Introduction

Thank you for serving California’s people and animals by volunteering in the California Veterinary Medical Reserve Corps (CAVMRC.) The CAVMRC was registered as a unit of the Federal Division of Civilian Medical Reserve Corps registered by the California Veterinary Medical Association (CVMA) in 2009. It provides veterinary and care services for animals in emergency shelters during and after disasters. In addition, it offers animal emergency planning resources and assistance for municipalities. Members of the CAVMRC receive training on animal emergency topics such as shelter set-up and management and disaster medicine. In addition, the CAVMRC strives to ensure that all members are versed in the Standardized Emergency Management System (SEMS) and the Incident Command System (ICS.) The CAVMRC also provides credentialing and basic disability/worker’s compensation insurance coverage during a deployment.

This manual is a compilation of CAVMRC approved policies as well as an animal sheltering guide. All CAVMRC members are expected to review this manual, and abide by and uphold the policies set forth herein.

More information about animals in disasters can be found at the California Animal Response Emergency System (CARES) website: www.cal-cares.com Specific information needed during a deployment such as resource lists, emergency animal contacts, shelter forms, standard operating procedures, and emergency command structure overviews can be accessed on the CARES mobile website: www.cal-caresfieldguide.com

Questions about this manual may be directed to the CVMA by emailing staff@cvma.net or by calling (916) 649-0599.
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Policy on Membership Criteria

To be a member of the CAVMRC, an applicant must fit into one of the following categories:

1. Veterinarian
2. Registered Veterinary Technician
3. Veterinary Assistant currently employed by a California licensed Veterinarian
4. Office staff currently employed by a California licensed Veterinarian
5. Veterinary student or faculty at Western University of Health Sciences School of Veterinary Medicine or UC Davis School of Veterinary Medicine
6. Animal Control Officer or shelter staff working under the direct supervision of an in-house California licensed Veterinarian
7. CVMA staff members

Members must not have any felony drug or alcohol convictions.

Membership is free.

Those who wish to join the CAVMRC do not have to be members of the CVMA; however membership in the CVMA is encouraged.
Roles and Responsibilities in the CAVMRC

CVMA Board of Governors

The CVMA Board of Governors is the ultimate governing body of the organization. All decisions are finalized by Board approval. The Board will receive information and recommendations from the CVMA Executive Director on behalf of CAVMRC coordinators and the CAVMRC Steering Committee. The Board of Governors makes the ultimate CAVMRC policy and governance decisions.

CVMA Executive Director

The CVMA Executive Director reports to the CVMA Board of Governors any relevant matters pertaining to the CAVMRC. In the absence of the CAVMRC State Coordinator, the Executive Director is responsible for carrying out tasks appointed to the CAVMRC such as corps representation at meetings and functions, grant compliance, member deployment, and member notification of training and events.

CAVMRC Steering Committee

The CAVMRC Steering Committee is a CVMA committee that works with other animal support groups, animal welfare organizations, and governmental agencies to ensure the most efficient and effective emergency response network to preserve animal life and to provide emergency care during a disaster. The committee also can assist with guiding the CAVMRC by creating and maintaining a member manual, and by determining priorities for training and supply procurement.

CAVMRC Unit Coordinator

The Unit Coordinator oversees membership throughout California. The coordinator performs the following functions:

1. *Membership development:* Recruits new members at VMA meetings, sets-up new DHV webpage profiles for new members, helps members manage their DHV profiles, applies for grants for training and supplies, plans and coordinates training events, makes members aware of disaster related events.

2. *Deployment:* works with both government and NGO stakeholders to plan and execute disaster response. Operates the DHV system to deploy and coordinate scheduling of volunteers during disasters.
CAVMRC Region Coordinators

Region coordinators:

- Support the CAVMRC County Coordinators and serve in their place if a county coordinator seat is vacant.
- Assist in the planning and implementation of CAVMRC trainings that may be taking place in their region.
- Meet and know State Mutual Aid Region Coordinators (Office of Emergency Services) and assist in representing the CAVMRC to them.
- Meet with and serve as a point of contact for the Regional Disaster Medical Healthcare Service (California Emergency Medical Services Authority) and assist in representing the CAVMRC to them.
- Serve on the CVMA CAVMRC Steering Committee and attend meetings once to twice yearly.

CAVMRC County Coordinators

County coordinators are asked to be part of any discussions that the CAVMRC has with local animal authorities regarding animal disaster plans. For instance, if a local authority needs assistance developing and implementing an animal disaster plan in a county, county coordinators can act as liaisons/facilitators and contacts for that process.

- County Coordinators should be acquainted with the key points of contact for emergency services in their County including local public health officials and local Office of Emergency Services authorities, local animal control authorities, and the county Agricultural Commissioners.
- During a disaster, if possible a county coordinator would work directly with the CAVMRC Unit Coordinator or a deputy coordinator to oversee/facilitate the CAVMRC role in a local disaster.
- County coordinators may be asked to speak on behalf of the CAVMRC at various community events (such as special interest club functions or city council meetings) to represent animals in disasters.
- Help disseminate information about trainings to CAVMRC members and also help facilitate trainings by helping out with logistics and planning, etc.

CAVMRC Members

Members must keep their DHV profile current with any changes in contact information or updates on completed training. Members are asked to complete various online self-guided trainings and are given opportunities to attend classroom trainings put on by the CAVMRC or other organizations.

Members must respond with their availability if asked to deploy. If they deploy, the scope of their responsibilities can vary widely depending on the type of disaster, number
and type of animals involved, magnitude of the disaster, and number of other available volunteers.

Members should read the CAVMRC Member manual and be prepared to deploy. Such preparations include:

1) Keeping DHV contact information up to date (online profile at www.healthcarevolunteers.ca.gov),
2) Having a personal deployment kit ready on hand,
3) Having sufficient minimal training completed and logged in their DHV profile.
Volunteer Member Code of Conduct

Volunteers working for or representing California Veterinary Medical Reserve Corps (CAVMRC) shall adhere to the following policies:

1. Volunteers for CAVMRC will only enter into an emergency event when formally activated by CAVMRC through state or local emergency management requests and shall not be considered active until they sign in at a designated staging area. CAVMRC identification shall never be used to gain access to a disaster scene without formal activation. Individuals engaged in any response activities without formal activation are not authorized to be working as part of the CAVMRC.

2. Volunteers shall project a professional manner and appearance while participating in any CAVMRC-related activities. The following will not be tolerated while on site at a disaster, training, exercise or other CAVMRC activity:
   a. Consumption of alcoholic beverages while on duty in an emergency response or any display of public drunkenness.
   b. Possession, use or selling of any illegal drugs.
   c. Violation of any laws.
   d. Public outbursts, public derogatory remarks about other organizations or individuals, sexual harassment, or racially offensive behavior.
   e. Illegal use or illegal display of a firearm.

3. Volunteers shall observe all safety rules and regulations and be familiar with proper usage and operation of all equipment. Individuals should refuse to proceed and then notify their supervisor when faced with operations that are beyond their capabilities based on their experience, training and knowledge, and seek appropriate alternatives or additional task supervision involving a qualified individual.

4. Volunteers will wear appropriate clothing including personal protective equipment, CAVMRC issued identification, and CAVMRC issued articles of clothing intended to identify volunteers.

5. Volunteers will carry copies of appropriate professional credentials and CAVMRC-issued identification during emergency activation or exercises.

6. Volunteers shall be expected to accept assignments and/or orders as directed by the supervising authority (Incident Command), or if required, make discretionary decisions based on appropriate intent and reasonable judgment.

7. Volunteers while representing CAVMRC will not participate otherwise in operations that serve to promote personal gains or ideologies.

8. Volunteers shall not enter private properties to perform search and rescue or other duties without permission from either an owner or the supervising law enforcement agency.

9. Volunteers shall remain in contact with the appropriate incident authority, and confine their activities to the stated mission and directives of the Incident Command System.

10. Volunteers shall not transport animals to facilities other than the ones that have been assigned by the supervising authority.

11. Volunteers will interact with the media only through official CAVMRC and incident command public information channels and will keep all information concerning disaster victims or criminal investigation support confidential.

12. Photographic responsibilities during emergency activation will be assigned to specific personnel and be conducted strictly for purposes of animal identification and/or documentation of the condition of the animal for cases. Photographs are not for public distribution via any electronic or printed media, or through social media. Promotional photography may only be performed by a CAVMRC designee and use of such photographs must be approved by agencies having authority and, if applicable, the subject. CAVMRC volunteers must respect the privacy of people and animals affected by emergencies and not take or distribute photographs.

13. Volunteers shall not accept personal cash gratuities. All donations shall be directed to the appropriate California Veterinary Medical Association staff for documentation and issuance of receipts.
Deployment Policy

Criteria for Deployment

The California Veterinary Medical Reserve Corps (CAVMRC) responds to emergencies in which local resources are overwhelmed and unable to provide adequate services to address the veterinary care needs of animals. Such emergencies do not include large scale disease outbreaks which are under the jurisdiction of the California Department of Food and Agriculture. Such emergencies do not include humane or legal cases.

Within the context provided above, the CAVMRC may only deploy under the following circumstances:

1. The Governor of California proclaims a state of emergency. In this situation, the CAVMRC will be contacted/implemented as a secondary responder at the state level. State agencies that can contact the CAVMRC and request deployment on behalf of the governor are:

   - The California Governor’s Office of Emergency Services (Cal OES)
   - The California Emergency Medical Services Authority (Cal EMSA)
   - The California Department of Food and Agriculture (CDFA)

2. The CAVMRC will only deploy in circumstances which require animal care veterinary care and shelter oversight in the call-out scenario listed above.

3. The CAVMRC primarily trains and functions as a secondary responder and therefore does not provide “first responder” type services in a deployment.
Deployment Sequence of Events

1. Emergency/Disaster Occurs
2. CVMA/CAVMRC is contacted through official channels
3. CAVMRC conducts deployment request to members
4. CAVMRC manages scheduling and volunteer logistical support throughout the course of the event
5. Supplies are dispatched to the location through CAVMRC Region Coordinators
6. Coordinators work to deploy and schedule volunteers

Deployment Qualifications

Members must, at a minimum, be certified in the following courses:

- Introduction to Incident Command System (ICS or IS-100.b)
- ICS for Single Resources and Initial Action Incidents (IS-200.b)

Members are strongly encouraged to also be certified in:

- Animals in Disasters: Awareness and Preparedness (IS-10.a)
- Animals in Disasters: Community Planning (IS-11.a)
- Livestock in Disasters (IS-111.a)
- Introduction to National Incident Management System (ICS or IS-700.a)

Members who meet the above criteria, will then be chosen for deployment based on the following qualifications:

1. Their proximity to the emergency location
2. Other training/qualifications such as:
   a. Species expertise
   b. Shelter management experience
   c. Experience with the specific injuries/problems being encountered in the given emergency
   d. Other training and qualifications beyond ICS
3. The extent of their availability

-7-
4. When they respond with their availability
5. How long they indicate that they can be available

Disaster Service Worker Volunteer Oath

Members must be sworn Disaster Service Worker Volunteers for the incident to which they are responding. This is accomplished by jurisdictional authorities at the incident. Please see Appendix A for more information.

* The CAVMRC, CVMA, and CVMF are not responsible or liable for any illness, injury, acts or occurrences incurred by volunteers prior to them being sworn in as disaster service volunteers at the incident. After being sworn in, active members of the MRC will be afforded insurance coverages described in Appendix A.

