


American Humane Association



## Sheltering Operations

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### Types of Animal Shelters

<p><b>Temporary</b></p> <ul style="list-style-type: none"> <li>• Animals' daily care is provided by the shelter workers</li> <li>• Owners may or may not be involved in the care of their pets</li> </ul>	<p><b>Co-Location</b></p> <ul style="list-style-type: none"> <li>• Immediate proximity to the human shelter</li> <li>• Owners are responsible for daily care</li> </ul>
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### Temporary Shelter

<p><b>Advantages</b></p> <ul style="list-style-type: none"> <li>• Trained volunteers</li> <li>• Experienced in shelter environment</li> <li>• Control of shelter environment</li> </ul>	<p><b>Disadvantages</b></p> <ul style="list-style-type: none"> <li>• Location</li> <li>• Animals cared for by strangers in an unfamiliar environment</li> <li>• Continued staffing</li> </ul>
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## Co-Location Shelter

**Advantages**

- Owners' involvement
- Healthier for owners and animals
- Fewer volunteers

**Disadvantages**

- Owners' abilities
  - Physically able
  - Responsible
  - Experience

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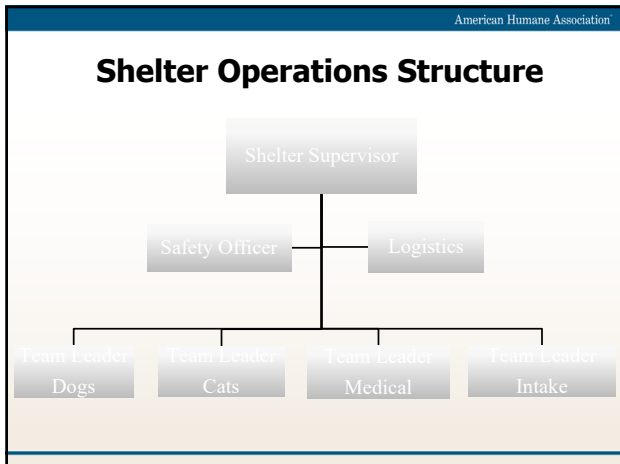
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## Animal Operations Structure

**Shelter Supervisor**

- Overall leader in shelter
- Reports to animal branch director
- Works closely with field supervisor
- Responsible for planning and daily operations
  - Design the layout for the shelter
  - Work with emergency shelter veterinarian and shelter safety officer
  - Establish procedures and routines



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## Shelter Leadership

**Safety Officer**

- Shelter scene safety
- Safety for all people and animals
- Works closely with shelter supervisor
- Post emergency information
  - Hospitals
  - Urgent Care
  - Poison Control
  - Utilities



*SO should not be tasked with other duties  
so they are free to focus on the safe  
operation of the emergency animal shelter!*

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## Shelter Leadership

**Logistics**

- Procures resources
  - Equipment
  - Food & water
  - Volunteers

**PIO**

- May or may not have one at the shelter
- May relay information to overall PIO
- Clarify role prior to the event

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## Shelter Leadership



**Team Leads**

- Provide leadership based on span of control
  - Animal Intake
  - Dog Unit
  - Cat Unit
  - Veterinarian
- Help manage volunteers

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### Safety Rules

- Posted and reviewed with everyone
- For the protection of the people and the animals
- Children?
- Reporting process for injuries
- Designated safety officer




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### Components of Shelter Setup

- Not one perfect setup
- Arranged to allow efficient movement
  - Animals
  - People
  - Resources




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### Components of Shelter Setup

- Flexible
- Setup can always be changed if it's not working

*Over time it's less work and less stress to change the shelter than to continue to operate in a less-than-ideal arrangement.*

