# Shelter Event Management and Staffing

Presented by the
NC Department of Crime Control & Public Safety
Division of Emergency Management
and the
NC Department of Agriculture & Consumer Services
Emergency Programs Division

Big Picture

- Counties will follow EM's lead during evacuations
  - establish shelters for evacuees
  - shelter for rescued animals
- Counties will use
  - existing animal shelter facilities
  - temporary facilities that need equipment etc.
- CAMETs are great sources of sheltering equipment
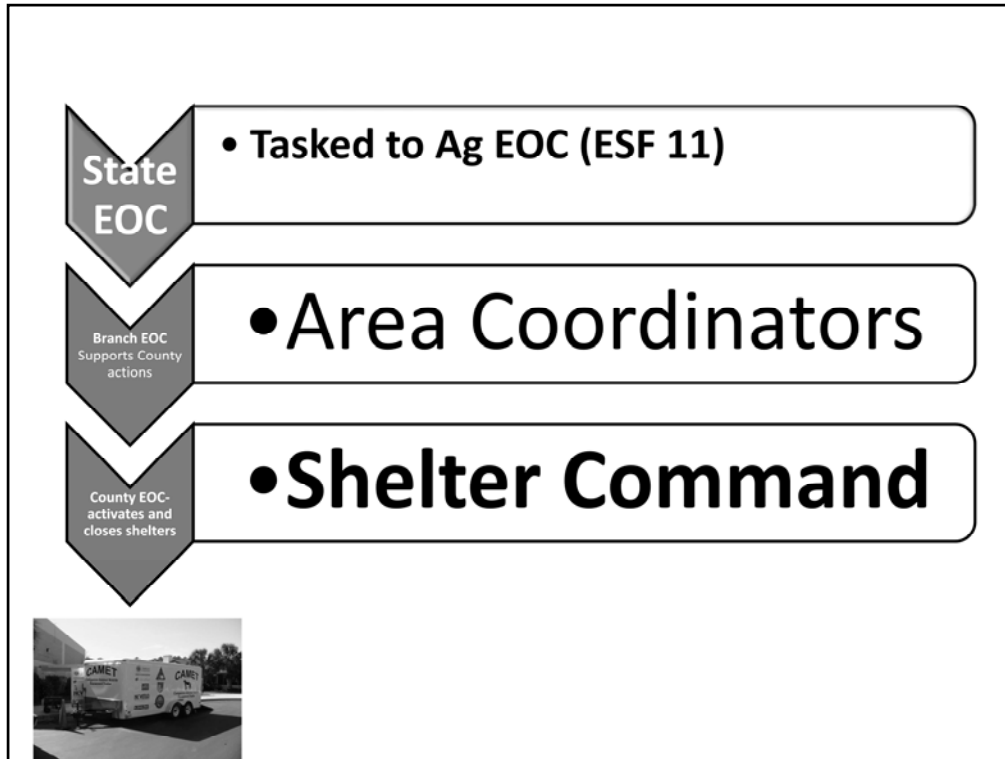
Shelters begin with county command at the Emergency Operations Center (EOC) (i.e. County EM). They are supported through county to county and then State to county requests. To help coordinate that response, NCEM has further broken down the state into three branches and then into 15 areas

Local Resources

- Commercial:
  - Boarding Kennels
  - Veterinary Clinics
  - Pet Friendly Hotels
- Non-profit resources
  - Animal shelters
  - Humane groups shelters
- These resources already have staff and Public service history

It is important to use as many of these sheltering resources as possible to ensure that county citizens are not slighted in their efforts to provide the service of sheltering for events, whether small or large. Assessing and using these resources will ensure their participation in smaller events or events that have quick activation and would need to in-house resources (ex. tornado or hazmat evacuation event).

Temporary Sheltering

- When Local resources depleted, Counties turn to temporary sheltering to handle surge that disasters can bring:

- Temporary Shelter types:
- Evacuation: < 5 day activation
- Rescue: Week to month

Evacuation shelters are activated to shelter the pets that accompany people as they evacuate and seek shelter from approaching storms. Counties need to be prepared to open and staff these shelters with their own resources. Evacuation shelters may be co-located with owner assisted care policies or they may be fully staffed and separate from human shelters.