Supply Cache Deployment

The CAVMRC provides equipment to members including but not limited to:
- Reflective vests
- Pocket deployment guides/ICS guides
- MRC lapel pins
- ID badges, badge holder, lanyard
- In some circumstances, the CAVMRC may be able to make a limited emergency medical supply cache available for member use during deployment. The availability of the cache will depend on the location of the event, the type of emergency, and the status of the cache at the time.
Appendix A

Disaster Service Worker Volunteer Program (DSWVP)

Guidance

April 6, 2001

This document is published with cooperative efforts of the

California
Governor's Office of Emergency Services
and the
State Compensation Insurance Fund
Appendix A

**Disaster Service Worker Volunteer Program**

**Introduction**

The State of California Disaster Service Worker Volunteer Program (DSWVP) provides workers' compensation insurance coverage in the event a Disaster Service Worker (DSW) volunteer is injured while performing assigned disaster duties.

This publication provides the Program history, information on the Disaster Service Worker Volunteer Program Regulations, and answers to questions frequently asked. This publication is to be used in conjunction with the DSWVP regulations. (Cal. Code of Regs., Title 19, §2570-2573.3)

Additional Program information may be obtained by contacting the Governor's Office of Emergency Services, Disaster Service Worker Volunteer Program Coordinator at (916) 464-3200.

Included in this guidance booklet are step-by-step instructions for filing workers' compensation claims under this Program. When filing claims, the State Compensation Insurance Fund (SCIF) office may answer additional questions and provide forms and brochures.

For SCIF forms and brochures call (916) 567-7526. This is not an information line.

For SCIF claim office call (916) 567-7629.

**Disclaimer**

This publication is a guidance document and does not establish new standards. It is informational only and does not replace regulations or statute. Legal questions should be addressed with your city or county counsel.
Appendix A

PROGRAM HISTORY

Understanding the Program

To understand the Disaster Service Worker Volunteer Program (DSWVP), you must flip your calendar pages back to the early 1940's when our country was involved in World War II. At that time, all counties in California had War Councils. At a later time these War Councils were called Disaster Councils. Disaster Council’s came to play a significant role in the development of the DSW Volunteer Program.

California Emergency Council / Disaster Councils

The California Emergency Council (CEC) has existed since the early 1900’s, and continues to advise the Governor and review preparation for disasters and other emergencies. One of the statutory duties of the California Emergency Council is to approve local Disaster Councils, required by law to be accredited. (Govt. Code, §8612.) Accreditation is necessary in order for the Disaster Council to register disaster service worker volunteers in the DSW Volunteer Program (DSWVP). The DSWVP provides volunteers with Workers’ Compensation if they are injured performing disaster service work and, in addition, provides limited immunity from liability.

The War Powers Act of 1943 and the California War Council

In 1943, due to concern regarding an invasion along the United States Pacific border, the War Powers Act of 1943 created the California War Council. The Council’s first job was to help the city and county defense and local war councils.

The California War Council recognized that because of the war effort, human resources in California were inadequate to address the problems of mass attack or natural disasters. As a result, local war councils were forced to recruit numerous civilian volunteers. Men and women from all walks of life who were willing to train for hazardous jobs and to be on call at all times. These volunteers were subject to possible safety risks in the performance of emergency duties.

Prior to the War Powers Act, civilian volunteers were not provided any form of compensation if injured during the course of their volunteer duties. In 1942, the State Attorney General issued an opinion that under the California Workmen’s Compensation Act (later re-named Workers’ Compensation), volunteers injured during civilian defense work were not eligible for compensation. The legal theory was that because these volunteers freely donated their time for the benefit of California citizens without expectation of compensation, they similarly could not expect compensation if they were injured because there was no employment relationship.

Realizing that failure to compensate volunteers for injuries received while volunteering was not conducive to recruitment, the Legislature addressed the problem with the War Powers Act. The Act provided that volunteers might receive the benefits of the State Workmen’s Compensation funds if the volunteer was injured in the course of his or her volunteer duty. One requirement of this benefit was that the volunteers must be registered with a local War Council, which in turn must be certified by the California (State) War Council. On June 4, 1943, the California (State) War Council certified all existing War Councils in California as “accredited” for the purpose of qualifying their enrolled Civilian Defense workers for workers’ compensation for injuries incurred during the course of volunteer duties.

Volunteers and

As a result of the California (State) War Council’s action in accrediting local War Councils
### Workers' Compensation

(later called Disaster Councils), and the availability of Workmen’s Compensation, volunteer groups were formed. These volunteers were called into action in many local crises. The California (State) War Council succeeded in establishing the rights of injured volunteers to apply for Worker’s Compensation, even though the emergency in which they had acted was not due to enemy action.

Currently, Disaster Service Workers, like their predecessors, the Civilian Defense Workers, provide valuable services during emergencies. Workers’ Compensation benefits continue to be provided to registered volunteers who contribute their services to protect health and safety and preserve lives and property of the State. State law now protects volunteers from financial loss resulting from injury, as well as providing them limited immunity from liability in the course of their disaster service duties.

### Accredited Disaster Councils

California law requires Disaster Service Workers register with an accredited Disaster Council, the Governor’s Office of Emergency Services, or an authorized State agency.

Most cities and all counties in California have established Disaster Councils that are accredited by the California Emergency Council. Affiliation with an accredited Disaster Council and delegated authority from that council are required prior to a jurisdiction administering a disaster service worker volunteer program. (Cal. Code of Regs., Title 19, §2571)

### Accreditation Process

Accreditation of a Disaster Council must be certified by the California Emergency Council, either directly, during a meeting, or through ratification of the Governor’s approval in case the California Emergency Council is not meeting. (Govt. Code, §8581.) Accreditation of a Disaster Council is mandatory in order to register Disaster Service Worker volunteers. (Cal. Code of Regs., Title 19, §§ 2570.2(d), 2571(a)).

Eligibility for accreditation requires a Disaster Council to provide the Governor’s Office of Emergency Services with the following:

1. A certified copy of an ordinance addressing four items:
   1. The ordinance must provide for the existence of a Disaster Council.
   2. A Chairperson or Director of the Disaster Council must be specified.
   3. The emergency management organization must be recognized.
   4. Compliance with the Emergency Services Act must be stated.

A model ordinance for both cities and counties is located in Appendix #3 (page 45) of this Guidance. Also included are the Master Mutual Aid Agreement and a Resolution for Registering DSW’s. These two documents could also be submitted with the request for accreditation.

If you are unsure of the accreditation status of your jurisdiction, contact your city manager or the Governor’s Office of Emergency Services or refer to the Appendix #2 (page 35) of this Guidance. (Appendix #1: List of California Accredited Disaster Councils)

### Questions

Questions regarding the accreditation of your Disaster Council can be directed to the Governor’s Office of Emergency Services, Planning and Technological Assistance Branch, at (916) 464 - 3200.
DEFINITIONS

Disaster Service Worker Volunteer

Registered DSWs: A disaster service worker volunteer is “...any person registered with an accredited Disaster Council...for the purpose of engaging in disaster service...without pay or other consideration.”

Registered DSW volunteers are persons who have chosen to volunteer their time to assist a disaster or emergency services agency in carrying out the responsibilities of that agency. The person must:

- be officially registered with the accredited Disaster Council; and,
- not receive any pay, monetary or otherwise, for the service being provided.

Public employees as DSWs

“Disaster service worker” includes public employees performing disaster work that is outside the course and scope of their regular employment without pay...” (Labor Code, §3211.92(b)).

Impressed into service

The definition “...also includes any unregistered person impressed into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of the citizens in the execution of his or her duties.”

Disaster Service

“Disaster service means all activities authorized by and carried on pursuant to the California Emergency Services Act, including approved and documented training necessary or proper to engage in such [disaster] activities.” (Cal. Code of Regs., Title 19,§2570.2. (3)(b)(1)).

The California Emergency Services Act provides a definition of disaster activities resulting from a “State of war emergency”, a “State of emergency”, and/or a “Local emergency.” This DSWVP Guidance will not address those activities in depth, refer directly to the California Emergency Services Act for additional information. (Govt. Code, §8558 (a)(b)(c)).

The disaster service, as defined for the DSW Volunteer Program, is designed primarily to aid in disaster events. It does not include the day-to-day emergency response activities typically associated with, for example, law enforcement, fire services or emergency medical services.

Convergent Volunteers

Convergent volunteers are not pre-registered volunteers, and have not been impressed into service. They are volunteers who come forward spontaneously during the time of a disaster or emergency event, or post disaster to assist without pay or compensation. Over the years, California has experienced major disaster events including floods, earthquakes...

1 & 2. Cal. Labor Code § 3211.92, “Disaster service worker does not include any member registered as an active fire fighting member of any regularly organized volunteer fire department..., or any paid sheriff’s reserve officer.”
Appendix A

and fires. During such events, individuals have offered to volunteer their time and skills to assist local government in aiding with the disaster. As many as 10,000 of these individuals (called convergent volunteers) came forward during the Loma Prieta earthquake in 1989.

Convergent volunteers are used to augment existing organizations. Pre-disaster registered volunteers are typically used before convergent volunteers. Convergent volunteers serve at the pleasure of the management of the agency they are assisting. The agency may restrict assignments, control their level of participation, or prohibit their use altogether. The agency’s management assumes the responsibility to ensure that convergent volunteers are physically and mentally capable of performing duties to which they will be assigned, and must provide training appropriate to the assignment. An example of training could be: safety instruction in filling and passing sandbags in a flood situation prior to a volunteer being assigned to that job. Another example of training could be; basic safety instruction in assisting at a shelter and processing incoming evacuees.

Volunteers who spontaneously come forward to assist can become registered as DSW volunteers for the duration of that single event. (Refer to Registration and Training) The local emergency plan should make provisions for organizing and registering convergent volunteers. To be covered for workers’ compensation benefits, these volunteers must meet all of the requirements as indicated in the DSW Volunteer Program Regulations. This would include proper registration, appropriate training and working under official supervision. Some Disaster Councils have identified in their emergency plans that certain community-based organizations (CBO’s) may facilitate the registration of convergent volunteers. Directing volunteers to a designated location and dispatching them through the CBO may help the accredited Disaster Council manage its resources. The CBO’s however, cannot actually register the volunteers. They can assist volunteers filling out the registration form, but the public official having authority to do so must administer the loyalty oath, etc.

Once a convergent volunteer is registered as a Disaster Service Worker volunteer, that person is no longer convergent, but considered a registered DSW volunteer.

Convergent volunteers not registered as DSW volunteers, have some liability protection for disaster service under Good Samaritan Laws. They are not, however, provided immunities to the extent as registered DSW volunteers and are not covered for workers’ compensation insurance through the DSW Volunteer Program. (Govt.Code, §§820, §§857, Public Law 105-19, Volunteer Protection Act of 1997, 42 USCA 14501-14505)

The Emergency Services Act (§857) provides DSW volunteers with limited immunity from liability while providing disaster service as it is defined in §§2570.2 and 2572.2 of the Disaster Service Worker Volunteer Program Regulation (Cal. Code of Regs., Title 19). Additionally, U.S. Public Law 105-19, Volunteer Protection Act of 1997, provides limited protection. Immunity from liability protects the political subdivision or political entity, and the DSW volunteer in any civil litigation resulting from acts of good faith made by the political subdivision or political entity, or the DSW volunteer, while providing disaster service (e.g., damage or destruction of property; injury or death of an individual). Immunity from liability does not apply in cases of willful intent, unreasonable acts beyond the scope of DSW training,

or if a criminal act is committed.
Appendix A

DSWVP

The California “Disaster Service Worker Volunteer Program,” sometimes referred to as the DSW volunteer program or the DSW program.
Appendix A

**Classifications of Disaster Service Worker Volunteers**

**Classifications**

DSW volunteers are used throughout the state to augment first responder and rescue teams in a state of war, state of emergency, or a local emergency disaster, and to assist in recovery activities following a catastrophic event. The DSW volunteer classifications approved by the California Emergency Council are listed below. If an accredited Disaster Council determines it needs volunteer disaster services not included in one of these classifications, the Council may contact the Governor's Office of Emergency Services, DSWVPN Coordinator.