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### Hours of Operation

<p><b>Temporary Shelter</b></p> <ul style="list-style-type: none"> <li>• Set hours of operation           <ul style="list-style-type: none"> <li>– Owner drop-offs</li> <li>– Pick-ups</li> <li>– Visitations</li> <li>– Rest time for the animals</li> </ul> </li> <li>• Daily care by the shelter staff may take more time</li> </ul>	<p><b>Co-location Shelter</b></p> <ul style="list-style-type: none"> <li>• Set hours of operation           <ul style="list-style-type: none"> <li>– Morning and evening care</li> </ul> </li> <li>• If care not provided by the pet owners, then by shelter volunteers</li> <li>• Rest time for the animals</li> </ul>
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### Functional Flow

- Animals and members of the public are not regularly coming into contact
- Animal housing
  - A safe, secure space
  - Away from unnecessary commotion
  - Daily routine can be controlled
  - Reduce disease transmission and stress



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### Functional Flow

- Efficiency for the workers
- Supplies are easily accessible
- People are directed
- Information provided
  - Volunteer interaction
  - Signage



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### Security



- Protection of the people and animals
  - Shelter workers and volunteers from outside owners and strangers
  - Animals from theft or abuse
  - Animals from escape resulting in harm

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### Signage

- Signs at the entryway
  - Direct public to key locations



- Intake
- Information
- Restrooms

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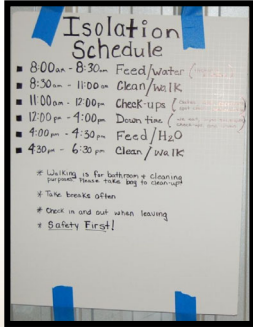
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### Signage

- Bilingual signage
- Hours of operation
- Rules and regulations

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### Animal Intake

- Busy area
- Intake processor
  - Familiar with paperwork
  - Good handwriting



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### Animal Intake

*Intake Items*

- Seating area
- Water
- Leashes & cages for small or unsecured animals
- Paperwork
  - Photo copy
- ID bands
- Universal scanner
- Bite report

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### Animal Intake

*Temporary Shelter*

- Animals brought in many ways
  - Animal Search and Rescue
  - Animal Control
  - Owners
  - Good Samaritans

*Co-location Shelter*

- Animals mainly brought in by owners



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### Animal ID Numbers

#### *Temporary*

- Single dog: D-001
- Multiple dogs: D-001A, D-001B
- Mother & puppies: D-001, D-001p1, D-001p2
- Next dog registered: D-002
- Single cat: C-001
- Multiple cats: C-001A, C-001B
- Mother & kittens: C-001, C-001k1, C-001k2, C-001k3
- Next cat registered: C-002

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### Animal ID Number

#### *Co-Location*

- Linked to an owner identification number
- Pre-established tracking system
- Use care
  - Protect owners' privacy



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Shelter Animal Intake					
Incident _____		Date _____	Time: _____	Animal ID # _____	
<b>Animal Arrival Status:</b> <input type="checkbox"/> Owner/Agent Drop-off <input type="checkbox"/> Rescue <input type="checkbox"/> Dead on Arrival <input type="checkbox"/> Found <input type="checkbox"/> Owner requested <input type="checkbox"/> Relinquished <input type="checkbox"/> ASAR				<b>Intake Processor:</b> _____	
Name	Species	Breed	Color/markings	Gender	Known ID
				<input type="checkbox"/> Female <input type="checkbox"/> Male Altered? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Collar <input type="checkbox"/> ID Tag <input type="checkbox"/> Microchip <input type="checkbox"/> Tattoo
Address or location animal was found _____					
Owner(s) Name _____		( ) _____	( ) _____	Phone _____	
Owner(s) Address (include city, state, zip) _____					

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Daily Observation		Animal ID #
<b>DATE</b>		
<b>TIME</b>		
<b>APPETITE DRY</b>		
Good		
Average		
Nibbling		
Not eating		
<b>APPETITE WET</b>		
Good		
Average		
Nibbling		
Not eating		
<b>STOOLS</b>		
Normal		
Loose		
Diarrhea		
Bloody		
None		
<b>URINE</b>		
Normal		
Excessive		
Strong odor		
Bloody		

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**SHELTER AGREEMENT**

I, \_\_\_\_\_ the owner of \_\_\_\_\_ understand that emergencies exist and that limited arrangements have been made to allow myself, family, and pet to remain in the shelter facility. I understand and agree to abide by the pet care rules contained in this agreement, and have explained them to any other family member accompanying me and my pet.

