



ORGANIZATIONAL DISASTER PREPAREDNESS CHECKLIST

Prepared by the CalAnimals
Emergency Management Committee

March 2021

Sponsored by:

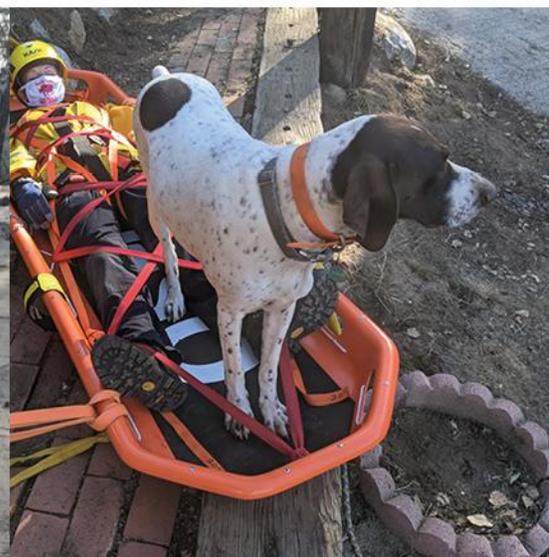


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1. INTRODUCTION

Introduction

Animal Emergency Response can be incredibly complicated. Most organizations struggle to be prepared for emergency operations due to the never-ending nature of animal sheltering, care, and control operations. This document is intended to serve as a guide for organizations. Some elements will help organizations prepare for disaster situations while others will help when the disaster strikes. Additionally, we hope this document will help to make the coordination and communication regarding animals in disasters or emergencies easier and clearer for all responding agencies and organizations in California.

The California Animal Welfare Association (CalAnimals) represents and supports California's animal care and control agencies, SPCAs, humane societies, and other animal welfare organizations. The CalAnimals Emergency Management Committee was formed in 2020 to support members as a central point for disaster or emergency issues or needs, strengthen the organization's role in state response efforts, provide insight into standardized disaster-related training opportunities for the members of CalAnimals, and assist, where appropriate, in supporting our members faced with other types of emergencies such as major and large scale animal cruelty or hoarding cases.

California animal care and control organizations typically fall under one of three basic types:

1. Government Agencies
2. Private Organizations
3. Private Organizations with Governmental Contracts

Within these three types there are two subcategories for the government involved organizations:

1. Those within or beneath a law enforcement agency
2. Those within or beneath another type of municipal government entity such as city or county government, public health, etc.

This distinction is important because these governmental organizations will end up existing within one of the two state mutual aid systems: the Law Enforcement Mutual Aid system or the Emergency Management Mutual Aid system. You can find more information about these two types in the [Glossary of Terms](#).



2. GLOSSARY OF TERMS

Glossary of Commonly Used Acronyms & Terms

Agency Having Jurisdiction (AHJ)

The Agency Having Jurisdiction (AHJ) is the agency that has primary responsibility for a pre-designated geographical area. The AHJ is the lead agency within their scope of work. Any agency or organization assisting in that geographic area will report to the AHJ designee(s) regularly and abide by any rules, policies, regulation, etc. set forth by the AHJ.

Emergency Management Mutual Aid (EMMA)

Emergency Management Mutual Aid (EMMA) is a program run by Cal-OES (Governor's Office of Emergency Services). During a state declared disaster, Cal-OES would have representation in the Local Authorities EOC. The Cal-OES representative will be working with the Operations and Logistics Section to order regional and State resources.

To request personnel through EMMA, you will submit a logistics request with complete and accurate information. There is FEMA resource typing for animal operations. Whenever possible, please use these typing titles for faster and more accurate assets. If you are looking for a resource that does not fit within a type, be specific for what that resource will be doing for the operation. Be clear about all the specialized training needed, such as Fireline training, swift water, IAP, etc. For technical positions, long durations may be acceptable. For ACOs or animal handlers, you are better off keeping the duration to five days, and they may be able to fill multiple shifts. Continuity of care in animal operations has been a difficult obstacle as organizations are often short-handed and can not accommodate long absences of staff.

The EMMA request will be sent out first to the regional area, then to the State for available resources. It is vital to assign a point of contact that will be available and can approve and schedule any resources that reach out. This point of contact falls under the planning section in ICS as a resource coordinator. The resource coordinator will be in charge of scheduling mutual aid, working with logistics for room and board, and organizing orientation and exit procedures.

When you request resources through EMMA, you must request that the same request is sent through LEMA. Since many animal agencies are under the Sheriff or Police Department, they will not see the EMMA request.

Emergency Mutual Aid Compact (EMAC)

The Emergency Mutual Aid Compact (EMAC) is a state to state resource sharing program. An EMAC request can only be approved by the State Operations Center (SOC) after all local and State resources have been exhausted. The State will pay EMAC resources initially, but a portion of the costs will be passed down through FEMA charges after the incident.

The SOC will use the information provided in the EMMA or LEMA request to send out an EMAC request. It is essential to be specific and complete in these requests.