- Animal Rescue, Care & Shelter
- Communications
- Community Emergency Response Team Member
- Finance & Administrative Staff
- Human Services
- Fire
- Laborer
- Law Enforcement
- Logistics
- Medical & Environmental Health
- Safety Assessment Inspector
- Search & Rescue
- Utilities

**Specialties**

Classifications may further be defined into specialty areas (e.g.; Human Services may include, providers of food, shelter, registration of evacuees, and religious or spiritual needs. Laborer may include, a person under the direction and supervision of the responding agency who is doing general labor services and supporting emergency operations. Medical and Environmental Health may include, doctors, nurses, radiologists, laboratory technicians, etc.). The DSW volunteer registration form should include a space for the specialty as shown on the sample registration on page 13 of this Guidance. This specialty information will assist the emergency organization in resource planning and management.
Appendix A

REGISTRATION

Purpose of registration
Disaster Service Worker volunteers are registered in order to:
- Assist the emergency organization in advance disaster planning
- Assist in the dispatch and management of resources
- Facilitate administration of the loyalty oath, as required by law
- Protect the interests of volunteers who provide direct services to government agencies and;
- Provide documentation required for workers' compensation coverage under the DSW Program.

Registration
Volunteers, as well as the emergency authority administering the oath, should sign and date the registration form. If under 18 years of age, the signature of a parent or legal guardian is required.

It is illegal to retroactively register a volunteer as a DSW volunteer. For example, if a person has been active with a volunteer organization for some time, but not registered, and is injured, it would be illegal to register them after the injury in hopes the DSW Volunteer Program would cover the injury.

Loyalty Oath
No workers' compensation benefit or reimbursement of expenses incurred may be paid to any DSW volunteer unless the loyalty oath has been taken or subscribed to.

Administration of the Oath
The oath is to be administered only by an officer authorized to administer oaths. At the county and city level, the county or city clerk, at the request of the jurisdiction's OES, may deputize selected staff from the county or city OES as Deputy County/City Clerks for the purposes of administering the loyalty oath to DSW volunteers. The county or city clerk may also designate the county or city OES as the official repository for DSWVP records to make the administration of the Program more practical.
(Refer to Appendices: Govt. Code §3104 and Memo Subject: Administration of Oath)

Expiration
The effective period of a registration may differ according to circumstances.

Single Event Registration
A DSW volunteer can be registered for a single event only; such as an exercise, a drill or an actual disaster, even though the person is not a regular active member of an organized response team. At the discretion of the accredited Disaster Council, a single event only registration can be extended to a period of up to one calendar year. (Govt. Code, §3102)

Multi Event Registration
For a registered, active DSW volunteer response team member, the registration is effective for the period the person remains a member with that organization. The accredited Disaster Council does have the discretion to establish a more limited oath/registration period such as a certain number of years. Registration renewal times could prompt the DSW volunteer to provide any updates on personal information such as address, telephone
numbers and emergency contact information. The active DSW volunteer does not have to retake or re-subscribe to the loyalty oath with each registration renewal. If, however, the volunteer withdraws from service and later re-registers, the loyalty oath must be re-administered. (Govt. Code. 3102.(c))

**Background Investigations**

There is no statute or regulation requirement for criminal background investigation and health examinations for Disaster Service Worker volunteers. The local accredited Disaster Council may make a determination to review the criminal and health background of potential DSWs. This determination should be made in consultation with local legal counsel. Also, it is prudent to verify professional licenses or certificates, when these documents are pertinent to the duties of the DSW.

**Registration Form**

An “example” of a completed registration form is located on page 13. A blank registration form is located on page 14. The document style is not required, but is a sample that can be used, or revised, to meet the needs of the jurisdiction, including the use of a jurisdiction’s logos. The form may be copied.

(An electronic copy of the registration form can be requested by contacting the Governor’s Office of Emergency Services, Regional Staff or the DSW Program Coordinator.)

The person applying to volunteer should fill out the registration form. Information fields required by DSWVP regulations are shaded on the registration form. Additional fields can be filled out with pertinent information that is helpful to the emergency services organization. When signing the registration form, a person having the delegated authority to do so must administer the loyalty oath, and the form signed and dated by that authorized official. (Refer to Appendices: Memo Subject: Administration of Oath and Govt. Code. §3104)
Government Code §3108-§3109:
Every person who, while taking and subscribing to the oath or affirmation required by this chapter states as true any material matter which he knows to be false, is guilty of perjury, and is punishable by imprisonment in the state prison not less than one nor more than 14 years. Every person having taken and subscribed to the oath or affirmation required by this chapter, who, while in the employ of, or service with, the state or any county, city, city and county, state agency, public district, or disaster council or emergency organization advocates or becomes a member of any party or organization, political or otherwise, that advocates the overthrow of the government of the United States by force or violence or other unlawful means, is guilty of a felony and is punishable by imprisonment in the state prison.

LOYALTY OATH OR AFFIRMATION (GOVERNMENT CODE §3102)

I, ____________________________________________, do solemnly swear (or affirm) that I will support and defend the Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without any mental reservations or purpose of evasion; that I will well and faithfully discharge the duties upon which I am about to enter. I certify under penalty of perjury that the foregoing is true and correct.

____________________________________________
DATE

____________________________________________
SIGNATURE

IF UNDER 18 YEARS OLD, SIGNATURE OF PARENT/GUARDIAN

____________________________________________
SIGNATURE OF OFFICIAL AUTHORIZED TO ADMINISTER LOYALTY OATH

TITLE

*Registration for the active DSW volunteer is effective for the period the person remains a member with that organization, for a volunteer registering for an intermittent or a single event, the expiration date is set at the discretion of the accredited Disaster Council but not to exceed one year. (Govt. Code §3102)
Appendix A

PROGRAM ADMINISTRATION

File Retention and Record Keeping

Documented proof of the oath or affirmation on the registration form of any Disaster Service Worker volunteer is an integral part of an injury claim for workers' compensation. File retention should follow the same rules as other public agency personnel records. The Registration form with oath or affirmation shall be filed within 30 days of the date it was taken or subscribed as follows:

State Agencies

State agencies registering DSW volunteers should file the DSW registration/loyalty oath as prescribed by the State Department of Personnel Administration.

Counties

The registration/oath of any county DSW volunteer shall be filed in the office of the county clerk or in the official department personnel file of the county employee who is designated as a disaster service worker. The oath may be destroyed without duplication five years after the termination of the employee’s employment by the county. (Govt. Code, §3105,(b)) (The term, “employee” is referring to a “volunteer”.)

Cities

File DSW volunteer registration/oaths in the office of the city clerk. At the request of the City OES, the City Clerk may designate a department (e.g., city OES) as the official repository for Disaster Service Worker records in order to make the administration of the program more practical.

Other Agencies or Districts

File DSW volunteer registration/oaths with an agency or district designated officer or employee.

Retaining Records

DSWVP original documents are public record and subject to disclosure under the Public Records Act (Govt. Code, §6250, et. seq.). Records should be retained in an official file, available for review by the Governor’s Office of Emergency Services or State Compensation Insurance Fund should the need arise. **A copy of the original registration with oath must be submitted with any DSWVP claim.** (Cal. Code of Regs., Title 19, §2573.2 and Govt. Code, §3105)

Training

Since volunteers are important assets in a major response, DSW volunteers should be trained and prepared for disaster service assignments. Registered DSW volunteers are provided workers’ compensation insurance coverage while participating in training activities that are pre-approved and documented by the supervising authority. All training should be supervised by the accredited Disaster Council or its’ designee. (Cal. Code Regs., §2573.1 (5)(b)(c)(2)(3))

While some classifications require very basic training, others require extensive and specialized training. Some professionals (physicians, nurses, engineers, architects, etc.) may need additional training in how to provide their services under extreme circumstances or hazardous conditions. Regardless of the classification, all DSW volunteers should be given basic safety instruction commensurate with the environment in which they may be providing services.

Documenting Training

Each registered DSW volunteer should have training prior to being dispatched to a disaster event. Training can be documented on something as simple as a training sign-in sheet or as elaborate as an individual electronic training record. In the event a DSW volunteer is
Appendix A

injured while attending a training activity, this documentation would help substantiate that the DSW volunteer was, in fact, participating in an official activity. Training schedule documentation should be prepared prior to the event. Should an injury occur during the training, coverage would be appropriately provided.

Exclusions

Registered DSW volunteers will not be provided workers’ compensation coverage for participating in parades, public exhibitions, physical fitness training, or other activities not related to disaster service. There are exceptions to this, however, for example, Auxiliary Communications Systems (ACS) may schedule an authorized DSW volunteer training for crowd control communications and will use a public parade event as a tool for that specific type of training. In this example, crowd control communications is not the day-to-day activity of the ACS volunteer and the parade acts as an exercise to develop volunteer skills that can be used in a disaster.

Activation

All registered DSW volunteers should wait for official activation from their supervising authority before carrying out volunteer work. Official activation ensures the DSW volunteer the benefits and protections of the Disaster Service Worker Volunteer Program. Activation of DSW volunteers should be documented by the authorizing agency or organization.

Example - Community Volunteers

A major earthquake occurs, severely impacting “City A”, and many surrounding cities and counties. The “City A” DSWVP coordinator contacts registered DSW volunteers but can only reach a few volunteers to report to duty at the “City A” Emergency Operations Center. The coordinator has an “Activation Sign-in Sheet” for the volunteers to sign when they report for duty. In nearby “City B” all registered DSW volunteers have been previously trained, that in time of a major disaster they are to report immediately to their neighborhood Community Emergency Response Team (CERT) coordinator for signing-in and further instruction.

Official activation took place in both “City A” and “City B” however, using different methods. “City A” activated via a phone or auxiliary communication to the registered volunteer, and “City B” volunteer activated immediately according to training procedures. Both had official activation sign-in rosters that can substantiate activated volunteers.

Example - Auxiliary Communications

Same scenario as previous example. As soon as “City A” is activated, the ACS Coordinator is alerted and ACS activated. “Radio Amateur Civil Emergency System (RACES) can be activated at any time of perceived or actual need by the sponsoring local or state government pursuant to a request of the authorized official of that government.” (The ARRL Operating Manual, 3rd edition, page 14-17). Licensed auxiliary communication systems operators should know and follow the chain of authority in the written local government Emergency Communications (ECOMM) Unit Plan. The ECOMM bulletins are also available on the internet. (Refer to Appendix # 9 for acronyms and web sites)

Reimbursement of Expenses

Although DSWs volunteer their time without pay or other consideration, personal expenses incurred while performing disaster service may be reimbursed. Expenses may include per diem costs (meals, lodging, etc.) while providing disaster service out of the home area or
Appendix A

for extended work shifts. Policy with regard to reimbursement of expenses is to be determined by the accredited Disaster Council or designated authority. The DSW volunteer should be informed of this policy prior to incurring such expenses.

Note

The DSW Volunteer Program fund budgeted annually by the California Legislature does not provide funds for reimbursement of personal expenses incurred while performing disaster service. This fund allocation is only for workers' compensation insurance coverage. Funding for reimbursement of personal expenses incurred during disaster service is the responsibility of the accredited Disaster Council or designated authority, and may or may not be reimbursed to that entity by the state or by the federal government. Please check with your finance staff for specific information regarding reimbursement of disaster expenses.
WORKERS' COMPENSATION CLAIM PROCEDURES

Covered Activities

Registered DSW volunteers may file a claim for injuries sustained while engaged in the following activities:

- Performing disaster service, including travel to and from the incident site, when called to duty during an emergency or disaster, or while participating in a search and rescue operation.

- Participating in an authorized and documented, planned disaster training activity or disaster exercise. Coverage for these activities does not include travel to and from the training site.

Unregistered volunteers impressed into disaster service by a public official having the authority to do so, may file a claim for injuries sustained while performing that service. Unregistered volunteer workers not impressed into service may not file a claim if injured during a training activity or disaster exercise.

Supervising Agency Responsibilities

The supervising agency is responsible for briefing registered DSW volunteers on injury reporting procedures. This should be done as part of the initial safety training.

