or fear of animals

 Zoophobia is the fear of animals. Some people with zoophobia fear all animals, while others are afraid of one specific animal

#### Allergies

- \* People can react to substances in animals e.g., hair, dander, saliva
- Common reactions can include, itchy eyes, stuffy nose, hives and sneezing

#### Zoonotic Disease

- Infectious illnesses that spread between animals, as well as between animals and humans
- Zoonotic diseases spread through contact with infected body fluids, animal bites, contaminated water and eating infected meat



# Mobilization - Set-up

- Tasks will be pre-determined
  - Follow ICS and a local plan
- Just in Time Training
  - Job Action Sheets
- \* Types of cages you may see:
  - Wire Crates
  - Vari Kennels
- May be asked to save cartons!?!?



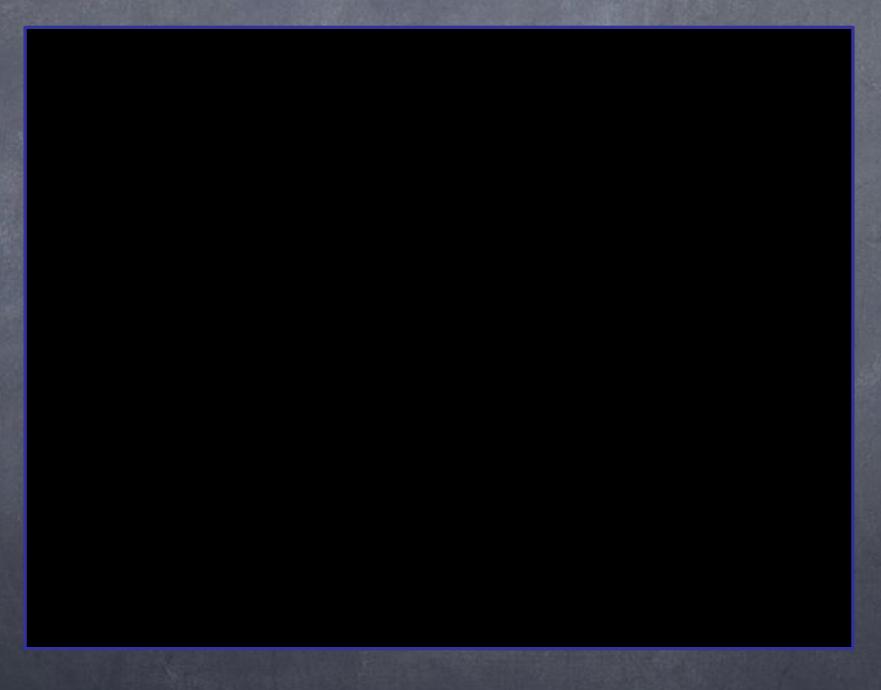








# Assembling a MidWest Crate

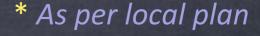




### Administration\*

- For Co-Located & Temporary Shelters
- \* SMART asic Forms:
  - Animal Intake Form
  - Owner Co-Located Shelter Rules
  - Owner Pet Shelter Agreement
     Form
  - Owner Pet Shelter Sign In/Out Sheet
  - Animal Daily Care Form
  - Sign-Out/Feedback Form

- Logistics Inventory
  - Initial
    - Pet Shelter Inventory
    - What did the pet(s) come with?What about Toys/Blankets?
  - On-going: food, bowls...
  - Final
- Training Forms based onPet Sheltering plan
  - Forms, procedures, tagging methods may vary based on Local Emergency/ Disaster Pet Shelter Plans





### Sign-In/Intake What to Expect

- What kind of pets?
  - Household Pets: dog, cat
  - Exotic Pets: birds, reptiles, gerbils, hamsters, etc.,???