Rescue shelters are activated to shelter animals that are found "at large" after an event. These animals may not have owners, health records, etc. These shelters may stay open longer to provide owners time to claim their pets or for foster/adoption programs to take place.

Sheltering Timeline

| Evacuation Shelters | Landfall | Rescue Shelters |
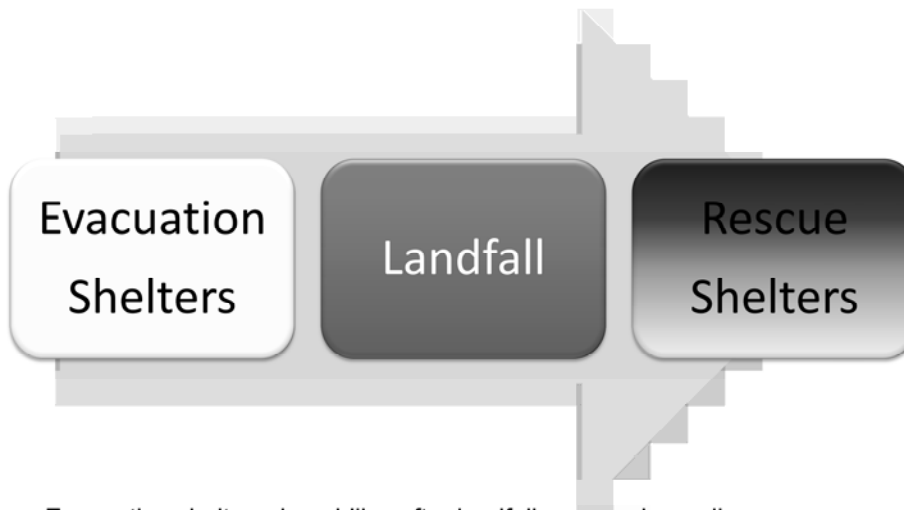
Evacuation shelters demobilize after landfall or may, depending on
The county's sheltering plan, become Rescue shelters.