Two State Compensation Insurance Fund (SCIF) forms, a written narrative of the incident, and a copy of the DSWV Registration form including the loyalty oath must be submitted to properly initiate a claim:

1. SCIF Form 3301, Employee’s Claim for Workers’ Compensation Benefits (revised with new header address, June 2000). This form must be provided to the DSW volunteer within 24 hours of the supervising agency receiving knowledge that an injury occurred or is alleged. The injured DSW volunteer should fill out and sign the form, returning it to the supervisor within 3 days (72 hours) of requesting the form.

2. SCIF Form 3267, Employer’s Report of Occupational Injury. This form must be sent to SCIF within 5 days of the supervising agency receiving knowledge that an injury occurred or is alleged.

3. A brief and clear, written narrative of the incident leading to the injury.

4. A copy of the original DSW volunteer registration form including the signed loyalty oath.

Copies of these forms should be submitted to both SCIF and the Governor’s Office of Emergency Services (State OES).

---

3 SCIF Brochure #13760, Information for the Disaster Service Worker About Workers’ Compensation Benefits, may be given to an injured DSW volunteer at the same time. Brochures may be obtained from your local SCIF office or from the Governor’s Office of Emergency Services.

4 Late reporting may result in penalties being paid from the DSWVP workers’ compensation insurance, disaster relief fund.
Appendix A

WORKERS' COMPENSATION COVERAGE INFORMATION

**Medical Treatment**

When an injury occurs, the DSW volunteer must be referred to a medical provider for evaluation and treatment. If the injury requires emergency care, the supervising agency can select the most appropriate medical provider. If a non-emergency injury occurs, the DSW volunteer can be referred to his or her personal medical provider.

If the DSW volunteer has designated a medical provider or facility prior to the injury, treatment with that provider must be allowed. If no designation was made, the supervising agency has the authority to select a medical provider or facility.

The supervising agency may exercise control over medical treatment on a SCIF accepted injury for the first 30 days. If treatment goes beyond 30 days, the DSW volunteer has the right to select his or her own doctor.

**Pre-existing medical condition**

Insurance coverage for the DSWVP is “No Fault” coverage. The existence of, and the percentage of disability from any pre-existing condition is factored into the percentage of compensation coverage under the DSWVP.

**Liability Determination**

SCIF has the obligation to make a final decision to accept or deny the claim within 90 days of the supervising agency’s knowledge of an alleged claim. The claimant and supervising agency would be notified upon determination. This process of determination may involve arranging for medical evaluations and conducting investigative interviews to properly assess the claim.

**Acceptance:**

If within 90 days, SCIF determines that the claim has merit, the Governor’s Office of Emergency Services (OES) will be notified of the decision. All retroactive benefits will be paid to the claimant.

SCIF will monitor all medical treatment resulting from the injury and report the status to OES.

**Denial:**

If the claim is denied, SCIF will need to rely on the information provided by OES and the supervising agency, in addition to their own examinations and questions. It is necessary that all information on the claim forms is accurate.

**Disputes and Delays**

If the supervising agency has cause to dispute a claim:

- Immediately notify the SCIF Sacramento Office by phone or FAX. (Page 19)
- Clearly address the issues on the SCIF Form 3267 - Employer’s Report of Injury, line 42 (back side of form). Indicate specific reasons why the claim should be disputed. If this form has already been submitted, report the dispute in writing.
- Provide SCIF with names of supervisors, witnesses and any other relevant information.
- This does not remove the supervising agency’s obligation to serve the injured DSW volunteer with the SCIF Form 3301 - Employee’s Claim for Workers’ Compensation Benefits.
- If a supervising agency fails to properly respond to a claim after notification of an injury (even if the supervising agency may want to dispute), the claim will be deemed accepted after 90 days from the date of knowledge of injury.
Policy on Services Provided

The CAVMRC provides veterinary assistance to animals during emergencies. Please see the CAVMRC Deployment Policy for circumstances which would qualify as an emergency in which the CAVMRC would be eligible to deploy.

Services

The CAVMRC primarily functions as a secondary responder, meaning that it supports the efforts of first responders to provide care for animals during emergencies. The role of a secondary responder includes providing assistance with:

- Triage veterinary care
- Vaccination of animals in shelters
- Shelter health programs/ management
- Shelter policies for animal care
- Biosecurity

In some circumstances, the CAVMRC may be able to more closely assist first responders with tasks such as search, rescue, evacuation and transport. This is dependent on the volunteers available, their qualifications and their willingness to do so.

In some circumstances, the CAVMRC may be able to make a limited emergency medical supply cache available for member use during deployment. The availability of the cache will depend on the location of the event, the type of emergency, and the status of the cache at the time.
Communication within the CAVMRC

The California Veterinary Medical Reserve Corps is structured according to the chart attached. County, region, deputy and state coordinators will serve as points of contact for their respective jurisdictions.

All coordinators will keep their contact information current in the Disaster Healthcare Volunteers database (www.healthcarevolunteers.ca.gov)

Obligations

All members will communicate using Incident Command System (ICS) principles, including recognition of chain of command and the incident command structure. All members will follow ICS guidelines in using plain English, and simple terminology, avoiding the use of acronyms and abbreviations.

All members will communicate in an effective and professional manner.

Emergency Response

The CAVMRC will primarily utilize the Disaster Healthcare Volunteers (DHV) website to communicate during a deployment. The system will function to send e-blasts as well as individual emails, request deployment availability of members, and commit members to deploy, assign tasks and manage schedules / missions via the Mission Manager system.

As a secondary method of communication, the CAVMRC administrators will set up a Private Group through the CVMA database or through social media. This method of communication will only be used if the DHV System is experiencing technical difficulties.

In the event of significant compromise to telecommunication infrastructure, email lists-serve and group texting will be utilized (as a tertiary and/ or last resort effort.)
During a Deployment

While CAVMRC members are deployed and the organization is active in assisting with an emergency response, it will be the general goal of the CAVMRC to have a conference call twice daily in the morning and the evening. Members of the conference call should include if possible: any key members deployed, any applicable coordinators, and any outside points of contact that are integrally involved in the activities of the CAVMRC during that response.

Confidentiality

All communication within the CAVMRC is confidential and should not be shared with outside sources unless authorized by the CVMA. Communication includes but is not limited to CAVMRC activities and membership information.
Financial Policy

Reimbursement

The CAVMRC does not provide direct reimbursement to volunteers for expenses endured during a deployment. Volunteers may apply for reimbursement to a number of non-profit foundations, including the California Veterinary Medical Foundation, the American Veterinary Medical Foundation, the ASPCA Fund, and Banfield Charities.

Reimbursement from the State of California to the CAVMRC:

1. Q. If a Private Non-Profit (PNP) group self-deploys and the local agency subsequently enters in to an agreement with the PNP, can reimbursement be retroactively charged?

   A. Per Title 19, §2992 (c): "No PNP activities resulting from self-deployment will be eligible for reimbursement."
   
   Cal OES understands that extraordinary circumstances do happen, and as such, is looking into ways to address these circumstances.

2. Q. What are "extraordinary costs"?

   A. Based on Title 19, §2995 & §2995.1, extraordinary costs mean costs that are over and above normal operating costs, such as overtime, temporary hires (for the emergency or disaster event only), and travel-related costs for the event.

3. Q. Will replacement of pre-event inventory be reimbursable?

   A. The replacement of documented pre-event inventory may be reimbursable. PNPs would need to meet all of the qualifications of Title 19, §2910 (a) (1-4) and have completed a written inventory prior to the event to be eligible for reimbursement. Final determination will be made by Cal OES based on submitted documentation.

4. Q. Are donated items reimbursable?

   A. Yes, per Title 19, §2995 (6), donated items can be reimbursable, if they were donated prior to the proclaimed event and are documented on a PNP's pre-event inventory.
In addition, per Title 19, §2995 (c) (2), no reimbursement will be provided for donated items received on or after the first day of the incident period as specified in the Governor's State of Emergency Proclamation for the proclaimed event in which the PNP is seeking reimbursement by the state.

5. Q. Is the request by the local agency for PNP services something different than normal Standardized Emergency Management System (SEMS) resource request process?

   A. Requesting the resources of an eligible PNP by a local agency is a normal SEMS function. See Title 19, Division 2, Chapter 1, for the regulations concerning SEMS.

6. Q. What is required for documentation to support a request to activate by a local jurisdiction?

   A. This can be a verbal request initially, but must be followed up in writing by the local jurisdiction. This written request provides documentation that a PNP's activities were not the result of a "self-deployment".

7. Q. Must a written request be issued every time a PNP activates?

   A. Yes, unless a Memorandum of Understanding (MOU) agreement exists between an eligible PNP and the requesting local agency. The MOU must specify the requirements of deployment and be executed prior to the PNP providing the essential community services.

8. Q. Can a PNP that was requested by a local jurisdiction request resources outside their jurisdiction?

   A. No, requesting resources outside the local jurisdiction is a SEMS function and would be requested by a local agency through the Operational Area to the Cal OES' Regional Emergency Operations Center (REOC). Local agencies must first exhaust all available resources within their jurisdiction prior to requesting resources from other jurisdictions through their REOC.

9. Q. Can PNPs request resources from out of state under this program?

   A. No, all requests for resources must come from the local jurisdiction following SEMS. Out-of-state resources are requested through Cal OES using the Emergency Management Assistance Compact (EMAC). Under EMAC, only government resources can be deployed interstate. To learn more about EMAC visit their website at http://www.emacweb.org.

Purchasing Authority

No member of the CAVMRC, aside from the CVMA President, CVMA Treasurer, CAVMRC Unit Coordinator, or the CVMA Executive Director may enter into financial agreements or contracts on behalf of the CAVMRC, and nor may they purchase goods or services as an agent of the CAVMRC.
Signing Authority

Only the CVMA President, Treasurer, or Executive Director have signing authority on behalf of the California Veterinary Medical Association, California Veterinary Medical Reserve Corps, and California Veterinary Medical Foundation. Signing authority extends to any grants, contracts, purchases, agreements, memorandums of understanding, commitments, or any legally binding document.
Privacy Policy for Disaster Healthcare Volunteers of California Overview

The State of California Emergency Medical Services Authority (EMSA) is strongly committed to protecting the privacy of registrants of the Disaster Healthcare Volunteers Site (Site) to the extent allowable under applicable California law. EMSA wants to contribute to providing a safe and secure environment for our users.

The purpose of this Privacy Policy is to inform you, as a user of the Site or as a user of any Site content, what kinds of information EMSA will gather about you when you visit the Site, how EMSA may use that information, whether it can be disclosed to anyone, and the choices you have regarding EMSA's use of, and your ability to revise or update, that information. This Privacy Policy applies to the Site and any information collected through this Site. This policy applies only to the Site and any information collected through this Site and not to any other companies' or organizations' Web sites to which this Site links.

Information About All Site Visitors
In general, this Site automatically gathers certain usage information, such as the number and frequency of visitors to the Site. EMSA only uses such data in the aggregate. This aggregate data helps EMSA determine how much certain parts of the Site are used so that EMSA can improve the Site and assure that it is as appealing as it can be for as many users as possible. The Site uses a technology called "cookies" that tells EMSA how and when pages in the Site are visited and by how many users. EMSA may partner with other organizations (such as professional associations) to recruit volunteers through those organization's websites. In such cases, EMSA may provide aggregate statistical information to those partnering organizations to indicate how many volunteers were recruited via partner websites. This reporting is entirely statistical (e.g., how many volunteers were recruited), not lists of names of specific volunteers solicited at a given partner's site. Most browsers are initially set up to accept "cookies." You can reset your browser to refuse all "cookies" or to indicate when a "cookie" is being sent.