- What will Pets & Owners be bringing with them?
  - Proof of Vaccination/Medical Records
  - Food, Medication, Cage, leash
  - Nothing!?!?!?
- Do you have a plan for your Pets?



https://www.ready.gov/pets



https://www.avma.org/sites/default/files/2023-11/aph-save-the-whole-family-pets.pdf







### Service Animals

- A Service Animal is Defined in Title 1 & 11 of the ADA:
  - Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.
  - In addition to the provisions about service dogs, the ADA regulations have a separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities



- Service Animals are NOT:
  - Required to be certified or go through a professional training program
  - Required to wear a vest or other ID that indicates they're a service dog
  - Emotional support or comfort dogs, because providing emotional support or comfort is not a task related to a person's disability



### Service Animals

- If it is unclear to you whether someone's dog is a service dog, you may ask for certain information using two questions
- You May Ask:
- Is the dog a service animal required because of a disability?
- What work or task has the dog been trained to perform?

- You are NOT ALLOWED to:
- Request any documentation that the dog is registered, licensed, or certified as a service animal
- Require that the dog
   demonstrate its task, or inquire
   about the nature of the person's
   disability





### ADA Service Animal Stipulations

- Service Animals remain with their Handler and must be in control:
- Under the ADA, Service Animals must be under control of its handler.
  - "The Service Animal must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks.
    - In that case, the individual must maintain control of the animal through voice, signal, or other effective controls."
- Poor behavior and/or defecating/urinating indoors is cause for removal from a location
  - You can't deny access, but it is the responsibility of the Handler to maintain that access



### Emotional Support, Comfort Animals

- Emotional support animals, comfort animals ...are not service animals under Title II and Title III of the ADA.\*
- ... Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals either.
- It does not matter if a person has a note from a doctor that states that the person has a disability and needs to have the animal for emotional support. A doctor's letter does not turn an animal into a service animal
- Laws specific to Emotional Support Animals may differ from State to State

- Where do the Service or Comfort Animals reside?
- What is a Level 1 Pet Shelter Volunteers' Responsibility?
- What would you do if someone comes to the shelter with their Service/Emotional Support Guinea Pig?





# What about Crisis Response and Therapy Dogs in an Emergency Shelter?

- Comfort and Crisis Response Dogs are trained to handle stressful, crowded situations so that they can help people remain calm in disasters
  - Some K9 Response Teams use techniques to bridge the gap between a traumatic event and the connection to mental health supports: https://k9fr.org/
- Therapy dogs are privately owned canines. These dogs and their owners volunteer in places like schools, hospitals, Public Safety, communication centers and nursing homes



**Livi** @therapudogsunited



Niko Suave:
K9 First Responder
@nikosuaveakita

- Crisis and Therapy dogs are not considered Service Animals
- Unless working in the shelter \*
  Owners of Crisis and Therapy dogs do
  not benefit from the same legal
  accommodations as those with
  specially trained Service Animals



### REMINDER!

- It is important to remember that any Crisis, Comfort or Therapy dog who is a "resident" of the emergency shelter, should NOT be working.
  - These animals and their handler, as with other residents of the Emergency Shelter, are in the midst of their own crisis and should not be supporting other shelter residents.
- Crisis, Comfort or Therapy dogs that are "working" in the shelter have been INVITED in to support shelter residents and/or First Responders



Rika @therapydogrika

# Pet Registration

- Review of process
  - Signing in the Pets
  - Complete Intake Form
    - 1 for EACH Pet
  - ID photos for Pets with Owner
    - Animal Control Officer/Veterinarian or designee will determine ID type
- Where would a Service Animal be Registered?
  - In addition to the Pet Registration Form, SOME Shelter Registration Forms now INCLUDE a space for household pets...
- What about a Comfort, Crisis, Emotional Support or Therapy Animal?



Penny & Leonard



**Emmie** 





### Animal Intake & Daily Care Forms

- Review of Animal IntakeForm
  - 1 Intake form to be completed for EACH Pet
- Review of Animal Daily Care Form
  - A Level 2 action



♦ What if there is an "issue"?