1. My pet will remain contained in its approved carrier except at scheduled times. During scheduled relief time, my pet will be properly controlled with a leash, harness, and muzzle (if necessary). Scheduled times will be strictly followed.
2. I agree to properly feed, water, clean and exercise my pet and sign the pet care sheet twice per day, before 10:30am and 6:00pm. I understand that failure to comply with this rule may result in removal of my pet from the shelter.
3. I agree to properly sanitize the area used by my pet, including proper disposal and disinfecting.
4. I certify that my pet is current on rabies vaccinations. Rabies vaccination is required of all pets in the shelter. I understand that if I cannot provide proof of rabies vaccination, a rabies vaccination will be administered to my pet at a cost of \$10.00. I understand that Canine Distemper, Parvovirus, and Bordetella, and Feline Rhinotracheitis are recommended vaccines and may be available for a fee.
5. There are designated "living areas" for residents and designated "living areas" for cats and dogs. Residents may NOT bring their cat or dog to the "residents living areas". Only one person per household will be allowed to enter the cat or dog living quarters. No one under 18 years of age will be permitted in the animal living quarters. I will not permit other shelter occupants to handle or approach my pet either while it is in its carrier or during exercise time. I agree not to handle or approach other shelter occupant's pet.
6. I will maintain proper identification on my pet and its carrier at all times and I will carry proper identification for myself (picture id) to be allowed into the shelter to care for my pet.
7. I acknowledge that my failure to follow these rules may result in the removal of my pet. I further understand that if my pet becomes unruly, aggressive, show signs of contagious disease, is

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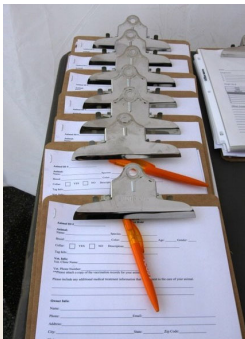
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**Volunteer Intake Area**

- Daily sign-in and sign-out
- Check credentials
- Process convergent volunteers
- First-time orientation
- Pair up



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## Volunteer Break Area

- Chairs and cots
- Food
- Water and sports drinks/electrolytes
- Quiet



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## Donations and Distribution



- Processing area for shelter needs
- Supplies
  - Purchased
  - Donated

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## Public Donations

- Never take money directly
  - Container
  - Bank account
  - Envelopes
  - Website
- Thank You
- Receipt

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### Food Storage



- Feeding stations
- Proper storage
  - Pallets
  - Containers
- Vermin control

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### Food Storage



- Different brands of food
  - Mix together
  - Keep specialty food separate
- Owner food

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### Veterinarian Station

- Safe
- Secure
- Quiet
- Light
- Power
- Refrigeration
- Record keeping



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### Veterinarian

- Veterinarian duties
  - Triage incoming animals
  - Provides immediate care
  - Maintains care
  - Determines the need to send animals out for more advanced medical care
- Predetermined veterinary hospital or emergency care facility
  - Urgent or more advanced care



*Veterinarian may or may not be available*

Establish triaging procedure

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### Cleaning & Decontaminating

- Secure area away from the public and animals
- Clean
  - People
  - Animals
  - Equipment




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### Cleaning & Decontaminating

- List of all chemicals
- Material Safety Data Sheet (MSDS)
- Important safety information
  - Personal protective equipment (PPE)
  - Instructions for handling
- Label mixture bottles




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### Cleaning & Decontaminating

*Use care when mixing bleach solutions!  
More is NOT better!*

- Spic-n-span
- Mix 1:32 (bleach/water)
- Never mix different chemicals together
  - Bleach and dish soap




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### Waste Disposal



- Daily cleaning
- Exercise area
- Carcasses
- Hazardous materials

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### Companion Animal Housing

#### *General Population*

- Species specific
- Wire cages
- Same size cages
- Barrier
- Cats and small mammals with less foot traffic




