

# Incorporating Household Pets and Service Animals Considerations into Emergency Operations Plans

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

***DRAFT***

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**FEMA**

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# PREFACE

1  
2 Today, more than 60 percent of American households own a pet, an increase  
3 from 56 percent in 1988<sup>1</sup>. Nearly half of pet owners consider their animals to be  
4 members of the family.<sup>2</sup> The power of the relationship between people and their  
5 pets or service animals is readily apparent during disaster evacuations. Prior to  
6 the landfall of Hurricane Katrina, storm evacuees refused to leave their  
7 residences because first responders would not allow their pets to evacuate with  
8 them. This endangered or cost the lives of both the owners and their pets; as a  
9 result of this situation, the Pets Evacuation and Transportation Standards (PETS)  
10 Act was enacted by Congress in 2006. This legislation was designed to ensure  
11 that governments plan for the evacuation, rescue, sheltering, and essential  
12 needs of household pets and service animals in the wake of a disaster.

13  
14 Comprehensive Preparedness Guide (CPG) 302 is designed to provide guidance  
15 for incorporating Household Pets and Service Animals Plans (HPSAPs) into  
16 State, Territorial, Tribal, and Local emergency operations plans (EOPs). Each  
17 HPSAP should comply with the PETS Act, which contains the following  
18 provisions<sup>3</sup>:

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

25  
26 In support of the PETS Act, the Federal Emergency Management Agency  
27 (FEMA) issued Disaster Assistance Policy (DAP) 9523.19 entitled, “Eligible Costs  
28 Related to Pet Evacuations and Sheltering.” This policy guides the  
29 reimbursement process for governments seeking public assistance for pet-  
30 related emergency activities. According to DAP 9523.19, governments that  
31 receive evacuees from areas declared a major disaster or emergency may seek  
32 reimbursement for eligible pet rescue, sheltering, and evacuation-support costs.  
33 Governments outside the designated disaster area may seek reimbursement  
34 under mutual aid protocols through the affected and supported states. For more  
35 detail, please refer directly to DAP 9523.19, which can be found on FEMA’s  
36 Public Assistance Web page<sup>4</sup>.

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<sup>1</sup> American Veterinary Medical Association. U.S. Pet Ownership and Demographics Sourcebook, 2007.  
(<http://www.avma.org/reference/marketstats/sourcebook.asp>).

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

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

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

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

## 6 ACKNOWLEDGEMENTS

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

### 9 10 Federal Agencies

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

### 13 14 State and Territorial Governments

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

### 17 18 Local and Tribal Governments

- 19 •

### 20 21 Professional Associations and Non-Profit Organizations

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

### 30 31 Industry, Research Organizations, and Universities

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

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# 1. INTRODUCTION AND OVERVIEW

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## INTRODUCTION

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

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

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

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

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

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

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

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

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

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

## 37 **PURPOSE**

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

## 1 APPLICABILITY AND SCOPE

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

## 13 SUPERSESSION

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

## 15 AUTHORITIES

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

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

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

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

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

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

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

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

## 27 HOW TO USE THIS GUIDE

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

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

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

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

- 1           • A checklist to help guide plan development.

## 2 RECOMMENDED TRAINING

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

- 5           • FEMA Independent Study Course 10: Animals in Disaster, Module A:  
6           Awareness and Preparedness<sup>12</sup>
- 7           • FEMA Independent Study Course 11: Animals in Disaster, Module B:  
8           Community Planning<sup>13</sup>

