

## VIII. Appendix

### D. STANDARD OPERATING PROCEDURES

**NOTE:** The standard operating procedures for animal evacuation, shelter management and animal care may be periodically revised as the FFB ART staff receives additional training from national animal welfare organizations. Team Leader and Color teams will only be appointed and Activated as needed.

#### Activation

1. If activated by the jurisdiction authority, the FFBART Team Leader will immediately contact the FFBART functional Team Leader staff for an incident briefing and delegation of duties. In addition the staff will establish a Field Operations staging area and a Base Operations site (with an Emergency Animal Shelter if required). Dependent on the level of response required, each FFBART functional Team Leader will contact their team members and activate their functional areas.

2. Existing FFBART members and volunteers must report to their FFBART leader to receive their duty instructions. In addition, they must log in with the PURPLE staff prior to starting a shift and must log out prior to leaving the shelter using the Volunteer Sign In Log.

3. Once the emergency has been declared, all requests for supplies or other assistance must be directed through the FFBART leader and/or the BLUE team leader before requesting via the EOC.

4. All requests for media interviews must be channeled to the FFBART leader and the GOLD team leader and directed to the EOC for guidance before any statements are made.

5. New volunteers must report to the PURPLE staff at Base Operations to sign waivers, confidentiality statements, volunteer registration forms and receive brief orientation training. ALL volunteers must log in and out by using the Volunteer Sign In Log. The PURPLE Team Leader will assign new volunteers to duty stations depending on their interests and qualifications. Once receiving their duty station, the volunteer will report to the appropriate Team location and check in with the appropriate Team Leader.

6. Youth volunteers under the age of eighteen will be required to have a parent or legal guardian's permission and signature on all registration forms. In addition, youth volunteers may be limited in their assignment duties and locations and may be required to have a parent or legal guardian to accompany them.

#### Field Operations

7. Only FFBART staff and volunteers who have completed CERT training will be allowed to participate in field operations. The FFBART Team Leader and the ORANGE Team Leader will conduct an assessment and determine the extent of operations, the location for the Field Operations staging area, and search and rescue activities in the field.

8. The ORANGE Team members will conduct animal rescue and triage operations in the field under the direction of the ORANGE Team Leader. All animals will be triaged, tagged and

have an intake form completed. Animals needing medical care will be transported as soon as possible to a vet clinic or hospital. The intake form will be duplicated and sent to Base Operations, the original intake form will accompany the injured animal to a BLUE Team member at the vet clinic.

### **Shelter Management**

9. The premises to be used for the animal emergency shelter must be examined by the FC-ART Team Leader and the GREEN Team Leader (Shelter Manager) and a facility representative. Pre-existing conditions must be noted and signed off by both parties on the Pre-Occupancy Inspection/Walk-Through form. The GREEN team leader should make efforts to create an area designated for healthy animals as well as a secluded area for any animals exhibiting signs of injury or illness.

10. Duties at the shelter will be assigned to volunteers by the GREEN team leader/Shelter Manager or their designee. Duties will be assigned according to volunteers' particular skills, abilities and qualifications.

11. Tables will be set up for animal intake and registration. Every animal and its cage will be tagged with a tab-band collar-indicating animal's name and if known, the owner's name. Information for rescued animals should include the location/date/time that the animal was rescued. As much information about the pet's name, breed/description, age, vaccination history if available, and owner's name, address and telephone number should be entered in the shelter animal intake form.

12. If the animal is being boarded or is a temporary surrender and the owner is known, the volunteer should also make a note of all equipment the owner is bringing in with the pet (cage, leash, bowl, food, etc.) and any FC-ART equipment loaned to the owner. The owner must sign the Animal Intake Form. This is a signed agreement between the owner (on behalf of the family, if applicable) and the shelter staff, stating that the owner will abide by the \*\*\*\*\*shelter SOP and \*\*\*\*\*Code of Conduct. No owner relinquished animals can be accepted without the owner's completion of this form. (A copy of the Shelter SOP and Code of Conduct must be furnished to each pet owner).

13. Any pets arriving without appropriate vaccination records will be housed in a separate area of the shelter if possible. If a veterinarian is present, he/she will be asked to examine the animal. If it appears healthy, it can be accepted. If it does not appear healthy, an FC-ART GREEN team member will transport it to the closest veterinarian care station, clinic or hospital. If no veterinarian or vet-tech is present, then FC-ART volunteers will use their best judgment in regards to accepting the animal.

14. If an animal is being fostered, the fostering volunteer must completed the fostering application and be approved by the FC-ART Team Leader or designee. All required information for the foster volunteer must be recorded on the fostered animal's intake form before the animal is allowed to leave the FC-ART location.

### **Animal Care**

15. No pet shall be out of its cage without a leash. This also applies to cats.

16. Each cage will have a clipboard attached to it and the care giver/owners should note on the board the time the pet was fed and walked. This is to make sure that no animal is overlooked because its owner is unable to care for it. (Application of this provision will depend upon the number of animals being sheltered).

17. Shelter volunteers shall wear disposable gloves AT ALL TIMES when handling animals and shall change gloves after caring for one animal and before handling the next.

18. If an animal exhibits signs/symptoms of illness, that animal will be isolated from the others as far as space permits.

19. Owners and volunteer care givers should not permit any contact between one animal and another.

20. If the animal is owned, the responsibility of caring for the pet rests with the owner, however access must be restricted due to the lack of space in the shelter. One family member (over the age of sixteen years) may visit the pet for twenty (20) minutes every three hours to feed, water, walk, and clean up after the pet. Care givers/owners must immediately notify shelter volunteers or vet medical staff if an animal appears sick, is coughing or has diarrhea.

### **Animal Discharge**

21. When animals are reunited with their owners, volunteers MUST check to make sure the pet is matched with the correct owner. The Pet Owner Reclaim form must be completed and registration log must be noted with the date and time the animal was released and what equipment the owner took with him (cage, bowls, etc.) This must match the intake inventory

22. All fostered animals must be accounted for. If there are unclaimed animals following the activation time period the -ART Team Leader and staff will determine the potential of foster requests for permanent placement of the animal in the foster home.

### **Shelter Deactivation**

22. Once the shelter has been emptied volunteers will make an inventory of all supplies that remain and keep a record of the disposal of those supplies. (Some items such as cages may have been on loan and need to be returned; other items such as food can be returned if unopened, or otherwise donated to an area Animal Shelter).

23. Once the shelter has been emptied, -ART volunteers are responsible for cleaning and sanitizing of the shelter.

24. Once the shelter has been emptied and sanitized, the GREEN Team Leader (Shelter Manager) shall examine the facility with a representative from the facility and both shall sign the Release of Facility form, noting any damage.

25. The GREEN Team Leader (Shelter Manager) will be responsible for returning loaned items.

26. When the shelter is closed and the operation of the pet shelter concluded, the -ART leader and/or Shelter Manager must notify the EOC/IC.

27. All donated items including emergency supplies of pet food must be channeled through the GREEN team leader/Shelter Manager and the BLUE team leader or their designee.