- How are the Animals Identified?
  - ACO/VET, Designee or Pet Shelter Manager will choose method of Identification examples:
    - Colored ID band for Pet & Owner
    - Microchip







# Emergency/Disaster Pet Shelter: The Rules

- Posted for Co-located, Temporary and Co-habitated Shelters
  - Hours for visitation/walking/feeding etc. should be posted at the entrance to the Emergency/Disaster Pet Shelter

Pet Shelter Rules are in ADDITION to General Shelter Rules

- Review the Emergency/Disaster Pet Shelter rules with each Owner
  - Each Owner should get a copy of the Emergency/Disaster Pet Shelter Rules
- Review the Pet Owners Agreement with each Pet Owner
  - If possible, each owner will get a signed copy of the Pet Owners Agreement
  - The Rules are for the Safety of the Owner AND their Pet(s)!



# Owner Pet Shelter Agreement

Safety of the Pets, Owners and Volunteers



Delilah "Deli" @wickedgoodwags

#### OWNER PET EVACUATION SHELTER AGREEMENT



I, \_\_\_\_understand that an emergency exists and that special arrangement have been made to allow my family and pets to remaining together in this shelter facility. I understand and agree to abide by the pet care rules contained in this Agreement and have explained them to any other family members accompanying me and my pet(s). I also acknowledge receipt of a copy of the RULES FOR THE SAFE OPERATION OF THE PET SHELTER and agree to abide by them.

#### **RULES TO ENSURE PET AND PEOPLE SAFETY**

- 1. My pet will remain in its crate except at scheduled times. During scheduled relief time, my pet ( cat or dog) will be properly controlled with leash/ harness and muzzle (if necessary). Scheduled times will be strictly adhered to.
- 2. I agree to properly feed, water and care for my pet as instructed by SMART staff. I agree to properly sanitize the areas used by my pet, including proper waste disposal and disinfection as instructed by the smart staff.
- 3. I certify that my pet is current on rabies and all other recommended vaccinations. I agree to assume the cost of any shots or veterinary care, which may be given at the shelter because my pet lacks proof of vaccination.
- 4. I will not permit my animal to have any contact whatsoever with any other animal while out of its carrier, nor will I permit any other shelter occupants to handle or approach my pet either while in its carrier or during exercise times. I will make sure that the carrier door is properly latched.
- 5. My pet and its cage will be tab-banded for identification by SMART staff upon registration. I agree not to remove these identification bands until after discharge from the shelter.
- **6**. I will permit my pet to be examined by qualified shelter personnel to determine if medical or stress conditions requiring attention are present. I further agree to the administration of medication to alleviate any symptoms.
- 7. I acknowledge that my failure to follow these rules may result in the removal of my pet to another location. I further understand that if my pet becomes unruly or aggressive, shows signs of contagious disease, is infested by parasites (fleas, ticks, lice, etc.), or begins showing signs of stress-related conditions, it may be moved to a more appropriate location. I understand that any decision concerning the care and welfare of my pet(s) and the shelter population as a whole are within the sole discretion of SMART, whose decisions are final.
- 8. I certify that my pet has no prior history of aggressive behavior, has not bitten anyone within the past 10 days and has not been diagnosed with any contagious diseases for which it has not received successful treatment.

I hereby agree to hold harmless all persons, organizations, corporations or government agencies involved in the care and sheltering of my animal(s). I further agree to indemnify any persons or entities, which may have suffered any loss or damage as a result of the care and sheltering of my animal(s).

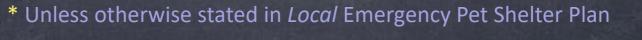
| pet(s) with me, then it/the for a maximum of |  |         |
|--|--|---------|
| I have provided these items                  | for my pet   |         |
|  | wing items were loaned to me to provide pro<br>agree to return these items to SMART when |         |
| Signed                                       | Print name   | Date    |
| Address                                      | Telephone ( )  | License |

Updated 2-20-13 O-1 S.M.A.R.T.