## 9 NIMS COMPLIANCE AND INTEGRATION

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

## 13 ADMINISTRATIVE INFORMATION

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

20

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

## 25 REVISION PROCESS

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

30

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

34

35                     DHS/FEMA  
36                     National Preparedness Directorate

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

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

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## 2. THE PLANNING PROCESS

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### OVERVIEW

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

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

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

### PLANNING PRINCIPLES

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

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

## 1 COMMON TERMS

### 2 HOUSEHOLD PETS

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

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

### 14 SERVICE ANIMALS

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

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

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

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

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

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

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

## 11 CONGREGATE HOUSEHOLD PET SHELTER

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

## 16 CHARACTERISTICS OF EFFECTIVE PLANNING PROCESSES

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

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

## 1 STEPS IN THE PLANNING PROCESS

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

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

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

## 27 FORM A COLLABORATIVE PLANNING TEAM

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

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

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

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

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

**Table 1: Proposed Planning Team Compositions**

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

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

## 1 UNDERSTAND THE SITUATION

### 2 **Conduct Research**

3 Once a planning team has been formed, the next step is to begin research that  
4 will help frame your HPSAP to the jurisdiction's hazards. Research efforts should  
5 focus on assessing the jurisdiction's needs regarding household pets and service  
6 animals evacuation, rescue, sheltering, and care during a disaster. Household  
7 pets and service animals response operations will require personnel, equipment,  
8 supplies, and facilities. The most important resource to reference during this step  
9 is FEMA's resource typing guide<sup>16</sup> for animal health resources. Resource typing  
10 definitions may assist jurisdictions with examining their current resource  
11 capabilities. The guide specifically addresses incident management teams for  
12 animal protection, small animal rescue strike teams, small animal sheltering  
13 teams, and small animal transport teams. See Appendix A: Authorities and  
14 References for additional training and equipment resources. Particular areas to  
15 consider when developing your HPSAP are listed below.

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

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<sup>16</sup> Federal Emergency Management Agency. Typed Resource Definitions: Animal Health Resources, May 2005.  
([http://www.nimsonline.com/resource\\_typing\\_system/](http://www.nimsonline.com/resource_typing_system/)).

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

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

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

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

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

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

- 1           ○ Local university/college faculty and staff
- 2           ○ Local veterinarians and veterinary technicians
- 3           ○ Pet industry representatives
- 4           ○ Pet interest groups of household and “non-household” pets
- 5           ○ Public emergency shelter managers
- 6           ○ Search and rescue personnel
- 7           ○ Service animal trainers

## 8           **Analyze the Information**

9           When a large amount of information is collected, the next step is to analyze it.  
10          Analysis should not only predict the incident but the potential response. The goal  
11          of analysis is to frame the situation within your jurisdiction. Ask yourself the  
12          following questions:

- 13           • How big an issue is household pet sheltering in your area?
- 14           • Has your jurisdiction provided shelter for household pets or service  
15            animals in the past?
- 16           • What Federal, State, Territorial, Tribal, or Local laws regulate the care of  
17            household pets and service animals?
- 18           • What hazards would require the evacuation of citizens and their  
19            household pets and service animals?
- 20           • How many shelter facilities are available that can accommodate  
21            household pets?
- 22           • Are those shelters located in an area prone to the hazards of your  
23            community?
- 24           • What assets are available for your jurisdiction to call upon during a  
25            disaster or emergency situation?

26  
27          There are several Federal guidance documents mentioned in this CPG that  
28          directly affect the format and content of HPSAPs. The PETS Act was designed to  
29          satisfy the needs of individuals with household pets and service animals and  
30          guarantee the care of those animals. Other details, regarding shelter facilities,  
31          discussed in the PETS Act are also relevant. FEMA expanded upon the PETS  
32          Act by developing and approving DAP 9523.19. This policy identifies expenses  
33          related to State and Local emergency evacuation and sheltering activities that  
34          are eligible for reimbursement under FEMA’s Public Assistance Program. The  
35          terms household pet, service animal, and congregate household pet shelter are  
36          defined in this guideline. Jurisdictions may develop their HPSAPs to align with  
37          terms and eligible costs stated in DAP 9523.19, or they may not. Either way, the  
38          resulting HPSAP must satisfy the dictates of the PETS Act.  
39

1 **DETERMINE GOALS AND OBJECTIVES**

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

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

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

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

34 **PLAN DEVELOPMENT**

35 **Develop and Analyze Courses of Action**

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

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

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

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

19  
20 Please refer to CPG 101 for more details.