Regional Shelters

- Several shelter locations being planned to serve as Regional Rescue Shelters
- Regional Rescue Shelters will likely:
  - Shelter animals from multiple counties
  - Use more than one county's personnel
  - May use personnel from national groups
  - Operate under the Host county's command structure with additional staffing from NCDA&CS and VRC
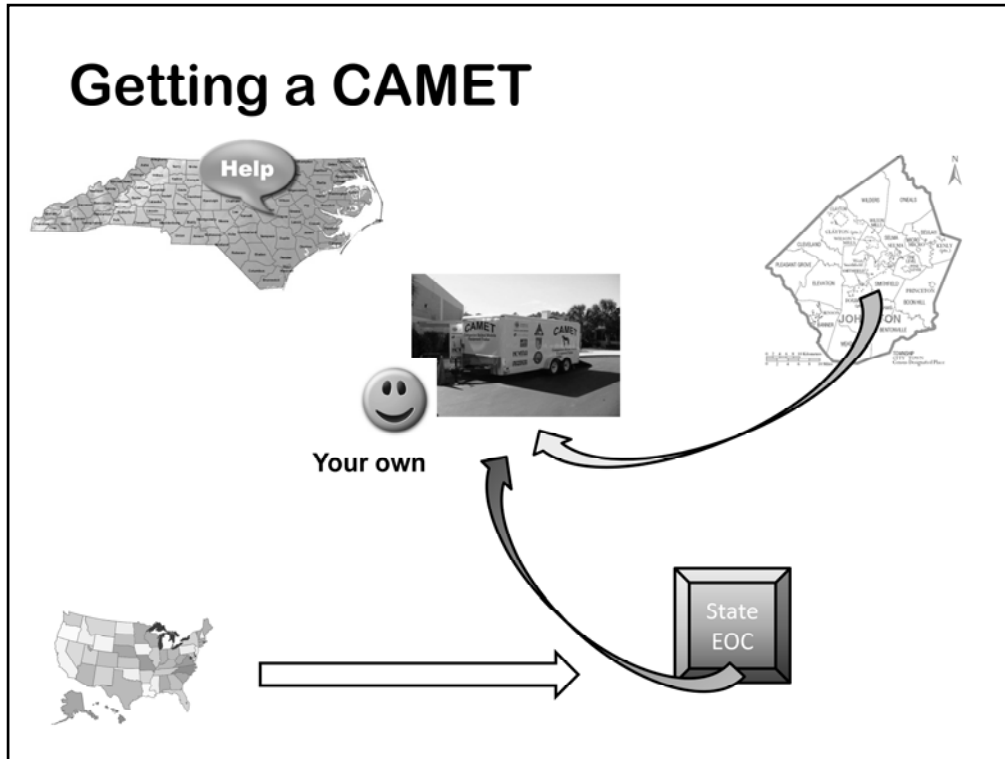
There are several ways to get a CAMET. One way is to have one of your own! A lot of counties are using grants or donations for CAMETs to ensure that have one available during events. If you do not have your own, your county can request one from another county (preferred) or from State EM. The State EOC can also request a CAMET through an Emergency Management Assistance Compact (EMAC) request. In addition, there are other resources like CAMETs that can be requested through the State EOC that are offered by Non-Governmental Organizations (NGOs).
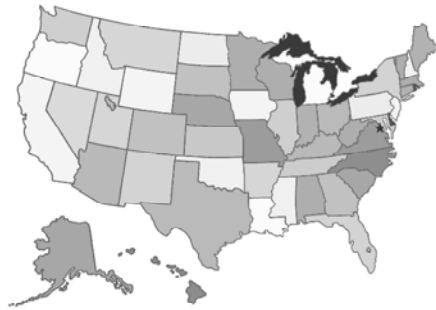
National Resources (1)

- Good resources outside of NC
1. During large scale events, non-NC resources need to be coordinated through the State EOC/AgEOC to ensure they are used strategically and most effectively rather than a first request basis.
2. Non-NC resources will be asked to sign MOU's with NCSART to ensure responders comply with State protocols.

There are wonderful national level resources outside of NC that may be available to serve. Here are the basics of how to best use them:

1. During large scale events, non-NC resources need to be coordinated through the State EOC/AgEOC to ensure they are used strategically and most effectively in the event rather than a first request basis.

2. Non-NC resources will be asked to sign MOU's with NCSART to ensure responders comply with State protocols.

3. Counties may be contacted directly by groups wishing to help. It is recommended that Counties refer them to State EOC.
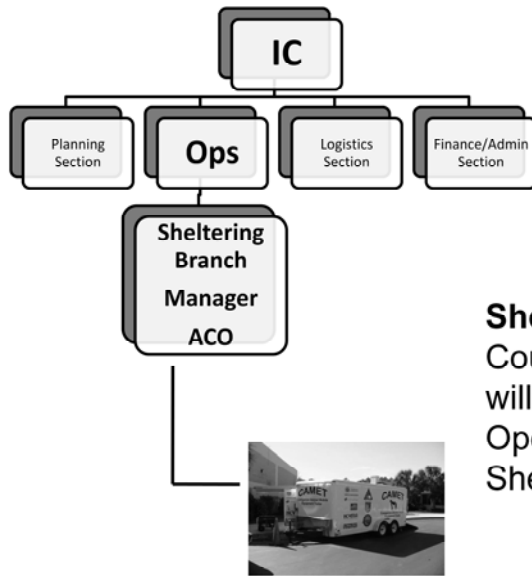
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CAMETs and Response

This slide shows how CAMETs fit into the county emergency response structure of the Incident Command System.

Animal Control (Lead Local Agency) will likely be tasked with Sheltering as well as Search and Rescue in addition to routine activities. AC will task sheltering to Shelter Manager and the Sheltering Team. Team reports to shelter manager and manager reports to AC who reports to County Operations Section chief.