States have “mission-ready packages” that will be constructed for your specific needs. Texas A&M and Oregon Veterinary Medical Association are a couple of examples. CalAnimals is interested in creating a mission-ready package for California responses as well as EMAC requests.

Emergency Operations Center (EOC)

The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. This location exists in each county and in most bigger cities. Access to the EOC will be limited to the designated branch leaders.

Incident Action Plan (IAP)

An incident action plan (IAP) formally documents incident goals (known as control objectives in NIMS), operational period objectives, and the response strategy defined by incident command during response planning. It contains general tactics to achieve goals and objectives within the overall strategy, while providing important information on event and response parameters. Equally important, the IAP facilitates dissemination of critical information about the status of response assets themselves. Because incident parameters evolve, action plans must be revised on a regular basis (at least once per operational period) to maintain consistent, up-to-date guidance across the system. Operational periods generally are each 12-24 hours during the incident.

Law Enforcement Mutual Aid (LEMA)

Law Enforcement Mutual Aid is a program run by Cal-OES Law Branch. During a state declared disaster Cal-OES would have representation in the Local Authorities(OA) law enforcement Department Operation Center (DOC). The Cal-OES rep will be working with the Operations and Logistics Section to order regional and State resources.

To request personnel through LEMA, you will submit a logistics request with complete and accurate information. There is FEMA resource typing for animal operations. Whenever possible, please use these typing titles for faster and more accurate assets. If you are looking for a resource that does not fit within a type, be specific for what that resource will be doing for the operation. Be clear about any or all specialized trainings needed, such as Fireline training, swift water, IAP, etc. For technical positions, long durations may be acceptable. For Animal Control Officers (ACOs), Animal Services Officers (ASOs), or animal handlers, you are better off keeping the duration to five days, and they may be able to fill multiple shifts. Continuity of care in animal operations has been a difficult obstacle as organizations are often short-handed and can not accommodate long absences of staff.

The LEMA request will be sent out first to the regional area, then to the State for available resources. It is vital to assign a point of contact that will be available and can approve and schedule any resources that reach out. This point of contact falls under the planning section in ICS as a resource coordinator. The resource coordinator will be in charge of scheduling mutual aid, working with logistics for room and board, and organizing orientation and exit procedures.

When you request resources through LEMA, you must request that the same request is sent through EMMA. Since many animal agencies are under departments other than the sheriff and police, they will not see the LEMA request.

Mutual Aid Agreement (MAA)

A Mutual Aid Agreement (MAA) is an agreement between a government agency and another government agency such as a city animal control or California Department of Food and Agriculture (CDFA). An agency is recommended to obtain MAAs to utilize resources during the time of a disaster. This agreement sets out the liability, compensation, reimbursement, and other agreed-upon items.

MAAs are often required to utilize material resources such as equipment, property, and inventory. They are also handy for the use of personnel resources such as Officers and kennel specialists.

If you are requesting mutual aid from a government agency, you will have to complete a post-event agreement. Post-event agreements can be cumbersome to most finance departments, therefore it is better to reach out and network with the various agencies as soon as possible (before disasters strike) and have MAAs established for quicker response of mutual aid.

Memorandum of Understanding (MOU)

A Memorandum of Understanding (MOU) is an agreement between any two established entities, such as between a government agency and a non-government agency. Agencies are recommended to negotiate strategic MOUs prior to an incident. This is particularly important for private non-profits and similar non-governmental agencies. Governmental agencies can provide mutual aid to each other via established county and state level systems without the need to pre-negotiate MOUs. MOUs outline the liability, compensation, reimbursement, and other agreed-upon items which can cause major stumbling blocks during an active disaster or recovery.

MOUs are often required to utilize material resources such as equipment, property, and inventory. They are also handy for the use of personnel resources such as ACO/HLE and kennel specialists (Animal Care and Handling Specialists).

If you are requesting mutual aid from a non-government agency, often you will have to enter into and sign an MOU before the agency can assist. This is often for liability, insurance, and occasionally compensation. With this in mind, the more MOUs you have in place before a disaster happens, the better and quicker response you will have.

Resource Typing

Resource typing is defining and categorizing, by capability, the resources requested, deployed, and used in incidents. Resource typing definitions establish a common language and define a resource's (for equipment, teams, and units) minimum capabilities. It serves as a common language for the mobilization of resources.

Efforts are underway by CalAnimals and the Coalition of California CARTs (Community Animal Response Teams), to create a standardization in California for the most frequently needed resources regarding animal rescue, sheltering, and care and transport activities: Animal Care and Handling Specialist, Animal Search and Rescue Technician, Animal Intake, Animal Driver/Transport, and Animal Services Officer/Humane Officer. The proposed language is matched to the FEMA Animal Resource Typing and includes descriptions and training requirements specific to California.

Having the same language used in requesting these resources in addition to pre-identifying the expected training or expertise requirements for those wanting to fill the requests, will provide clarity to personnel who may request deployment for those positions needed and it will ensure properly trained assistance is received by the requesting animal organization that is authorized to manage the local response and recovery efforts.