### 21 **Identify Resources**

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

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

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

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

## 15 PLAN PREPARATION, REVIEW, APPROVAL

### 16 **Write and Review the Plan**

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

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

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

### 40 ***Transportation Support***

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

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

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

### 22 ***Shelter Operations***

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

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

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

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

7 Numerous guidance documents contain discussions on pet sheltering activities.  
8 Planners registered with FEMA can consult the Lessons Learned Information  
9 Sharing (LLIS) guide entitled “Shelter Operations: Pet-Friendly Shelters<sup>18</sup>.” The  
10 purpose of this document is to outline the essential issues jurisdictions should  
11 consider when developing HPSAPs for sheltering household pets. It also offers  
12 an extensive bibliography of planning guidance, sample plans, sample equipment  
13 lists, and animal transportation information.

#### 14 ***Veterinary Care***

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

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

33 For additional information on emergency veterinary care planners can refer to the  
34 American Veterinary Medical Association’s Disaster Preparedness and  
35 Response Guide<sup>19</sup>. This guide addresses emergency veterinary operations,

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

<sup>19</sup> American Veterinary Medical Association. Disaster Preparedness and Response Guide, 2008. ([http://www.avma.org/disaster/responseguide/responseguide\\_toc\\_pf.asp](http://www.avma.org/disaster/responseguide/responseguide_toc_pf.asp)).

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

#### 4 ***Search and Rescue***

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

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

#### 17 ***Emergency Feeding***

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

26  
27 There are very few documents that address the issue of emergency feeding of  
28 household pets and service animals, but for basic animal handling and feeding  
29 information see the American Veterinary Medical Association's Disaster  
30 Preparedness and Response Guide<sup>20</sup>.

#### 31 **Approve and Implement the Plan**

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

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<sup>20</sup> American Veterinary Medical Association. Disaster Preparedness and Response Guide, 2008.  
([http://www.avma.org/disaster/responseguide/responseguide\\_toc\\_pf.asp](http://www.avma.org/disaster/responseguide/responseguide_toc_pf.asp)).

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

## 8 PLAN REFINEMENT AND EXECUTION

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

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

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

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

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

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

# 3. PLAN FORMAT

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## PROMULGATION DOCUMENT

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

## PURPOSE, SCOPE, SITUATIONS, AND ASSUMPTIONS

### PURPOSE

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

### SCOPE

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

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

## 1 SITUATION OVERVIEW

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

## 7 PLANNING ASSUMPTIONS

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

## 15 CONCEPT OF OPERATIONS

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

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

## 33 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

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

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

6 I. Organization

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

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

19 II. Assignment of Responsibilities

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

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

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

- 27 1. Responsibility 1
- 28 2. Responsibility 2





## 1 COMMUNICATIONS

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

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

## 33 ADMINISTRATION, FINANCE, AND LOGISTICS

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

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

4  
5 At the minimum, the following items should be addressed in this section of the  
6 HPSAP:

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

## 15 PLAN DEVELOPMENT AND MAINTENANCE

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

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

## 25 AUTHORITIES AND REFERENCES

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

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

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

# APPENDIX A: AUTHORITIES AND REFERENCES

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

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# APPENDIX B: GLOSSARY AND LIST OF ACRONYMS

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## GLOSSARY

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

### Congregate Household Pet Shelter

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

### Household Pet

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

### Rodent

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

### Service Animal

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

1 **LIST OF ACRONYMS**

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

# APPENDIX C: PLANNING CHECKLIST

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

## HOUSEHOLD PETS AND SERVICE ANIMALS PLANNING CHECKLIST

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

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

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

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

1 **PREPAREDNESS**

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

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

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

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

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

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

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

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

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

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

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

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

17 **TRANSPORTATION SUPPORT**

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

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

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

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

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

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

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

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

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

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

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

27 **SHELTER OPERATIONS**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1 **REGISTRATION AND ANIMAL INTAKE**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

28 **ANIMAL CARE**

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

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

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

3 Establish separate areas for:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

36 **PUBLIC INFORMATION AND OUTREACH**

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

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

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

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

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

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

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

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

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

25 **RECORD KEEPING**

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

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

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

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

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

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

17  
18 See FEMA DAP 9523.19 for specific details.

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

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

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