Shelter Team Development

- County EM / Animal Control Agencies should develop Shelter Teams as county resources to carry out sheltering especially for Evacuation Shelters
- Host counties should develop MOU's with counties to be hosted
  - pre-event to clarify what staffing will be supplied by either/both counties

Animal Response Teams

Animal Emergency Response Titles
- -AER-1, animal case manager
- -AER-2, animal control officer
- -AER 4, animal handling specialist
- -AER 6, animal premises site manager
- -AER 7, animal shelter manager
- -AER 8, animal technician
- -AER 14, veterinarian

These are the titles that are proposed by Federal Response Agencies to help standardize animal response team development.

Evacuation Staffing

- Animal Facilities Site Manager (Shelter Task Force Leader)
  - Animal Case Manager (Registration)
  - Animal Handling Specialist
    - assist owners who need help
  - Volunteers for set up/demobilization
  - Site Manager and Animal Case manager may be same person for small shelters
- Access to Animal Control Officer, Veterinarian

Evacuation shelter staffing needs, assuming there will be owner-assisted care of the animals.

Hopefully, a evacuation shelter set up would need no more than 3 workers plus volunteers for setup and demob and really only two people when setup (site manager and animal handling specialists)

Rescue Shelter Staffing

- Animal Facilities Site Manager (Shelter Task Force Leader)
  - Animal Case Manager (Registration)
  - Animal Handling Specialists (1-2 per 20 animals)
  - Animal Technician(s) (1 per 30 animals)
  - Volunteers for set up/ daily clean-up/demob
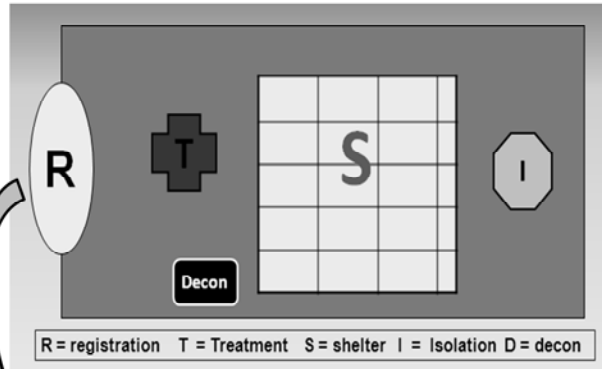- Access to Animal Control Officer, Veterinarian
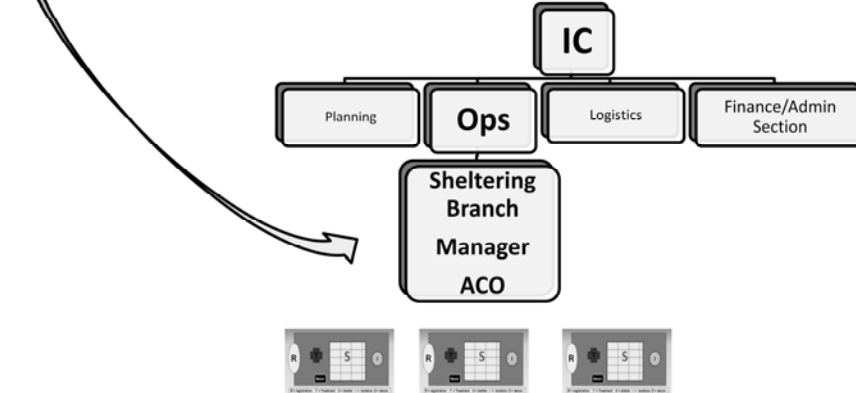
Note, Sheltering Branch manager may actually oversee several shelters. Sheltering branch manager reports to the Operations Section.