Tactical Operations Center (TOC)

A TOC will often be established for larger events when there are more agencies involved in response than can fit physically in the EOC. If your agency or organization is not the Agency Having Jurisdiction (AHJ) during an event but a county or city determines your presence in the formal structure will help their response, they may ask that you have someone present in the TOC daily or for formal briefings at certain times of day.

Additional Glossary Terms

More terms can be found in the [FEMA Glossary](#).



3. ANIMAL EMERGENCY RESPONSE INCIDENT COMMAND SYSTEM

Animal Emergency Response Incident Command System

As the Animal Operation becomes more and more involved during disasters, while becoming more scrutinized by the public eye, the operation must become more organized and transparent.

Under an Incident Command System (ICS) structure, animal operations usually fall under the EOC Operations Sections in the care and shelter branch as an animal group. The animal group supervisor runs the animal operation. If the incident expands and requires more resources and command, it can grow under ICS to its own Department Operation Center (DOC). If this occurs, the functions will have liaisons in the other incident command structures, including EOC, Fire, Sheriff's, etc. The command structure would include a DOC Director, command staff, and general staff.

We strongly recommend, no matter the size or complexity, that your organization be prepared to implement its own incident command structure during a disaster or emergency. The key positions to have filled each day are: a planning chief, logistics chief, and operations chief. Many of these positions are already filled in your normal daily operations, although you may have the duties under different titles. In small disasters, one person may fill multiple roles.

The Planning Chief will be in charge of organizing and creating an IAP (Incident Action Plan). This will assist significantly in communicating the goals and objectives of the operation, as well as supporting the field teams in knowing the structure and supports of management.

The Logistics Chief is a stressful and vital role. The Logistics Chief will organize all material resources coming in and going out for the operation. They will be submitting resource requests to the EOC or reporting structure and must keep track of its uses and returning after complete. This is vital when it comes to rented equipment that cost \$2,000/day or more.

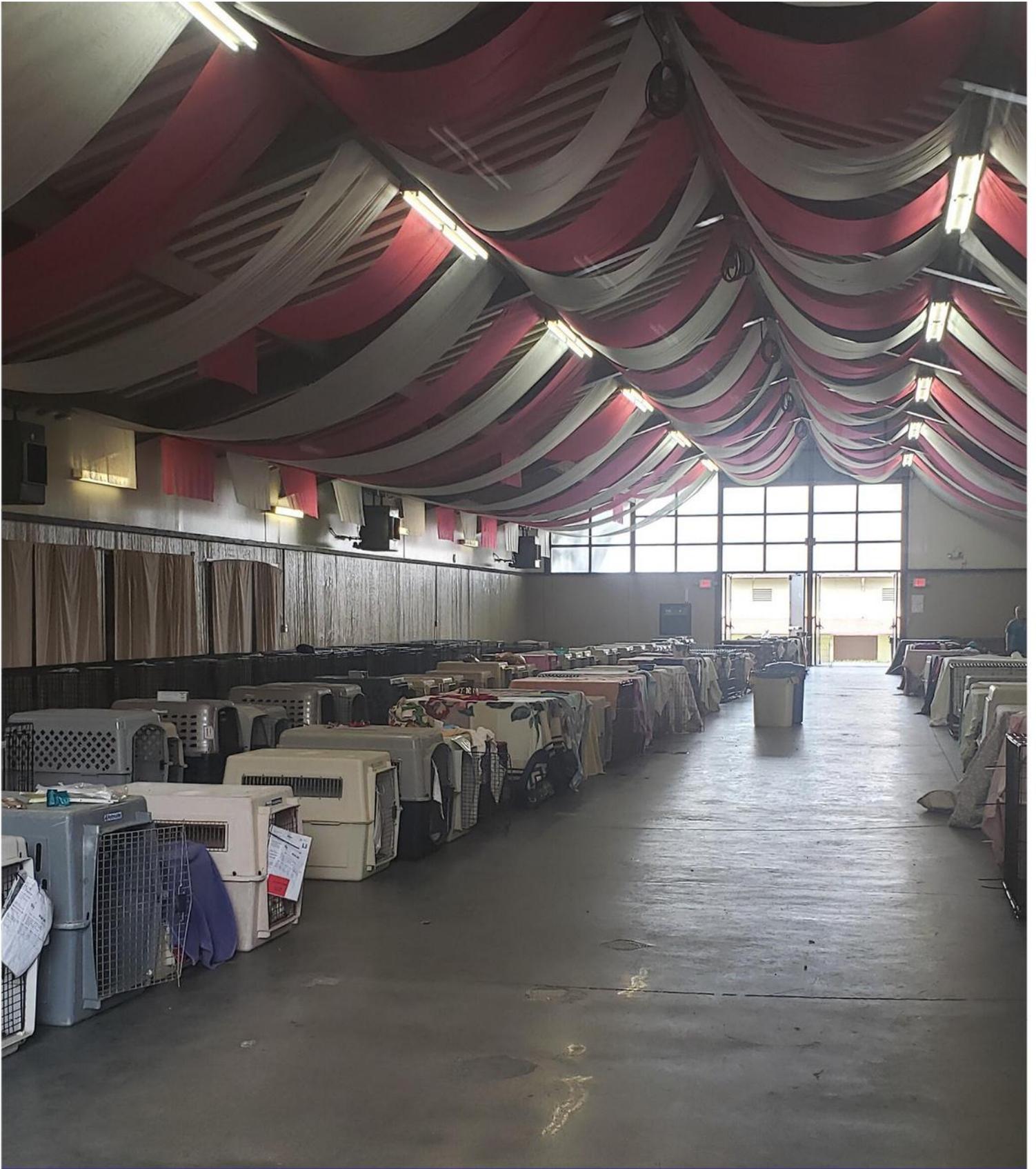
The Operations Chief is often the second in command. They will be a go-between for the field and command. They will assist with inquiries and find solutions to problems under the guidance of the DOC Director. This will allow the DOC Director to evaluate the situation more cohesively, and communicate with reporting structures or other stakeholders.