Disclosure of Personal Information
When registering on the Site as a volunteer health professional in the Disaster Healthcare Volunteers System, volunteer registrants agree to provide certain personal identifying information and professional credentialing information (collectively, Registration Information). EMSA collects, uses and maintains this Registration Information in implementing the Disaster Healthcare Volunteers System. EMSA does not use the Registration Information provided by volunteer registrants to the Site except to the extent described in the Site's Terms of Service. EMSA does not disclose any Registration Information provided by volunteer registrants to the Site except to the extent that such disclosure is required pursuant to a California Public Records Act request (Government Code sections 6250, et seq.) Disclosure of highly sensitive personal information will only be done in accordance with the California Information Practices Act (Civil Code
1798.24), and any other relevant state or federal laws. Additionally, as described above, EMSA may share aggregated statistical "ratings" information about the use of this Site with Web site partners.

Site Privacy Policy Changes
If changes are made to this Privacy Policy, EMSA will post those changes here so that users will be informed as to what information is collected, how it is used and whether such information is disclosable.

Effective as of July 1, 2010
Supply Cache Policy

The CAVMRC supply cache consists of both medical and non-medical parts. The policy for each is below.

Medical Supply Cache

Medical supply caches will be deposited at strategic locations in California and will be made available during CAVMRC deployments if the circumstances warrant their use. They are intended to provide medical supplies during the initial stages (first 72 hours) of an emergency response and are not designed to sustain a sheltering effort over the long term.

The medical supply caches are intended for use by CAVMRC members during deployment. The CAVMRC is only eligible for deployment by request from government agencies during a proclaimed state of emergency.

The CAVMRC medical supply caches should not be utilized if like equipment is readily available through another source such as a city or county logistical division or a private veterinary hospital that is allowing use of its supplies.

The CAVMRC Medical Supply cache consists of both perishable and non-perishable items and is cataloged and arranged into several containers that can be lifted by one individual. The perishable items (pharmaceuticals) are grouped together and their expiration dates are kept in a database by the CAVMRC Unit Coordinator. The Unit Coordinator will work with points of contact who store the caches to ensure that cache items remain current. This can be achieved by several methods including:

1. Working with a wholesale distributor to swap and replace items that are nearing expiration
2. Working with the host hospital/practice to swap and replace items that are nearing expiration
3. Accepting donations of items to the cache

Use of the medical supply cache should only occur with the prior consent of the CVMA President, CVMA Executive Director, or CAVMRC Unit Coordinator.
The medical supply cache should only be used for CAVMRC disaster response efforts by CAVMRC volunteers.

The CAVMRC volunteers who utilize the cache will keep a detailed inventory log of items used (type and number) and submit it to either the region coordinator or to the unit coordinator.

All efforts will be made by the CAVMRC unit coordinator to seek reimbursement for used items from the local jurisdiction, the state, or from federal resources.

Non-Medical Supply Cache

Non-medical supply cache items include promotional/ outreach items such as flags, table clothes, banners and brochures and uniforms/ personal equipment such as vests, deployment guides, MRC lapel pins, lanyards and badges.

Supply caches will be disbursed to each of the six CAVMRC region coordinators to have on hand for events in their region. Events can either be preparedness/ outreach events or deployments. Supplies will not be used for activities outside of the CAVMRC and will not be distributed to non-CAVMRC members.

CAVMRC volunteers will return items to the cache when their activity is complete. All items will be kept in the best condition possible and cleaned if applicable before returning to the cache.

CAVMRC region coordinators must keep an inventory of the cache in their possession and report to the CAVMRC unit coordinator any items used or missing.

All efforts will be made by the CAVMRC unit coordinator to seek reimbursement for used items from the local jurisdiction, the state, or from federal resources.
STANDARD OPERATING PROCEDURES: ANIMAL SHELTERING
Preface

In an effort to assist emergency responders, the California Animal Response Emergency System has created the Standard Operating Procedures for Animal Sheltering. This document is intended to be a general guidance and may not contain provisions for every type of animal emergency since every incident is unique and requires flexibility and adaptation to the individual situation. More detailed information about sheltering as well as other topics pertaining to animal emergency management may be accessed at cal-cares.com.
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DETERMINING IF AN EMERGENCY ANIMAL SHELTER SHOULD BE OPENED

The decision to open an emergency animal shelter should be based on the expected number of individuals and families that will need to be evacuated and / or whose homes have been heavily damaged or destroyed.

During a disaster less than 10% of the evacuating population will normally seek public shelter.

As a general rule of thumb, one out of every three households in California owns a pet. On average, it can be expected that a household, if it utilizes sheltering services, will bring 1.7 dogs or 2.2 cats. For more detailed calculations regarding the estimated number of pets per household, complete the worksheet on the CARES Animal Population Calculation Standard Operating Procedure or visit the AVMA Pet Calculator at: https://www.avma.org/KB/Resources/Statistics/Pages/US-pet-ownership-calculator.aspx

Example:

<table>
<thead>
<tr>
<th>Evacuating Households</th>
<th>Number that will seek shelter (approx. 10%)</th>
<th>Number seeking shelter that have pets (1 out of 3)</th>
<th>Estimated Number of Pets</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Dogs (x1.7)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cats (x2.2)</td>
</tr>
<tr>
<td>1000</td>
<td>100</td>
<td>33</td>
<td>56</td>
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<tr>
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</table>

It will also be important to know the availability of pet friendly hotels and motels along with the availability of kennels at local veterinarian clinics and pet boarding facilities in determining the need to open a shelter.

In certain circumstances it may be much easier to contract with a local veterinarian or pet boarding facility to house pets as opposed to opening and managing a shelter.

CHOOSING THE TYPE OF SHELTER NEEDED

As you begin the planning process, you will need to ask yourself some questions your plan will need to address. As you continue in the planning process more questions will arise. Each step of the process should build off of the previous work and may require going back and adjusting that work based on the new understandings.

If a plan already exists, a group should still convene to evaluate and update it as needed. If there is no plan, then the work needs to begin by organizing the group who will create, evaluate and implement it.
1. What are the potential threats to your community and organization?

________________________________________________________________________

________________________________________________________________________

NOTE: Each disaster may require different considerations for shelter location, size and care. For example, think about what weather conditions exist at specific times of year, requirements based on the needs of the recovery such as decontamination of the animals, or threat to the shelter due to flooding, or fire changing direction.
2. What factors will you need to consider for the different disasters?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

3. What types of shelter operations do you want to be able to provide for your community? Pet friendly? Stray?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

4. What types of animals will you be housing and conversely what types will you not be able to accommodate?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

NOTE: FEMA defines companion animals eligible for reimbursement. Some agencies are only permitted to house animals who fit the FEMA definition. See the following link for more information: https://www.fema.gov/pdf/government/grant/pa/9523_19.pdf

5. Who can you partner with to assist with those animals you will not be housing?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

6. Are there already plans for sheltering the animals, by whom and where?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Note: There may be plans created by multiple agencies on how they intend to handle a disaster without any knowledge of others involvement. Multiple plans cause disorganization and confusion for the public and responders.
7. Who are the main groups and organizations involved in disaster animal response and sheltering of both the people and the animals, who should be part of the planning process?

Types of Shelters

1. Colocation or Pet Friendly

- A human shelter with the animals in a location within the same building or in a building near the human shelter.
- The animal shelter is staffed by animal care staff and volunteers but it is the owners who are the primary caretakers of their pets.
- Staff provides assistance to owners when needed and full care when owners are not able.
- Supports the human-animal bond by keeping the people and animals together and the owners engaged in the daily care.

Challenges

Owners caring for their pets.
- Unfamiliar and inexperienced with caring for their pets in a shelter environment.
- Do not know how to care for their animals in crates.
- Do not usually keep their animals leashed and they must be at all times.
- Loud, dirty, smelly, crowded environment can be intimidating and scary.
- Animals may behave differently - frightened, hyper, etc. - which can be frightening for owners.
- Lots of animals and many different species which can be overwhelming.
- Physically not able to provide care.
  - Elderly.
  - Disabled.
  - Injured, sick or emotionally unable to handle tasks of providing care.
  - Sole responsibility for minor children and unable to leave them unattended to care for their pets.
  - Need to take care of daily obligations or disaster recovery, such as going to work, meeting with insurance and disaster recovery officials, etc.
- Lack responsibility to provide required care.
- Choose to not provide proper care.
- Fail to show up regularly or at all.
• Mistreatment of animal(s).
• Abandonment of animal(s).
• Fail to follow the rules.
• Allow them to be off-leash or come into contact with other animals.
• Touch or handle other animals.

Animal behavior.
• Animals are not accustomed to being in a shelter environment.
• Not crate trained.
• Not leash trained.
• Frightened, aggressive, depressed.
• Develop troubling behaviors such as crate aggression, “crate crazy” - pacing, digging, eating the crate, circling.
• Difficulty adjusting to the crate, noise and other animals, and reduced activity.
• High risk for animal escape.
• Higher risk of bite to a human.
• Higher risk of animal on animal aggression.
• Increased exposure to diseases from cross contamination by the large number of people in and out of the shelter.

Difficult to control the shelter environment due to large foot traffic volume.

Safety and security of the animals from theft or escape.

Staffing with trained helpers and volunteers.
Although the owners are providing care, trained staff and volunteers will need to be there to assist owners and provide care when required.

2. Mega Shelter

• A large scale colocation or pet-friendly shelter operation.
• Located a safe distance outside of the projected disaster zone for pre-evacuation, requiring longer travel distance.
• Pre-evacuating/evacuating of the people and animals may need to be by public transportation and animal transports.
• Owners may not have the ability to travel the long distance.
• Requires extensive amounts of supplies and resources.

Challenges

• Similar challenges as the pet-friendly shelter, but on a much larger scale.
• Staffing will be more demanding not only because of the shelter size and length of operation.
• The longer the operation lasts, the harder it becomes to continue to staff.
**Cohabitation Shelter**

- A housing arrangement where the people and their pets are housed with each other in the same area.
- Less common shelter operation.
- Many safety challenges for the humans in this situation especially if there isn’t a structured separation between families.
- Owners are the sole care-takers with minimal to no staff to support owners in the care of their animals.
- Supports the human-animal bond by housing the people and animals together and the owners fully responsible for the care.

**Challenges**

- Difficult to find a suitable place for cohabitation shelters where each family unit has a separate and secure space of their own.
- The nature of the setup, with animals and people in the same space, is in itself a major challenge if the animals are in crates next to the human cots.
- Harder for the animals to get a lot of rest due to the human activity.
- Animal safety is at risk unless they are continually monitored by their owners.
- No backup staff to provide or assist with animal care.

3. **Open or Animal Evacuation Shelter**

- Animal shelter housing both owned and stray animals and generally not near a human shelter.
- Staffed by animal care professionals and volunteers who are responsible for providing full care for the animals.
- Can be harder on the human-animal bond.
- The people and animals are not together and are not in regular communication, which can increase the stress on both parties during a difficult time.
- Owners should be permitted and encouraged to be involved in the animal's care and during regular visitations hours.

**Challenges**

- Owners may not be able to spend much time with their pets which could negatively impact both the people and animals.
- Separation can stress an already tenuous bond resulting in relinquishment or abandonment.
- Separation can add to the animals stress, fear and depression.
- Animals are being cared for by strangers which can cause additional stress, fear and depression.
- Animal behavior.
• Animals are not accustomed to being in an animal shelter or especially a disaster shelter.
  o Not crate trained.
  o Not leash trained.
  o Frightened, aggressive, depressed.
  o Develop troubling behaviors such as crate aggression, “crate crazy” - pacing, digging, circling.
  o Difficulty adjusting to the crate, noise and other animals, and reduced activity.
• Trained and experienced staff and volunteers.
  o Less risk for animal escape.
  o Less risk of bite to a human.
  o Less risk of animal on animal aggression.
• Staffing falls entirely on the sheltering groups to provide staff and volunteers.
• It does make it easier to control this environment therefore allowing better security for the animals.