## Sign-Out/Feedback Form

- Why a Feedback Form:
  - Information provided by Owners will assist in improving and planning for future Emergency Pet Shelter operations
- In Co-located, Temporary or Co-habitated Shelters:
  - Each Owner will complete ONE Feedback Form for their pet(s).
  - Usually based on logistics, each Owner will complete a Feedback
     Form and Sign-out their pets BEFORE signing-out of the main Shelter





### Communications

- Be aware of how you are communicating with Pet Owners
- Know your ICS, know who you're reporting to
- Level 1 Volunteers may be asked to:
  - Use Walkie-Talkies
  - Be a Liaison between Pet Shelter Manager and the General Shelter Manager (or Designee)
  - Escort Pet Owners and their Pets
    - Would you take the pet on a leash?
    - Would you a crated pet?



# Day-to-Day Operations



Joan & Aengus



Benny

- Help Pet Owners adhere to rules:
  - Walking
  - Feeding
  - Visitation times
- Provide ONLY Authorized Information and updates to Owners
- Gatekeeper Role for pet safety & security
  - When pets leave/return to shelter area
    - Check owner/pet bands
    - Sign-in/out



#### Demobilize\*

- Sign-Out of Emergency Pet Shelter
  - Completion of local Exit Procedures
  - Collection of all Forms
  - Assist Owners & Pets as necessary (Level 1NO animal contact)
- Breaking Down the Shelter:
  - Location Clean-up
    - Personal Protective Equipment (PPE)
    - Cleaning Solutions

- Volunteer demobilizing duties:
  - Closing procedures
  - Products & equipment
  - Inventory methods
  - Shift de-briefing

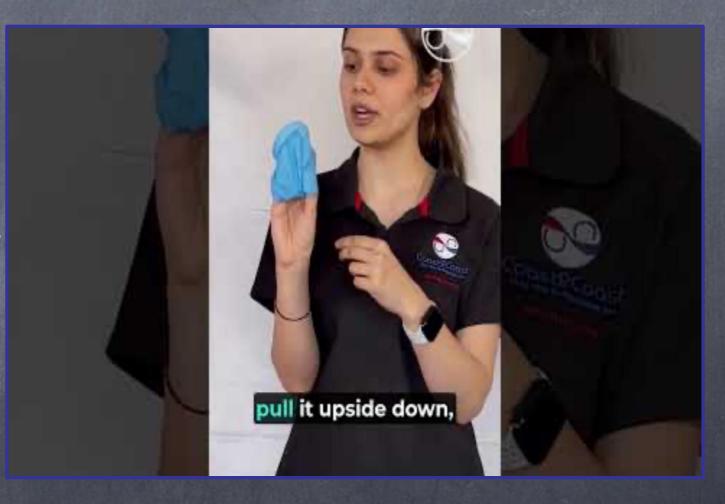


<sup>\*</sup>Scope, Methods and Management may differ from SMART plan and be based on *Local* Emergency Pet Sheltering Plans



### Cleaning & Personal Protective Equipment For All MRC Volunteers: Level 1 & 2

- Goggles, Gloves ...
- Cleaning Solutions
  - Formula for disinfectant
- Removing gloves properly
   insures your health and the safety
   of the pets you are caring for
  - Disposal of gloves is based on local plans/regulations
- HAND WASHING
  - Always wash your HANDS before after working with an animal





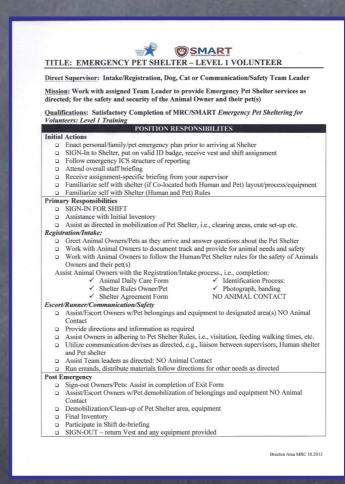
## Emergency Pet Sheltering for MRC Volunteers: Level 1