For further training, we recommend this online FEMA course:
<https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c>

ICS is an essential process that has been proven to work when used. The [FEMA Emergency Management Institute](#) has a wide range of online resources available at no cost. You can find training and other resources on their [website](#).

The following are examples of how organizations set up their Incident Command Structure:

1. [Butte County Sample ICS 201](#)
2. [Butte County Sample Small-Scale Org Chart](#)
3. [Butte County Sample Large-Scale Org Chart, Finance/Admin](#)
4. [Butte County Sample Large-Scale Org Chart, Operations](#)



4. ANNUAL REVIEW

Annual Review Checklist:

Steps to take to be more prepared to respond.

1. Review MOUs

- a. Review and communicate with all MOU contacts to ensure partnership, availability, and capacity.
- b. MOUs and contacts should include Fairground managers/CEOs or other facilities that can act as emergency small or large animal shelters.
- c. Have signed originals on file and accessible.

2. Review internal protocols and update when or where needed

- a. Self-evacuation plans and procedures.
- b. Communicate with EOC /DOC contacts
 - i. Every county has an Office of Emergency Management manager. Prior to a disaster, the OEM manager is an important contact to make! Within the county the OEM manager can and should communicate with you what animal disaster plan the county has, where your agency falls under the operation, and how to communicate/ connect during a disaster.
- c. Update and changes in personnel; ensure all trainings, licenses, and/or certification information is updated in employee files and records.
- d. Know who you report to during a disaster if your organization will need assistance
- e. Communicate with your staff
- f. Assign key positions with one–two deep.
- g. Depending on your structure and prior to a disaster, appoint a Shelter Manager, Intake Lead, Evac Manager, Reunification Lead, etc.
 - i. Make sure they are aware and trained on the disaster protocols and give input to improve the process as needed.
- h. Identify trainings for your staff and volunteers to take

- i. Identify training for staff to grow into command/leadership positions. With a strong leadership/command, the operation will have a stronger foundation to work effectively and help communication. The following training is recommended for leadership:
 - i. ICS [100&200](#), NIMS [700&800](#) minimum requirements
 - ii. ICS 300&400 for managers or above
 - iii. ICS [15](#) & ICS [111A](#)
 - iv. ICS General staff section training
 - v. Operations, Logistic, Planning, Finance

3. Organize training for protocol review and practical operation

4. Inventory emergency equipment and supplies (i.e., generator, flashlights, cots, batteries, water, etc.), replenish where needed



5. LEGAL CONSIDERATIONS

Legal Checklist: Considerations of Policies and Procedures

CalAnimals recommends consulting with legal counsel in order to prepare policies and procedures to ensure animals in a disaster have every chance possible of being reunited with their families during and after the emergency. Given the large number of various disasters and emergencies experienced throughout the United States, there are best practices and lessons learned to share among colleagues. Also review any California codes or regulations as well as your local ordinances regarding your organization's ability to extend holding periods or waive other policies during the declared disaster as well as to extend into recovery stages of the event.

1. How long will you house lost/stray animals during disasters?
 - a. Stray holding period
 - b. Abandonment laws
 - c. Others requested by local authorities
2. How long will you house owned animals?
 - a. After evacuations are lifted?
 - b. If the pet owner/guardian's home is destroyed due to disaster?
 - c. Can you find foster volunteers to care for the animals?
3. Will you pick up deceased animals in the affected area?
 - a. Pick up and hold for the owner to ID?
 - b. Pick up and dispose with a picture/description for owner awareness?
 - c. Leave the field for the owner to ID? Photograph/identify location for records?
 - d. Have plan for pick up after
4. Does P.C.597.1 apply in evacuation order areas?
5. Do all volunteers meet Local Area disaster council requirements?
 - a. Background checks
 - b. Fireline training
 - i. In the State of California, this will be the NWCG standards currently in effect
 - c. ICS training
6. Does your city or county have a local coalition, council, or group of nonprofits who meet to coordinate in a disaster? Can your organization be involved if it isn't already?

