



PET SHELTERING MANUAL

<http://www.smartma.org>

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Actual forms and signs follow page 20 in the pdf version of the manual. The forms and signs are not listed individually in the table of contents. **Original versions of the forms and signs without the SMART logo can be requested from info@smartma.org or they may be available on the SMART website.**

I. Introduction

The best defense for a disaster is a prepared and practiced plan. There are numerous challenges in developing plans for animal evacuation which can only be solved by creative ideas and innovative programs. In March 2014 MA Senate Bill 1172, "An Act Ensuring the Safety of People with Pets in Disasters," was signed into law. This law requires Massachusetts cities and towns to have a plan in place to address the evacuation and sheltering needs of household pets and service animals before, during and after an emergency or natural disaster. This manual has been developed for people who will be involved in the logistical and operational stages of an animal emergency shelter in the event of a disaster. It is designed to be a resource guide and will explain the key components of emergency animal sheltering. Since this manual was written in 2014 protocols have evolved and software designed for shelter intake and daily animal care. SMART is no longer a response team with volunteers, but it continues to be a resource for many aspects of pet care in Massachusetts. The National Alliance of State Animal and Agricultural Emergency Programs (NASAAEP) maintains a collection of updated best practice documents on its website <https://www.thenasaaep.com/best-practices> and is a good resource for additional guidance.

II. Concept of Operations

The sheltering and protection of animals is the responsibility of their owner. The local animal control agency or the equivalent entity is the lead agency for situation assessment and determination of resource needs. As needed, the township and state will support the protection of animals affected by an emergency to include rescue, sheltering and control of animals left homeless, lost or unable to be cared for by their owners as a result of an emergency.

There are 3 types of emergency shelters:

Temporary Shelter: animals are mainly cared for by members of a sheltering organization and volunteers who are trained in animal handling until animals can be returned to their owners.

Co-location Shelter: located in the immediate vicinity of the human shelter which allows the pet owners to be more involved with their pets' daily care.

Cohabitated Shelter: People and animals share the same location. This type of emergency shelter has become more acceptable and more up to date information on cohabitated shelters and co-located shelters can be found on the State of Louisiana's animal emergency planning website.

<https://www.ldaf.state.la.us/animals/emergencies>

III. Disaster Shelter Needs Assessment

NOTE: The Shelter Group Supervisor has no responsibility in the Disaster Shelter Needs Assessment but may be asked for input on shelter location should a temporary shelter need to be set up. The information is included to help the Shelter Group Supervisor better understand the big picture.

Each community is responsible for determining when an evacuation will occur and when state assistance is required. The community must have a designated person to be responsible for the animal evacuation and shelter process. This person is either the Emergency Management Director or the Animal Control Officer for that community. In some cases, a specific site will be chosen for people and pets to shelter before the actual deployment. When possible, collaborate with people responsible for the human shelter. Sheltering animals and people in a co-location arrangement can be a benefit to both. Some types of facilities to consider would be animal care facilities, fairground facilities, warehouses and school/university buildings. Each shelter site will need certain amenities to provide the best care for the animals:

1. Accessibility: Ensure roads provide adequate access and ample parking.
2. Water: source of clean, running water is an absolute must. Both hot and cold are ideal.

3. Power: Electric power may not always be available. Generators should be available as emergency backup for critical systems, or can be used as the primary power source if local power is not available
4. Lighting: Adequate lighting in addition to natural light will be needed.
5. Temperature Control: Fans or safe heat sources should be available to help moderate conditions
6. Air Flow: Proper airflow is important for the health of both animals and people. Fans should be available to help with airflow.
7. Security: Layout should include precautions to secure the animals in and around the facility.
8. Parking: The parking area should be divided in to three areas which include:
 - Public parking
 - Volunteer parking
 - Rescue vehicle parking

The public parking area should be conveniently located to the shelter. Depending on space, the volunteer parking may need to be off-site and shuttle service arranged to the shelter. Rescue vehicle parking should be separated from other parking areas so that vehicles do not get blocked in. This area should be clearly marked with signs and caution tape.

IV. Pet Emergency Sheltering

A. Command Structure

Shelters will be operated following the National Incident Management System Incident Command System (NIMS ICS) design. Because there is no national standardized system for definition of pet shelter teams, there may be some deviation from ICS title designations in describing shelter personnel. Regardless, it is understood that there is a strictly defined chain of command within the shelter structure. Sample ICS charts are in appendix E and F as well as in the collection of volunteer forms.

Ultimately, the local animal emergency director (sometimes the Animal Control Officer or his/her designee) will direct and control all activities in their jurisdiction related to animal protection and control during an emergency.