4. Sheltering in Place

• An event could arise when people are asked to “shelter in place” if situations make it unsafe for them to leave their homes.
• Chemical spills or biological threat where it is safer than leaving.
• Earthquake causing damage to the infrastructure where people are unable to evacuate.

*Considerations should be made to accommodate horses, companion livestock such as camelids, pigs, sheep and goats, and depending on geographical area, cattle.
CARE AND SHELTER LOCATIONS

- Use pre-established approved sites when possible
- Ensure sites are upwind, upstream, and uphill of any potential threat
- Ensure site has water, electricity/gas, and sewage treatment
- Ensure site has adequate safety measures to separate various types of animals
- Have plans to move the site immediately if a threat moves towards the shelter -- that requires at least two ways out of the area from the site
- Ensure the site is large enough to handle anticipated needs (use rough thumb rule below for household pets):

Examples confinement/shelter of small and large animals:

<table>
<thead>
<tr>
<th>SMALL ANIMAL</th>
<th>LARGE ANIMAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kennels/boarding facilities</td>
<td>Fairgrounds</td>
</tr>
<tr>
<td>Animal Control facilities</td>
<td>Stables or racetracks</td>
</tr>
<tr>
<td>Wildlife rehabilitation centers</td>
<td>Local FFA or 4-H groups</td>
</tr>
<tr>
<td>SPCA/Humane organizations</td>
<td>Sales yards or auctions</td>
</tr>
<tr>
<td>Local fairgrounds</td>
<td>Railroad holding areas</td>
</tr>
<tr>
<td>Veterinary clinics</td>
<td>Rodeo arenas</td>
</tr>
<tr>
<td>Fairgrounds</td>
<td>Local educational institutions</td>
</tr>
<tr>
<td>School gymnasiums</td>
<td>Producers/ranchers/private individuals</td>
</tr>
<tr>
<td>Dog training centers</td>
<td>Horse breeding farms</td>
</tr>
<tr>
<td>Airplane hangers</td>
<td></td>
</tr>
<tr>
<td>Warehouses</td>
<td></td>
</tr>
</tbody>
</table>

Animal Population Statistics in California:

California is home to nearly 19 million domestic animals. Polls conducted in 2013 estimate that California is home to 6.7 million dogs and 7.1 million cats. The California Department of Food and Agriculture reported in 2013 that there are over 5.2 million cattle in California (1.8 million of which are dairy cows), 330,000 sheep, 137,000 goats, 620,000 horses, just over 91,000 hogs, and millions of chickens in the Golden State. Approximately one out of every three households in California owns a dog or a cat. Furthermore, households that do own them tend to own an average of 2.
<table>
<thead>
<tr>
<th>Species</th>
<th>Average Number of Pets per Pet-Owning Household</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dogs</td>
<td>1.69</td>
</tr>
<tr>
<td>Cats</td>
<td>2.19</td>
</tr>
<tr>
<td>Birds</td>
<td>2.74</td>
</tr>
<tr>
<td>Horses</td>
<td>2.67</td>
</tr>
</tbody>
</table>


For Livestock numbers, refer to the California Agricultural Resource Directory, 2012
CARE AND SHELTER OPERATIONS

Care and shelter operations can be divided into five primary areas:

1. Shelter Set Up
2. Shelter Staffing
3. Shelter Activities
4. Animal Documentation
5. Animal Care
6. Shelter Resources
7. Shelter Closure

This section covers set up, the basic organizational structure, basic actions and consideration, resources to consider, and closure.

Shelter Set Up

Why and When to Open:
A shelter(s) should be opened as soon as possible after an evacuation has been ordered. If there is self-evacuation, based on public perception of threat, non-profits may wish to open facilities even before county officials direct an animal shelter to open.

Where to Open:
Sites should be used that are pre-identified, prepared and that are familiar to the public. If these sites are unavailable for any reason alternative sites should be established using the criteria in Section 6.

Who Should Open:
An official taking direction from the Operational Area EOC or county offices should open the public facility. Non-profit and private facilities may have opened on their own accord. Public shelters should maintain close contact with all other animal shelters in the Operational Area as well as human shelters.

What to do first: (the following order is suggested and may vary due to disaster conditions)

1. Establish access control with assistance from local law enforcement to ensure only authorized volunteers and pet/livestock owners come to the site.
2. Establish basic necessities: utilities, water, food, bedding, corrals, cages and basic animal first aid materials.
3. Establish outside communications with the OA EOC.
4. Confirm that additional staff are enroute.
5. Establish basic ICS staffing organization.
6. Identify a covered storage area for storing and sorting donations.
7. Establish a reception area for accepting and registering arrivals.
8. Establish contact with all human shelters open in the OA.
9. Establish a web presence for reuniting owners and animals.
10. Inform media that the shelter is open and operational.

A diagram of a possible shelter layout is provided below.
Shelter Staffing

Follow these basic guidelines for staffing:

1. Follow the ICS model, and keep it sized to fit the needs of the event. Track this by posting an organization chart with the names of the positions and who is filling the positions.

2. Ensure that veterinary support is available as soon as possible.

3. Utilize all available volunteers whose skills meet the needs of the shelter, and who are registered as Disaster Service Workers.

4. Register additional volunteers as Disaster Service Workers when they have documented skills that meet the needs of the shelter.

5. Establish a shift schedule during the first operational period (usually first 12 hours) to ensure that no staff work more than a 12-hour period and no more than 5 days without relief.

6. If the Operational Area and local volunteers cannot staff the shelter, request the OA EOC to ask the Regional Emergency Operations Center (REOC) to contact other counties for mutual aid assistance, in coordination with CARES to help find personnel resources.

7. If no further assistance is available through mutual aid, request the OA EOC to request state assistance through the REOC.

8. Contact community based and national humane organizations to request any additional support they may be willing to provide.

9. Use the FOG section 8 to organize staff, and section 9 to organize and register volunteers as Disaster Service Workers.
Shelter Activities

Once the shelter is established, staffed and in communication with the EOC, the process of operation should be clearly divided into distinct activities:

- Command and Control (Incident Commander)
- Safety of Operations (Safety Officer)
- Public Information coordination (PIO)
- Direct handling, care and processing of animal needs (Operations Section)
- Continued staffing, shelter capacity and resource procurement (Logistics Section)
- Information gathering and assessment (Planning and Intelligence Section)
- Tracking costs and staff time (Finance and Administration Section)

Even if all the ICS Sections are not activated, all of these functions must be performed in order to call the facility operational and still be in compliance with SEMS and ICS.

To lead the shelter operations properly, an Action Plan should be developed early in the event to guide the key operations. Directions for meetings, briefings and making an Incident Action Plan are on the following pages.

MEETINGS AND BRIEFINGS

The period of initial response and assessment occurs in all incidents. Short-term responses (small in scope and/or duration, e.g. few resources working one operational period) can often be coordinated using only a shift briefing. This will not be the case for most disasters requiring the operation of a disaster animal shelter or animal rescue operations.

Longer term, more complex responses will require a dedicated Planning Section Chief who must arrange for transition into the Operational Period planning cycle. Certain meetings, briefings, and information gathering during the cycle lead to the Incident Action Plan (IAP) that guides operations of the next operational period. The IAP is also often just referred to as the Action Plan.

The IC specifies the operational periods (e.g., 12-hour shifts, sunrise to sunset, 24-hour shifts, etc.).
Shift Turnover Briefings

During the transfer of command process the incoming IC and staff will be briefed by those they replace with basic information regarding the incident situation and the resources allotted to animal support. The Incident Action Plan (IAP) developed by the working shift stays enforce until the new shift revises it. The Action Plan is also suitable for briefing individuals newly assigned to Command as well as assessment briefings for the staff. No staff member should leave a shift until their replacement is thoroughly and completely briefed on all areas that directly impact their position.

The shift turnover briefing should cover the following topics:

1. Situation (note areas impacted, types of animals received, safety and health concerns, weather forecasts, projected incoming cases from rescue operations, etc., as illustrated by maps, charts and status boards)
2. Objectives and priorities
3. Strategy(s) and tactics
4. Current organization
5. Resource assignments
6. Resources enroute and/or ordered
7. Operational or closed animal and human shelters

Tactics Meeting

This 30-minute meeting creates the blue print for tactical deployment of resources to assist animals during the next operational period. In preparation for the Tactics Meeting, the IC, Planning and Intelligence Section Chief, and the Operations Section Chief review the current IAP and situation status information as provided through the Situation Unit to assess work progress against the current IAP objectives. The Operations and Planning Chiefs will jointly develop primary and alternate strategies to meet objectives for consideration at the next IAP planning meeting.

The Tactics Meeting should include discussion of:

1. Objectives for the next operational period (clearly stated and attainable with the resources available, yet flexible enough to allow Operations to choose tactics).
2. Strategies (primary and alternatives).
3. Resources that should be ordered through Logistics. This process can be completed by Operations and Logistics after the meeting adjourns
IAP (Incident Action Plan) Planning Meeting

This meeting develops incident objectives, strategies, and tactics and identifies resource needs for the next operational period. Depending on the incident complexity, this meeting should last no longer than 45 minutes. It fine tunes objectives and priorities, identifies and solves problems, and defines work assignments and responsibilities. Meeting preparations include conducting a Tactical Meeting prior to the IAP Planning Meeting. All Sections should provide their IAP objectives and resource needs (defined in the Tactics Meeting) to the Planning and Intelligence Section Chief at least 30 minutes before the IAP meeting. Planning and Intelligence staff can then prepare an initial IAP for the IC to review before the IAP meeting.

Displays in the meeting room should include objectives for the next period, large sketch maps or charts, a current resource inventory prepared by the Resource Assessment Unit, and current situation status displays prepared by Situation Unit. After the meeting, the Logistics Section Chief will prepare the tactical and logistical resource orders, which will then be used by Planning and Intelligence Section to develop the final IAP assignment lists.

The IAP Planning meeting participants should:

1. State incident objectives-policy issues based on draft IAP. (IC)
2. Briefing of situation, critical and sensitive areas, weather/sea forecast, resource status/availability. (Planning and Intelligence and Logistics Section Resource Tracking Unit).
3. State primary and alternative strategies to meet objectives. (Operations, Planning, and Logistics Chiefs)
4. Specify tactics for Operations (Operations and Logistics)
5. Specify resources needed. (Operations, Planning and Logistics)
6. Specify status of shelter facilities. (Operations and Logistics)
7. Develop resources, support, and staffing orders. (Planning and Logistics)
8. Consider additional support: communications, traffic control, safety, veterinary medical, etc. (Planning and Logistics)
9. Contributing organization/agency considerations regarding work plan. (Logistics)
10. Safety considerations regarding work plan. (Safety Officer)
11. Media and public information considerations regarding the work plan. (Public Information Officer)
12. Finalize, approve written work plan for next operational period. (IC)

Other common components of the IAP include:

1. Organization List/Chart from Resource Tracking Unit
2. Assignment List from Resource Tracking Unit/Planning Unit
3. Communication Plan from the Communications Branch
4. Medical Plan from the Veterinary Team
5. Incident Map from the Situation Status Unit
6. Traffic Plan from Reception Center and Security Unit
7. Demobilization Plan from the Mobilization/Demobilization Unit
8. Safety Plan for Shelter Operations from the Safety Officer

SAMPLE SHELTER SAFETY PLAN

☑ Assign site safety responsibility
☑ Establish Perimeter And Restrict Access
☑ Characterize Any Site Hazards
  Identify physical and biological hazards e.g.: slips, trips, falls, utilities, temperature extremes, confined spaces, noise, weather conditions, poisonous insects, reptiles, plants and biological waste.
☑ Establish Control Zones For Diseased Or Contaminated Animals
  • Exclusion zone
  • Contamination reduction zone
  • Support zone
☑ Assess Training Requirements
  • Check Disaster Service Worker (DSW) qualifications
  • Hold safety briefings each operational period and each shift
☑ Select Personal Protective Equipment (PPE)
  • Level A, B, C, or D
☑ Establish Decontamination Station(s) (by experts)
☑ Establish Emergency Medical Plan
  • Locate nearest hospitals, ambulance service, EMT(s) and establish human first aid stations at the shelter.
  • List emergency numbers: fire, police, and ambulance.