VOADS (Voluntary Organizations Active in Disaster) or COADS (Community Organizations Active in Disaster) are forums where organizations share knowledge and resources throughout the disaster -- preparation, response and recovery- to help disaster survivors and their communities. They may be the coordinating group to manage convergent volunteers in your area or the network to request volunteers to fill positions that do not require specialized training or certifications.

One example of a regional volunteer center responsible for managing all the convergent volunteers for a county during a disaster is in the Bay Area: <https://cynl.org/volunteerism/disaster-services/>



6. RECOMMENDED PROTOCOLS

Recommended Protocols

The following protocols should be thought out in advance. This document is intended to continually evolve to include protocols. Exact needs will depend upon both the size of an event and the type of organization. For instance: if you are not the lead agency in your jurisdiction, you should plan to support massive intake of owned animals.

1. Intake Protocol

- a. Plan for massive intake of owned animals
 - i. Gather info, photos, tracking for RTO insurance
- b. RTO/reunification
 - i. Start reunification early
 - ii. Post all stray animals with as much visibility as possible on a central website and prepare to allow or assist with other local efforts to post animal lost and found information.
- c. Protocol for Stray Identity
 - i. Members of the public may come to claim animals that are not theirs
 - ii. Members of the public think organizations will euthanize if unidentified

2. Sample protocol from Butte County Animal Control for Reunification during the North Complex Fire:

- a. When the Reunification team receives an email or phone call from someone missing a pet they will call the person using a burner phone.
- b. Team member will always first ask how the person is doing. We want to check in on them as human beings before speaking of their pet(s).
- c. Tell the caller that we are doing all we can to rescue animals from affected areas. We need to collect information to reunite pets with their families.
- d. Team member will direct them to <https://phshelter.com/event/northcomplex> and let them know that images are being uploaded on a regular basis from the temporary shelters and local vet clinics treating injured animals.

- e. If family cannot complete an online Lost Pet form found on <https://phshelter.com/event/northcomplex> the team member will request the following information:
 - i. What address and cross street is your home on? If the pet was somewhere else, collect that address and cross street.
 - ii. Please describe your pet to include species, coat, color, size, tail length, etc.
 - iii. Does he/she have any special characteristics that would stand out? Examples are extra toe, special markings in fur, size of ears, prior injuries, spayed/neutered.
 - iv. Do you have a picture of you with your pet from before the fire? If so, please text or email to team member.
 - v. If not, do you have any pictures of your pet from before the fire?
 - vi. Was your pet wearing a collar with/without ID tags?
 - vii. Does your pet have a microchip?
 - viii. What is the best phone number to reach you? Also provide an alternate phone number.
- f. Team member enters information on the Lost Pet tab on the Reunification spreadsheet and adds a date seven days out to contact the family for a follow up.
 - i. Post photos of stray animals on a website in accordance with CA Law
- g. PetHarbor will create a disaster link to publicize only animals affected by the disaster.
- h. Whatever site you use, it is critical that you provide a link to the Public Information Officer (PIO) in the EOC to release to the public.

3. Media Requests/Inquiry & Issuing of Public Communication Protocols

- a. Meet with your County or City PIO to establish how the various animal-related news and messaging will go out from their perspective.
- b. Determine who in your organization will manage interviews and requests and be able to control the communications, especially when under pressure. Also review any policies around photographing staff, owned animals, locations, for example.
- c. Ask if there are translation services through your EOC and consider requesting their help in translating your key messages, flyers or signage into Spanish or other languages that are applicable for your community.
- d. Prepare regular media briefs. Control the narrative, identify and prioritize stories.

4. **Stay in close contact with all emergency human shelters.. Do all you can to assist in getting the animal back with owners.**
 - a. Provide any supplies available (donated Kennels, leashes, fencing, etc.) to return animals to owners, for the health of the animal and the owner.
5. **Evacuation protocol**
 - a. Protocol for entering a residence
 - b. Protocol for communication with other agencies
 - i. CalFire- to determine if area is safe
 - c. Pre-qualified personnel to go behind Evacuation lines
6. **Cohabitated Sheltering Protocols- [National Alliance of state animal and agriculture emergency preparedness \(NASAAEP\) Best Practices \(White Pages\)](#)**
 - a. You are logistics and support
 - i. Run congruent with human sheltering.
 - b. Make sure any forms are cleared by legal counsel
7. **Co-located Protocols-NASAAEP White Pages**
 - a. What happens if owners don't care for their animals
 - b. Have a good check-in / check-out process (this can help with any security issues that could arise with people wanting to come in and look around or claim they are the owners; it can reduce stress on the animals, and will provide a consistent schedule for the animal care staff to know when pet owners are allowed into the animal housing areas).