Level 1 Responsibilities

- No Direct Animal Contact
  - Mobilization
  - Registration/Intake
  - Communication
  - Demobilization



ICS & Job Action Sheet





## Emergency Pet Sheltering for MRC Volunteers: Level 1

#### What we have reviewed



Murphy

- Where do Volunteers fit in?
- What are the main functions for Level 1
  Volunteers
- Mobilization: Physical set, up, pre-event inventory
- Administration: Registration/Intake
- Communication: use of devices, liaison
- Demobilization: Exit and closing procedures
- NO Animal Contact



## Emergency/Disaster Pet Shelter: The Rules

- Posted for Co-located, Temporary and Co-habitated Shelters
  - Hours for visitation/walking/feeding etc. should be posted at the entrance to the Emergency/Disaster Pet Shelter

Pet Shelter Rules are in ADDITION to General Shelter Rules

- Review the Emergency/Disaster Pet Shelter rules with each Owner
  - Each Owner should get a copy of the Emergency/Disaster Pet Shelter Rules
- Review the Pet Owners Agreement with each Pet Owner
  - If possible, each owner will get a signed copy of the Pet Owners Agreement
    - The Rules are for the Safety of the Owner and their Pet(s)!



#### LOCAL Plans

- \* As Volunteers, we need to be ready to respond, but we first need to make sure our family is prepared and safe:
  - Do you have a plan and/or a go-kit for yourself, your family and family pets?
    - https://www.ready.gov/pets

      Ready

      https://www.ready.gov/pets

      https://www.ready.gov/planult/files/2023-11/aph-save-the-whole-family-pets.pdf
  - \* Do you know where your local or regional Emergency/Disaster Shelter is?
    - Do they have a plan for household pets?
      - Does it include provisions for health concerns, for guests and animals?

## Personal & Local Plans for Large Animals

- Do you have Large animals or Livestock?
  - Local Animal Emergency/Disaster Shelters plans typically do not include either
  - Make sure YOU have a plan, a good resource is:

\*AVMA ttps://www.avma.org/resources/pet-owners/emergencycare/large-animals-and-livestock-disasters

Check with your local Emergency Management Agency to see what their plan(s) are

#### Please Note

All Downloadable Materials, and Informational Links, and Suggested AdditioinalTrainings have been made available at:

INSERT LINK ADDRESS

I have a pet lizard named Puff, five goldfish named Pinky, Brain, Jowels, Pearl and Sandy, an Oscar fish named Chef, two Pacus, an albino African frog named Whitey, a bonsai tree, four Venus flytraps, a fruit fly farm and sea monkeys



Chris Pratt, actor Parks & Recreation, Moneyball

Just One More step to Complete
Emergency Pet Sheltering for
Medical Reserve Corps

Volunteers: Level 1!



## Emergency Pet Sheltering for Medical Reserve Corps Volunteers: Level 1

- Certificates of Completion Will be available once you complete the Quiz
- Level 1
   For Emency Pet Shelter
   Volunteer Identification for your
   badge, please contact your local
   MRC Unit Coordinator



Rhody



#### MRC Pet Shelter Volunteer, Level

1



To Complete your Training please go to:

INSERT LINK

and take the Level 1 Quiz

Once you pass, you will be directed to an additional link to download your

Certificate of Completion



# THANK YOU For Your Time and For Being A VOLUNTEER!



Lisa C. Kaufman, ATR-BC, LADCI
Behavioral Health, Emergency Planning Consultant
Preparedness Specialty Services
<a href="mailto:lickaufmanpss@gmail.com">lckaufmanpss@gmail.com</a>