Full Facility Briefings
The IC conducts a general briefing of all staff several times during an operational period. These are commonly held at the middle of the shift, often during a common meal break, and an hour or two before shift change. They may also be called spontaneously when a major change has occurred, e.g., direction to close the shelter, direction to evacuate the shelter or warnings about further hazards (such as aftershocks from a major earthquake). The high points of the IAP should be covered, including progress made to date so that the staff are aware that they are successfully completing their mission.
Shift briefings include updates on:

1. Situation status
2. Objectives and priorities
3. Current organization
4. Resource requested
5. Resource assignments
6. Resources en route
7. Facilities established
8. Communication plan

STATUS BOARDS

The collection and display of information about an incident and the nature and status of response operations is a critical aspect of establishing and maintaining a command and control environment, and promotes effective and efficient communications. Ideally, pre-designed status boards should be used for display to ensure that critical information is captured and presented in a clear and logical fashion.

Status boards that depict information that is of use to two or more Sections should be grouped together, and should be viewed as the one place where anyone can go, at any time, to learn about the nature and status of an incident and response operations.

Status boards should be limited in number and should be displayed in an ordered fashion to ensure that they impart an integrated and coherent message concerning: (1) the incident (e.g., nature and location of source, status of source, type and quantity of material spilled or emitted, and the environmental conditions affecting the response); and (2) the nature and status of animal disaster response operations to address the incident.

Status boards should be established and maintained by the Situation and Resource Assessment Unit Leaders. They should be situated in a highly visible and easily accessible location, in close proximity to the Planning Section and easily accessible to the Operations Section. Since it is an active work area, it should be located away from areas subject to heavy foot traffic.

The status boards contains information about activities underway in other Sections, and it is the obligation of appropriate personnel in those Sections to work with Planning to ensure posted information is accurate and up-to-date. It is likewise the responsibility of the status board monitors within the Situation Unit to seek out sources and establish paths and schedules for needed information.
As time allows, black-and-white, 8" by 10" versions of the status board information should be prepared. These documents should be time-stamped and distributed only within the animal disaster organization at the scene, and copies should be made available next to the status board displays. Additional copies can be provided to the OA EOC staff when they are requested.

Animal Documentation

Animal shelter support personnel are responsible for reporting shelter activity data to the Agency Shelter or EOC.

Occupancy counts two times a day (morning and evening) are necessary for reporting and safety accountability. Mid-day counts may be added at the discretion of the Field Shelter Director in response to individual security needs.

Animal shelter information that is reported involves a variety of formats, including:

- Manual status report
- Animal shelter database
- Animal shelter status boards, updated daily, including the following information:
  - Total number of animal shelters open
  - Total number of animals in care at all sites
  - Total number of new animals in care at all sites
- Site information
  - Name of shelter
  - Lead agency
  - Site address
  - Number of animals in occupancy
  - Number of new animals in occupancy
  - Capacity by species and animal type
  - Percentage of capacity filled
  - Name of site manager and point-of-contact information
  - Site status (e.g. open, closed, stand-by)

It is also critical to create a filing system for the documentation that is created at the animal shelter. A folder and binder system works well. All animal records and associated documentation should go into a folder and should be in the same order in each folder. If an animal is onsite, the folder should have a green dot. If the animal has been transported elsewhere, a red dot should be used. If the animal has been moved into a foster home or contingent-adoptive home, a yellow dot should be used. Color coding the folders will facilitate tracking the folders and animals.
Binders may be used to store and access other information, such as:

- Lost animal information
- Owned animals
- Reclaimed animals
- Stray animals

---

**Animal Care**

The manager of a temporary shelter should determine who may have access to the animals. Although it may not be possible to have locks on every cage and kennels, creating an identification system for volunteers who may remove animals from holding areas is necessary.

All animals should be housed with their identification documentation and an Animal Care Log, which is used to record feedings, cleaning, and socialization. The Animal Care Coordinator should create protocols for determining which animals can be taken out of their cages or kennels, how much time they may be out, which activities are allowed, and the labeling system on the cage or kennel that is used to indicate that an animal is out. The Animal Care Coordinator should physically count the animals on the premises at least twice a day and document in the log. Counting can quickly identify animals that may be improperly housed or missing. Although a temporary shelter is a 24-hour operation, animals need periods of darkness and quiet. Most activities should be performed during the day. Night activities should be limited to veterinary issues only.

**Cleaning**

During emergencies, the risk of the spread of disease may be increased. A full cleaning should therefore be done no less than once a day for dogs, cats, co-housed rabbits, and some livestock. For reptiles, small mammals, birds and horses, cleaning should also be done once a day. Spot checks should be scheduled several times per day. The guidelines for cleaning shown in the table below should be considered.
Table 1: Cleaning and Watering Needs of Animals in a Shelter

<table>
<thead>
<tr>
<th>Animal</th>
<th>Full Cage Cleaning</th>
<th>Check and refill water bowls every 2 hours during the day</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Start of AM shift</td>
<td>Start of PM shift</td>
<td></td>
</tr>
<tr>
<td>Dogs</td>
<td>X</td>
<td>Only if dirty</td>
<td>X</td>
</tr>
<tr>
<td>Cats</td>
<td>X</td>
<td>Spot check</td>
<td>X</td>
</tr>
<tr>
<td>Rabbits</td>
<td>X</td>
<td>If small space housing 3 or more rabbits</td>
<td>X</td>
</tr>
<tr>
<td>Small mammals</td>
<td>X</td>
<td>—</td>
<td>X</td>
</tr>
<tr>
<td>Reptiles</td>
<td>X</td>
<td>—</td>
<td>X</td>
</tr>
<tr>
<td>Domestic birds</td>
<td>X</td>
<td>—</td>
<td>X</td>
</tr>
<tr>
<td>Chicken/fowl</td>
<td>X</td>
<td>—</td>
<td>X</td>
</tr>
<tr>
<td>Livestock (farm mammals)</td>
<td>X</td>
<td>If housed in small kennels</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check every 4 hrs during the day</td>
<td></td>
</tr>
<tr>
<td>Horses/equine</td>
<td>X</td>
<td>—</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check every 4 hrs during the day</td>
<td></td>
</tr>
</tbody>
</table>

**SANITATION CONSIDERATIONS**

Emergency animal shelters can offer challenges to the health and safety of animals and their human caretakers. Because of stress, utility issues, intermingling of species, and other factors, it is more likely that animals will be exposed to infectious agents, vermin and other potential threats than they would in their normal environment. It is critical that you take precautions to minimize these threats within your emergency animal shelter. Diseases can be spread through contact with surfaces (e.g. ringworm); through feces, saliva and other bodily functions (parvo, Feline Infectious Peritonitis (FIP), worms); through the air (Upper Respiratory Infection (URI), Kennel cough), through insect or animal bites (rabies, heartworm, etc.); and other means. Additionally, if precautions are not taken to store food (human and animal) properly, it can spoil or become infested. Emergency shelters generally have limited facilities for refrigeration or freezing and, in hot weather, can become a breeding ground for food-borne bacteria.

Human diseases such as hepatitis can also be spread through poor hygiene and improper procedures within the animal shelter. Building in protection from these threats should be an important part of your shelter planning and implementation.

- Cleaning and disinfecting protocols should be established and effectively communicated regularly to staff and volunteers. These protocols should be posted prominently in the shelter for incoming shifts, and covered during shift briefings.
- Appropriate cleaning materials should be used.
- Staff should be trained to wash their hands after touching each animal or its enclosure.
• If available, staff should wear “exam”-type gloves to clean cages or handle animals, throwing them away after each use.
• Sick animals must be quarantined away from healthy animals. Isolation is used for injured animals; mothers with babies; those recuperating from medical procedures; and other special-needs but healthy animals.
• Removal of animal waste products should be done regularly. These are considered hazardous waste – appropriate precautions must be taken to ensure they are disposed of properly.
• Food stores should be sealed and secured to minimize contamination by insects, vermin or weather. Any contaminated items should be disposed of immediately.

**Feeding**

The Planning and Logistic Section Chiefs will work together to obtain food for the animals if the incident lasts more than 72 hours. Although donated food will arrive daily, keeping the diet consistent is important for reducing stress and cleaning requirements (diet changes can cause loose stools). The following guidelines for feeding should be considered or expanded.

**Animal Feed Calculation Protocols**

**Standard Operating Procedures for a California emergency**

**Cats**

Assume 4kg average weight and 90Kcal/kg energy requirement (according to NRC) = 360 Kcal per day. Since cat food averages about 400 Kcal/8oz of dry food, you can use that figure. 5.5 oz cans of wet food average about 200 cal and if you feed 1/4 can per day per cat, that would be 50 Kcal and reduce dry food to 7oz per day.

• **Dry Cat Food Requirement**

  \[
  \text{# of cats} \times 8 \text{ oz} = \text{____ ounces per day} / 16 = \text{____ pounds per day of dry cat food if ONLY feeding dry food.}
  \]

  \[
  \text{# of cats} \times 7 \text{ oz} = \text{____ ounces per day} / 16 = \text{____ pounds per day of dry cat food and canned cat food.}
  \]

  *Most dry cat food comes in 20 lb bags*

• **Wet Cat Food Requirement**

  \[
  \text{# of cats} \times 0.25 = \text{____ 5.5 oz cans of cat food per day.}
  \]

  *Most canned cat food comes in 24 can boxes at 5.5 oz per can*
**Dogs**

Assume 20 kg average and 50Kcal per Kg = 1000 Kcal per day. Dry dog food averages about 350 Kcal per cup, so that's just under 3 cups (20 oz) or 1.25 lb. Canned dog food averages 13.2 oz per can with 29cal/ oz and if you feed ½ can per day, that would be 200 kcal which would lower your requirement to 2 cups of dry food per day or 0.75 lbs.

- **Dry Dog Food Requirement**
  
  \[
  \# \text{ of dogs} \times 1.25 = \underline{\text{___ pounds of dry dog food daily if feeding ONLY dry food}}
  \]
  
  \[
  \# \text{ of dogs} \times 0.75 = \underline{\text{___ pounds of dog food daily if feeding dry food mixed with canned food.}}
  \]
  
  *Most dry dog food comes in 40 lb bags*

- **Wet Dog Food Requirement**
  
  \[
  \# \text{ of dogs} \times 0.5 = \underline{\text{____ 13.2 oz cans of dog food per day}}
  \]
  
  *Most canned dog food comes in 13.2 oz cans in boxes of 12 cans*

**Horses**

NRC guidelines indicate that a horse averaging 1,100 lbs of body weight requires 16.4 MCAL per day to maintain body weight at rest. As a general rule, one can assume that alfalfa has 1.2 MCAL per pound, oat hay 0.9 MCAL per pound, and grass hay 0.9 MCAL per pound. General recommendations also indicate that a horse should consume in hay 1 to 1.5% of its body weight per day (11 to 16.5 pounds). That equates to around 6 to 9 pounds of hay per feeding if feeding twice daily.