8. Dead Animal Protocols

- a. Large Carcass
 - i. You must have the state Veterinarian, through CDFA, declare a quarantine and allow for animals to be removed from properties and taken to your local landfill
 - ii. You must get a waiver from your local landfill to take the carcass
 - iii. EOC will manage that once you tell them
 - 1. Contracts for Carcass haulers
 - 2. Will CalFire allow them behind fire lines?
 - 3. Will they charge you or EOC
 - iv. Small Animal
 - 1. Based on direction from EOC do you remove and hold
 - a. How long do you hold
 - b. Develop a protocol
 - c. Dedicated email
 - d. Correlate lost reports with found deceased



7. RESOURCE ORDERING (MUTUAL AID PROCESS)

Resource Ordering: When Additional Help is Needed

1. **Personnel** - Utilize the following information for understanding personnel resources that can be ordered or requested. Important: You will order resources through your EOC if you are a municipal, county, or private organization with government contracts. Private entities should go through the Agency Having Jurisdiction (AHJ) in their county if support is needed, but they may also request support via un-official channels, such as the CalAnimal listserv (this will not be reimbursable by government but using the same resource typing will help with training standardization and common nomenclature):

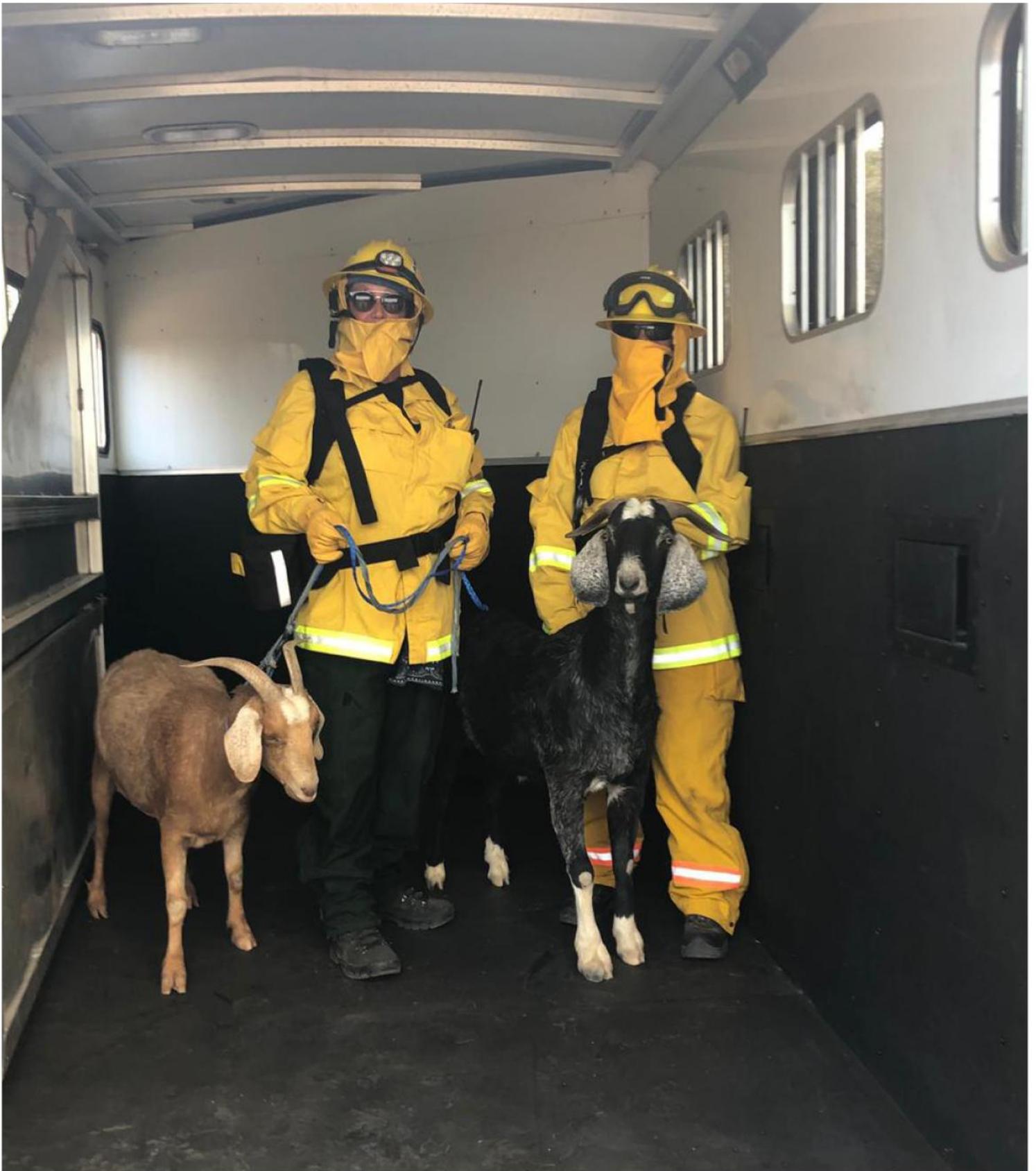
a. Resource Typing

- i. FEMA-NIMS has pre-established roles for people and teams involved in animal emergency response. Their list of roles [can be found here](#).
 1. This typing should be used when applicable if you are asking your county or the state for specific types of personnel and teams
 2. These types do not specify any fire training for animal emergency response and therefore cannot be used behind fire lines as written
- ii. CalAnimals Modified/New Resource Typing
 1. CalAnimals and a state task force have produced modified versions of the FEMA-NIMS resource typing in order to better meet the needs of California. As of spring 2021 this typing is under review by the state for consideration. If you want to have personnel who are responding to fire, these types should at minimum be used as a guideline for training purposes. If you want to order one of these resources before they are formally adopted, you can specify that you are looking for the modified resource type. This will help you with such aspects as fire certification and large or companion animal handling specialities, for instance. The modified types have been written to still align with the original FEMA types when possible so that you can order