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### Companion Animal Housing

**Isolation**

- Monitored more closely
- Sick
- Contagious
- Possibly taken to vet's office or animal care facility



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### Companion Animal Housing

**Maternity**

- Separate section
- Noticeably pregnant
- Consult veterinarian
- Cage for dogs
  - Whelping box
  - Spacious
- Cats
  - No litter
  - Shredded paper towels



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### Companion Animal Housing



**Special Needs**

- Quieter section
- Special dietary needs
- Maternity
- Elderly

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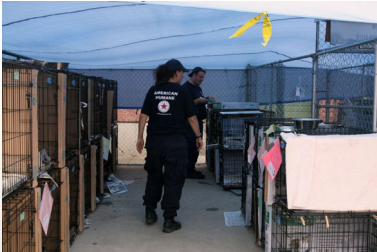
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### Companion Animal Housing

**Work Teams**

- Designated by shelter supervisor
- Consistent routine
- Work with same animals
- Rotate roles

*Socialization  
focused time  
happens later*



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### Companion Animal Housing

**Work Teams for Dogs**

- Cage cleaner
- Multiple animal handlers
  
- Numbers vary based on speed and efficiency
- Cleaning



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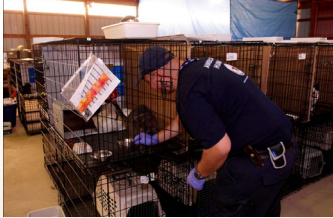


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## Companion Animal Housing

**Work Teams for Cats**

- Teams of two
  - Cage cleaning
  - Bowl cleaning
- Both to watch the cat or assist in transfer



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## Inject # 1

*The Scenario & Placed on Alert*



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## Inject 1: Scenario

- **Sunday March 26, 2023; 1700 hrs**
  - Severe weather is forecasted for Payne County area starting Tuesday through Wednesday.
  - Tornadoes possible with rainfall totals nearing 6" are expected.



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### Inject 1: Scenario

- **Tues March 28, 2023; 1400 hrs**
  - Rainfall has begun and reports support historic rainfall totals.
  - Payne County has asked that PCART and OLAFR place their teams on alert and is communicating with OKMRC regarding potential activation.



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### Inject 1: Scenario

- Heavy rainfall overnight has resulted in over 5.5 inches of rainfall throughout Payne County.
- Payne County Sheriff declared multiple road closures due to high water during the night.
- Tornadoes touched down in Stillwater approximately 1812
  - Traveled a north-east path through western part of Stillwater and crossing the OSU campus.



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Path of tornado through Stillwater area:



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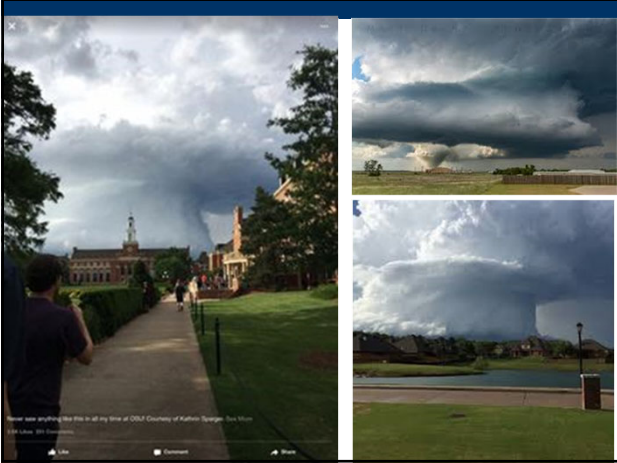
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Inject # 2  
Activation



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## Activation

- Payne Co. EM director contacts PCART director, Dr. Dan Burba requests mobilization of PCART unit in anticipation of SA sheltering.
- OKMRC sends out request for PCART volunteers



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## Activation

- PCART volunteer coordinator sends out message to volunteers requesting response for deployment.
- XX PCART Volunteers responded that they were available.
- 6 OLAFR volunteers can activate but will not arrive in Stillwater until mid-afternoon.



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