- **Alfalfa Hay (1.2 MCAL/ lb):** 14 pounds required per day to meet DE requirements (7 pounds twice daily is roughly equivalent to 1 flake twice daily.)
- **Oat Hay (0.9 MCAL/ lb):** 18 pounds required per day to meet DE requirements (9 pounds twice daily is roughly equivalent to approximately 1.5 flakes twice daily.)
- **Grass Hay (0.9 MCAL/ lb):** 18 pounds required per day to meet DE requirements (9 pounds twice daily is roughly equivalent to approximately 2 flakes twice per day)

Assumptions:
*Only hay will be fed to horses being sheltered during disasters*
*Shelters will feed a minimum of 2 times per day*
*There are approximately 12 to 14 flakes in a bale (a small 3 string bale weighs approximately 110-135 pounds)*
*Approximately 16 small bales (3 string) = 1 ton*
**Cattle**

For lactating/ gestating cattle (assume that hay is being fed)

<table>
<thead>
<tr>
<th>Body Weight</th>
<th>Dry Matter Intake, (lb) of hay</th>
</tr>
</thead>
<tbody>
<tr>
<td>1100</td>
<td>25.1</td>
</tr>
<tr>
<td>1200</td>
<td>26.5</td>
</tr>
<tr>
<td>1300</td>
<td>30.7</td>
</tr>
<tr>
<td>1400</td>
<td>32.4</td>
</tr>
<tr>
<td>1500</td>
<td>34.1</td>
</tr>
<tr>
<td>1600</td>
<td>35.8</td>
</tr>
<tr>
<td>1700</td>
<td>37.5</td>
</tr>
<tr>
<td>1800</td>
<td>39.1</td>
</tr>
<tr>
<td>1900</td>
<td>40.8</td>
</tr>
<tr>
<td>2000</td>
<td>42.2</td>
</tr>
</tbody>
</table>

**Diet Recommendations**

- **Dogs**
  Dogs should be fed two times a day, approximately 10 to 12 hours apart. Wet food should be avoided if possible to limit diet-related diarrhea. If an animal refuses to eat after the first 24 hours in a facility, a spoonful of wet food may be added for taste. Consult onsite veterinarian for details or changes.

- **Cats**
  Cats should be fed twice per day, approximately 10 to 12 hours apart. Wet food should be provided to kittens under four months old but avoided for adults if possible to limit diet-related diarrhea. If an animal refuses to eat after the first 24 hours in a facility, a spoonful of wet food may be added for taste. Consult onsite veterinarian for details or changes.
Rabbits/Small Mammals
Rabbits and other rodents should be fed non-rich diets. The home diet should be continued if known. Rabbit diet should consist of hay (oat or timothy) and green rabbit pellets. Consult onsite veterinarian for details or changes.

Reptiles/Amphibians
Care must be taken to identify not only the correct food source for reptiles but also the correct presentation and time of feeding. Additionally, co-housed snakes and many lizards must be separated at feeding times. Diets vary significantly among species and according to size and age of an animal. If possible, home diets should be continued. Consult onsite veterinarian for details or changes.

Lizards = Prey should be no larger than the length of the lizard’s head.
Snakes = Prey should be no wider than the widest part of the snake’s body.

Herbivorous Diets
Food should be placed on a plate or dish to avoid consumption of the substrate provided as the flooring of the enclosure. Ingredients should be well mixed to avoid picking, and a commercial calcium supplement should be included. Herbivores should be fed one or two times a day, with younger animals eating more often than adults.

Carnivorous Diets

Prey guidelines are as follows:

Vertebrate prey = safest if fed pre-killed. Move the prey around when dropping it into the enclosure to stimulate the animal to feed. Young lizards may need to eat daily but adult snakes may only need to eat twice per week.
  - Fish = should be fed live.
  - Worms/larvae = should be fed live. They are best fed in a dish that the reptile may eat from but from which the worms cannot escape.
  - Crickets = should be dusted in calcium powder and fed live. Some reptiles need additional nutrients that are provided by giving the cricket’s commercial gut-loading food 12 to 24 hours before feeding.

Omnivorous Diets

Terrestrial omnivores should be fed using the guidelines for both herbivores and the appropriate carnivore. Aquatic omnivores should have their greens floated on the water and given live fish.
Domestic Birds

Birds should be fed twice daily but must be monitored for food intake regularly. If a bird is not eating the diet given, alternatives must be tried until a diet is found that the bird will eat. Whenever possible, a bird’s diet should remain the same as the diet in home. Food must be provided by the owner, found in the owner’s home, or found in the bird’s food dish as a guideline for its diet. Additional considerations are as follows:

- Birds should have limited access to dairy products, cabbage, and bananas
- Birds should not be given chocolate, avocado, foods with high salt content, or mushrooms
- Lories and Toucans require a diet of fruits, vegetables, juices, and nectars. They should not be given seeds.
- Finches, canaries, and other wild and wild-type birds require small amounts of grit in their diets. The grit can be sand, gravel, or crushed oyster shells.

Horses/Equine

Horses should be fed small amounts of food several times per day. They should be fed locally grown grass hay. Meals should consist of no more food than a horse can consume in an hour.

Chickens/Other Fowl

Chickens should be given commercial chicken feed twice per day. The chicken’s normal diet should be followed if known.

Livestock/Farm Mammals

- Goats - The diet should consist of commercial goat feed (non-medicated), a plant fiber source, and a salt block. Unless housed in pens that allow access to plant material, goats require a supplement of leafy hays or legumes. Goats should be fed twice a day rather than allowing the animals to free feed.
- Sheep - The diet should consist of commercial sheep feed (non-medicated), a plant fiber source, and a salt block. Unless housed in pens that allow access to grasses, sheep require a supplement of grass hay. Sheep should be fed twice a day rather than allowing the animals to free feed.
- Swine - Pigs should be fed twice a day. An appropriate standard diet consists of a non-medicated commercial pig feed and a small amount of alfalfa hay.
**Water**

Animal Water Intake Calculation Protocols
Standard Operating Procedures for a California emergency

Ideally, animals should be allowed free choice access to water to account for variations in weight, metabolism, reproductive/ lactation status, disease and environmental conditions such as ambient temperature. For purposes of emergency planning, the numbers below provide a minimum requirement for planning purposes.

**Small animals** (dogs, cats) – 2 liters/day/pet*

**Birds and other small pets** – 1 liter/day/pet

*Large breed dogs (>50 pounds) will require 4 liters/day
Lactating animals will require 4 liters/ day

**Horses**

<table>
<thead>
<tr>
<th>Estimated daily water intake (gallons per day) for horses of various body weights (lbs)</th>
<th>Resting / Normal ambient temp (41 to 77 degrees F) (Assuming 5.7 gal per 1000 lb per day)(^1)</th>
<th>Heavy Workload (can double to triple the requirement)(^2)</th>
<th>Gestation / Lactation (Add a minimum of 30% to resting requirement)(^2)</th>
<th>Lactation (Add a minimum of 75% to resting requirement)(^3)</th>
<th>High heat and/or humidity (can double to triple the requirement)(^2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>300 to 500 lbs (minis, ponies, foals/ yearlings)</td>
<td>1.5 gallons per day</td>
<td>3 to 4.5 gallons per day</td>
<td>2 gallons per day</td>
<td>2.75 gallons per day</td>
<td>3 to 4.5 gallons per day</td>
</tr>
<tr>
<td>500 to 1,000 lbs (large ponies and small breed horses)</td>
<td>3 gallons per day</td>
<td>6 to 9 gallons per day</td>
<td>4 gallons per day</td>
<td>7 gallons per day</td>
<td>6 to 9 gallons per day</td>
</tr>
<tr>
<td>1,000 to 1,500 lbs (average size horse)</td>
<td>6 gallons per day</td>
<td>12 to 18 gallons per day</td>
<td>8 gallons per day</td>
<td>14 gallons per day</td>
<td>12 to 18 gallons per day</td>
</tr>
<tr>
<td>1,500 to 2,000 lbs (European/ warmblood breeds)</td>
<td>9 gallons per day</td>
<td>Add 18 to 27 gallons per day</td>
<td>12 gallons per day</td>
<td>21 gallons per day</td>
<td>Add 18 to 27 gallons per day</td>
</tr>
<tr>
<td>2,000 to 2,500 lbs (draft breed horses)</td>
<td>12 gallons per day</td>
<td>24 to 36 gallons per day</td>
<td>16 gallons per day</td>
<td>28 gallons per day</td>
<td>24 to 36 gallons per day</td>
</tr>
</tbody>
</table>


\(^3\) National Research Council: Horse recommendations, 2007

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Cattle
ESTIMATED DAILY WATER INTAKE FOR CATTLE* (gallons/day per animal)

<table>
<thead>
<tr>
<th>Body Weight (lbs)</th>
<th>Ambient Temperature</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>40°F</td>
<td>60°F</td>
</tr>
<tr>
<td>400</td>
<td>4.0</td>
<td>5.0</td>
</tr>
<tr>
<td>800</td>
<td>6.3</td>
<td>7.9</td>
</tr>
<tr>
<td>1,000</td>
<td>8.7</td>
<td>10.8</td>
</tr>
<tr>
<td>1,100</td>
<td>6.0</td>
<td>7.4</td>
</tr>
<tr>
<td>900</td>
<td>11.4</td>
<td>14.5</td>
</tr>
<tr>
<td>1,300 (45 lbs milk/day)</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>1,300 (90 lbs milk/day)</td>
<td>29</td>
<td>30</td>
</tr>
</tbody>
</table>


Resources
Recourses are critical for effective care and shelter operations. The CARES Resource List covers common resources (both equipment and personnel) needed for shelter set-up and operations. It can be accessed at www.cal-cares.com

Shelter Closure
California government is tasked to work efficiently, and to use resources only as needed for disaster response and recovery. This includes personnel. Without appropriate reductions of staffing and operations, unnecessary operating costs may occur. In contrast, facilities and staff may be demobilized prematurely, thus threatening the health and safety of the animals in disaster.

Closure Criteria
The guidance can be used for staff reduction criteria. When ALL are met, it may be appropriate to close a public shelter operation.

The Shelter Incident Commander will work with OA EOC staff to define the right combination of staff to support continuing local needs. As recovery progresses, the following order of staff reduction is anticipated (note that there must always be an IC in order to comply with the ICS/SEMS model):

- Planning and Intelligence--As additional threats no longer appear and conditions for recovery are well documented and stable, there is little need for further strategic planning for animal needs.
- **Liaisons and representatives from other organizations**—When their skills are no longer needed for support of the sheltered animals.

- **Operations**—As field operations ramp down and new actions to support animals are no longer anticipated.

- **Logistics**—As resources used for supporting animal needs are no longer needed, or are no longer tracked because they have been consumed or returned to their original organization.

- **Safety Officer and PIO**—At this point the shelter operations will be closed and restocked, ready for the next disaster that may occur.

- **Finance and Administration**—Should now be closed and staff directed to return all files and records to the Operational Area Recovery staff.

- **The Shelter Incident Commander**—Deactivates the complete ICS shelter structure using the deactivation steps below.

**Deactivation Steps**

There are specific steps the Shelter IC should complete in order to deactivate the shelter:

- Ensure all personnel have signed out from the last shift.

- Ensure that all personnel needed on short notice have left a contact number where they can be reached in the next 24 hours, should the event ramp up unexpectedly.

- Ensure that the OA EOC is aware of the closure.

- Ensure that the County Animal Coordinator is aware of the closure.

- Ensure that all CARES participants still active in the Operational Area are informed of the closure.

- Establish a clean-up crew to reestablish the shelter to a state of readiness, including resupply and repairs as needed.

- Close all logs and schedule a critique/debriefing for all disaster participants within 24 to 48 hours.

- Ensure that a critique summary is provided to the OA Recovery staff as part of the After Action.
Procedures for Unclaimed Animals

Every shelter should create procedures for unclaimed animals. An animal may be adopted, transferred, or euthanized, but the procedures must be consistent with state and local laws. The procedures must be communicated to local rescue groups and the public.

Debriefing and After Action Report

After all animals have been returned to owners, transferred to a shelter, or transported, and all emergency areas have been closed, it is important for key staff, volunteers, and personnel from other EOC departments to meet for a debriefing on the incident response. The following may be discussed:

- What was achieved?
- What went well?
- What went wrong?
- Were any innovations implemented?
- What changes need to be made to the plans?
- Were supplies sufficient?
- What job descriptions need to be altered?