them through the existing typing. For instance: If the original NIMS typing is Type 2 Animal Care and Handling Specialist, but you want a Type 2LA (Large Animal) Care and Handling Specialist, use the original typing for your request through the EOC but specify that you want personnel trained to the Type 2LA standard in the ordering notes. Work is continuing to get these new/modified types adopted.
 2. The [Animal Mobile Driver](#) is a new resource type built by a coalition of organizations across the state. As of April 2021 it does not exist in any formal system. This type can be used for training standardization and can be requested informally, such as directly between two organizations

3. The three modified and one new resource types are:
 - a. [Animal Control-Humane Officer](#)
 - b. [Animal Search and Rescue Technician](#)
 - c. [Animal Care and Handling Specialist](#)
 - d. [Animal Mobile Driver](#)
 - b. [MOU- Memorandum of Understanding](#)
 - c. [MAA- Mutual Aid Agreement](#)
 - d. [EMMA- Emergency Management Mutual Aid](#)
 - e. [LEMA- Law Enforcement Mutual Aid](#)
 - f. [EMAC- Emergency Management Assistance Compact](#)
 - i. Must exhaust all internal resources
 - ii. The State must request and cover initial costs
 - g. Don't forget, you can order high-level positions as well as animal-specific resources
 - i. Operations Chief
 - ii. Logistics Chief
 - iii. Planning Chief
- 2. Material** - Agencies Having Jurisdiction within the official government systems must use up resources internally first and then in the following order:
- a. Operational Authority (OA) County Logistics
 - i. Regional Operation Center Logistics
 - ii. State Operation Center Logistics
 - b. All material requests need to be documented
 - i. Even if they are filled internally
 - ii. Material requests from the field come in on an [ICS 213](#) form
 - iii. Material requests submitted to the EOC are submitted on [ICS 213 RR \(Resource request\)](#)

3. Donations

- a. Donations can be their own disaster
 - i. Delegate a Donation Manager who reports to the DOC Logistic
 - ii. Delegate a location where traffic can flow for pick up and delivery without impacting normal operations
 - iii. Inventory all donations received on a daily basis and determine how to capture donor information
 - iv. Organize donations by categories (i.e. perishable versus non; species specific)
 - v. Keep track of all donor information (contact information and items donated) and plan who or how donor recognition (thank you letters, receipts, etc.) will be processed.



8. FORMS

Forms

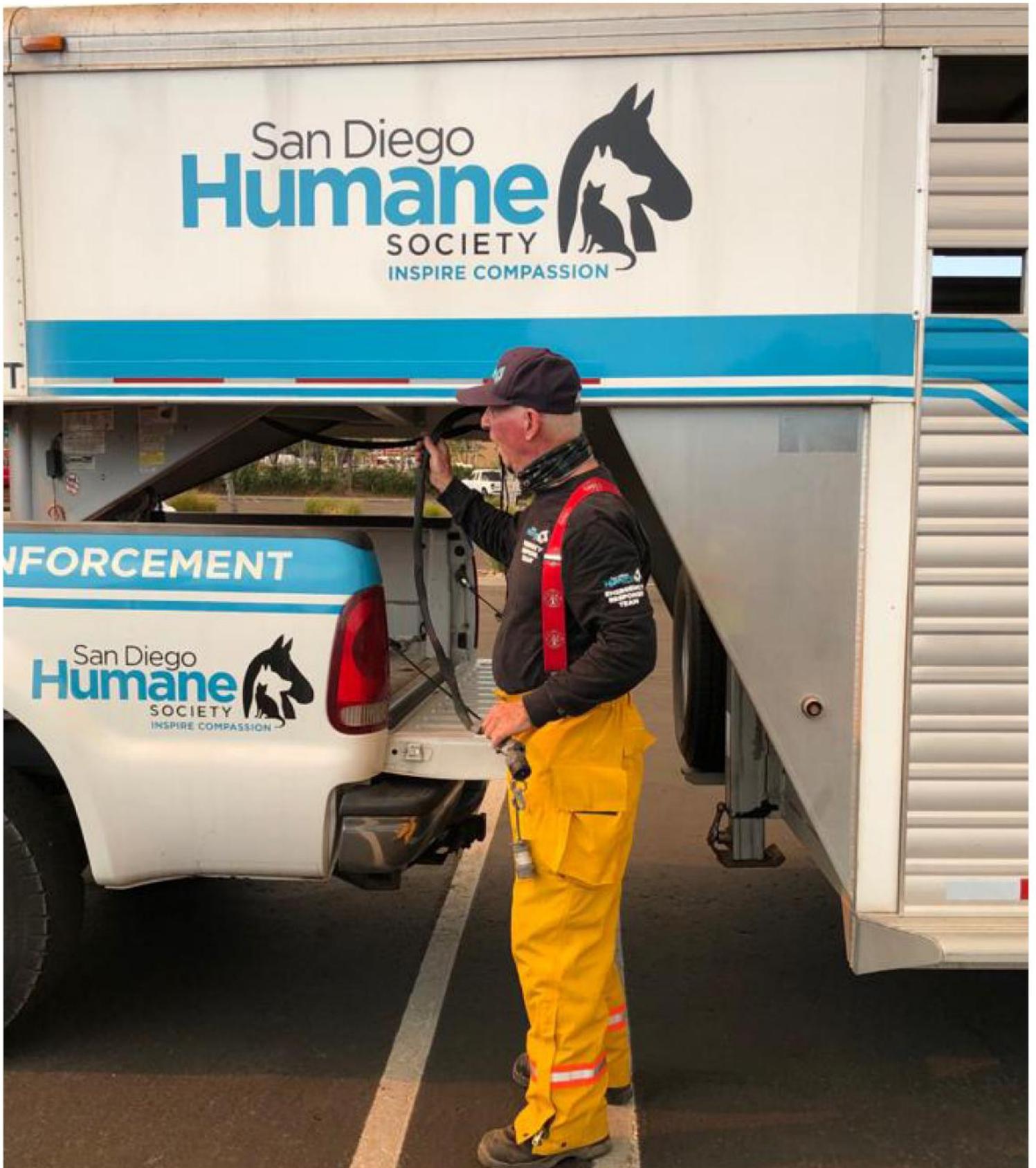
California:

[EMMA Form 1 Resource Request and Assignment](#)

[EMMA Form 2 Deployment Checklist](#)

FEMA:

[All ICS Form](#)



9. EVENT CHECKLIST

Event Checklists: Helpful During a Response

The following are four examples from Butte County Animal Control checklists used during the response event itself. They can be copied, pasted, and modified for any agency. Exact needs will vary by event type, size, duration, and agency type.

Planning often requires looking ahead to the next 12 to 24 hours therefore, prepare plans and schedules a minimum of 12 hours at a time since most responses potentially are run as 24-hour, daily, operations, and can last for a short or long period of time.

1. [Animal Group Supervisor Checklist](#)
2. [Small Animal Shelter Lead Position Description](#)
3. [Evacuation Lead Position Description](#)
4. [Safety Officer Position Description](#)
5. [Butte County Animal Branch Director Job Aid Sample](#)

Job Aids are used to provide a summary of responsibilities for key roles. These may be available from your county or city and will help to define expectations at that level. Job Aids are helpful for organizations which must provide certain deliverables to the government. However, the simple format can be used for any organization with any role in disaster. Any organization may produce these for any role and they are particularly useful for roles which are either particularly complex or those which infrequently have disaster responsibilities, e.g. support staff, shelter leadership, etc. The Job Aid below was provided by Butte County for the role of Animal Group Supervisor.

Additional Resources

The following are additional best practice resources provided by organizations involved in disaster throughout the state.

[Marin Humane ICS Structure, COVID Adaptation](#)

[San Diego Humane Society, Emergency Response Team Roles and Requirements Document](#)

Questions or Need Additional Information?

For questions on this document or further information, please contact Jill Tucker, CEO of CalAnimals at jill@calanimals.org. Learn more about CalAnimals by visiting www.calanimals.org.

CalAnimals is a 501c3 organization and donations are immensely appreciated.

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Karalyn Aropen	(East Bay SPCA)
Bryan Bray	(Ventura County Animal Services)
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Lori Morton-Feazell	(County of San Mateo)
Jessica Ortega-Wiebe	(Santa Barbara County Animal Services)
John Peaveler	(San Diego Humane Society)
John Skeel	(San Francisco Animal Care and Control)
Ryan Soulsby, RVT	(Butte County Animal Control)
Jill Tucker	(CalAnimals)
Brian Whipple	(Sonoma County Animal Services)

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SPCA Monterey County, Santa Cruz County Animal Shelter, and San Diego Humane Society

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NO MATTER THE DISASTER, EVERY PAW CAN USE A HELPING HAND

Established in 2013 through the Food, Shelter & Love program, Hill's Disaster Relief Network is a first-of-its-kind network that has provided more than **1.1 million** pounds of food in response to more than **120** emergencies through more than **700** animal welfare organizations.

Today, Hill's Disaster Relief Network partners with shelters, veterinary clinics, nonprofits, and governmental organizations in all types of natural disasters to ensure that pets and shelter animals are cared for. Donated product is available for two purposes:

- Feeding pets in shelter, if the shelter's population increases as a result of the disaster
- Distributing to pet families, if people and their pets have been displaced by the disaster

Hill's is here for you. If your community experiences a natural disaster that impacts pets and their families, we're ready to help. Contact us at disasterrelief@hillspet.com or learn more at <https://www.hillspet.com/about-us/community-support/disaster-relief-network>.