Registration Area
Area Responsibilities

R = registration   T = Treatment   S = shelter   I = Isolation   D = decon

Shelter Oversight: Shelter Facilities Site Manager (TFL)

Staff: 1) Animal Case Manager
**   records, triage, oversees intake, handouts**
**   2) Assistants (id animals, pics, guides)**

Registration duties are done by the Animal Case Manager who is supervised by the Facilities Site Manager. For small shelters, the Facilities Site Manager may be both.
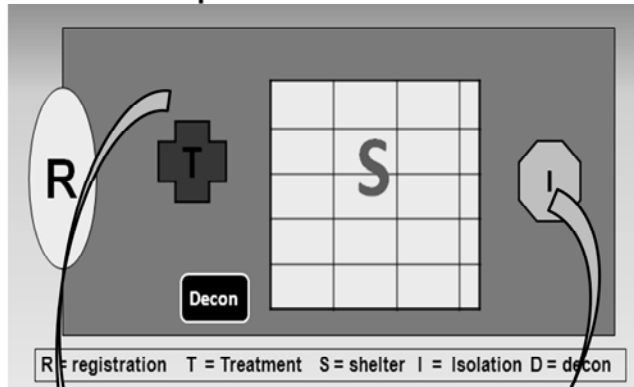
Treatment area is overseen by Veterinarian under the Shelter Facilities Site Manager. Note, the Vet may actually also be the Shelter Facilities Site manager for Rescue shelters.

Vet oversees care of animals in treatment area, their triage (decisions to move to isolation or to other facility such as Vet Clinic), and any medical procedures to be performed. Animal Technicians and Animal Handling Specialists can assist Veterinarian in the treatment areas etc.

Shelter & Decontamination
Area Responsibilities

R = registration   T = Treatment   S = shelter   I = Isolation   = decon
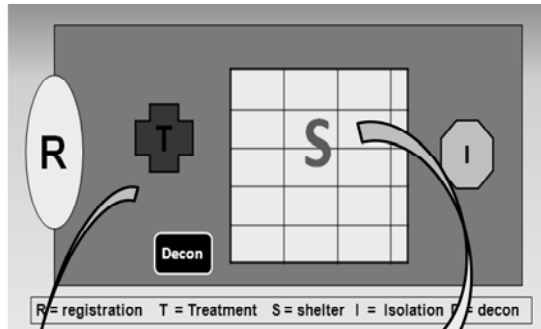
Shelter Oversight: Shelter Facilities Site Manager (TFL)

Staff: 1) Animal Handling Sp/ ACO/ Animal Technician
shelter operations, handling animals, decon
2) Assistants (clean cages, bowls, facility)

The shelter and decontamination area duties are overseen and performed by either animal handling specialists, ACO's or Animal Technicians. To assist the Vet, Animal Technicians are most appropriate. To move and handle pets in usual shelter operations, Animal Handling Specialists are appropriate. To transfer pets to other facilities and handling dangerous animals as well as conducting investigations, Animal Control Officers are most appropriate.

Recommended Training

Shelter management training:
- County-specific shelter training
  - Basic biosecurity and county EOP
- Incident Command System (ICS) 100
- ICS 200
- NIMS 700
- Biosecurity awareness
- HazMat awareness
- State/County EOP

Recommended training/credentials for shelter management:
- Yellow = minimum training needed for shelter management
- SART/VRC credentialed staff have completed all of the items listed

The first and second bullets are essential to allow shelter branch managers and facility site managers work within command structures and help make decisions for the event operations. Additional trainings round out the responder so that they can participate in events really anywhere in the country.

For Animal case managers, animal handling specialists, ACO's, and assistants that may wash bowls etc, if they did not have any of the above training but were needed, then a template for number 1 will be available as a just in time training module on NCDA & CS Emergency Programs Sheltering Website http://www.ncagr.gov/oep/Sheltering/

Each county is responsible for developing their own plan for animal response. Shelter managers should receive this county specific training prior
to opening a shelter.

ICS and National Incident Management System (NIMS) training available online through FEMA's Independent Study Program: http://training.fema.gov/IS/crslist.asp

EOP stands for Emergency Operations Plan.

The NC Animal Disaster Sheltering Resources website (www.ncagr.gov/oep/Sheltering) can provide template documents to
help your county begin the planning process.

The NCDA&CS Emergency Programs Division will provide animal sheltering guidance but cannot develop specific county trainings because each
county has unique issues that need to be addressed locally.