- The Massachusetts Department of Agricultural Resources is the lead agency for animal issues.
- As of 2025 there are only a few Disaster Animal Response Teams (DART) in Massachusetts. Several Massachusetts Medical Reserve Corps (MRC) are in the process of identifying volunteers in their MRC region who are interested in forming DARTs and cross training within the MRC structure.
- Other organizations such as local animal response teams, humane societies and other related groups may assist with the organization of the emergency evacuation shelter if requested and credentialed by the affected community.
- The Shelter Group Supervisor reports to the Incident Commander.
- The Shelter Group Supervisor oversees the Shelter, Facilities, Logistics/Volunteer and Veterinary Managers.
- If this is a co-location shelter and a human shelter is being set up in close vicinity, pet owners will be providing the majority of animal care. They will be required to follow guidelines set by the Shelter Manager. Shelter staff and volunteers will be there for support to pet owners rather than full care of the animals.
- Depending on the nature of and/or size of the response, other roles may be required and/or designated. It is up to the Shelter Group Supervisor and Shelter Manager to determine the number and nature of other staff required.
- Anticipated number of animals is based on 36 pets/100 people. Since some pet owners are expected to evacuate with family or friends, pet shelter population is expected to be smaller.

B. Shelter Safety

The health and safety of shelter workers is the top priority. Only volunteers with proper training and experience with the restraint and handling of animals should have direct contact with the pets. It is the responsibility of the Shelter Group Supervisor to designate a Safety Officer as soon as a team arrives on site.

1. Safety Officer Duties

These are a guide for the Safety Officer and Shelter Group Supervisor and can be divided up as needed. When possible the procedures listed below should all be reviewed and in place BEFORE an emergency occurs.

- **Establishing a site evacuation signal**, route and meeting place in the event of smoke, fire, lightning, high winds or other life threatening situations. Identify fire alarms and extinguishers.
- **Identify route to local human medical facilities and modes of transportation (ambulance, POV)**
- **Establishing a loose animal signal and response protocol.**
- **Review** evacuation and loose animal protocol, weather and health safety concerns at daily briefings or shift changes as situation requires. Stress importance of daily sign in and sign out for team members.
- Making sure emergency protocols including dog bite or cat bite protocol is in place.
- Review safe animal handling, bite and scratch prevention, rabies awareness and other zoonotic concerns.
- Identify and flag slip trip and fall hazards. Review handling and disposal of sharps, chemicals, infectious material as well as contaminated or disposal of waste and water.
- Maintain awareness of changing weather hazards and alert team members in a.m. briefing then as needed.
- Institute personnel buddy system and reporting in schedule as needed.
- Review hand, head, skin, hearing, eye and respiratory protection.
- Review and stress proper and frequent hand washing after removal of PPE, before eating or touching eyes.
- Remind all team members that any injury or animal bite must be reported to the Safety Officer and an injury report is to be filled out.
- When shelter team members are housed in same building as Red Cross Shelter report number of shelter team members in facility overnight to Red Cross Shelter Supervisor as well as a designated location where the shelter team will assemble in the event of a building evacuation.

2. Animal Bite Protocol

- Animal bites must be reported to the Safety Officer on duty immediately. All exposures by dogs, cats and domestic animals must be reported to the local health department and Animal Control Officer or the animal inspector for the town where the animal will be quarantined. The Safety Officer will notify the Shelter Group Supervisor and Shelter Manager as needed.
- **Initiate proper wound care by washing well with soap and water immediately.** Direct the person bitten to a first aid facility, hospital, or their choice of physician with any known information about the owner of the animal and the status of the animal's rabies vaccination.
- Massachusetts law requires all dogs and cats that expose humans must be quarantined for 10 days. The local Animal Control Officer will determine the location and enforcement of the quarantine. Highlight the vaccination status of the animal on the cage card. Until directed otherwise by Animal Control the animal should be placed in an isolation area without direct contact with people or other animals. The animal must remain under observation for 10 full days. Any illness noted in the animal during the 10 days must be reported to Animal Control and a veterinarian and attending physician immediately. If there is no vaccination history, the animal should NOT be vaccinated until after the 10 day observation period.

- Other options, such as euthanasia or release to owner must follow the protocol established by the state of MA Department of Public Health.
- A bite report should be completed that contains the following information:
 - Name and address of pet owner
 - Contact number(s)
 - Name and address of person with bite wound
 - Contact number(s)
 - Location of bite on body
 - Rabies immunization status of the human and the pet
 - Date of bite
 - Time of bite
 - Circumstances under which the bite occurred; was the exposure provoked?
 - Cage/Kennel #
 - Name of animal
 - Unique ID #
 - Breed/Age
 - Quarantine Location
 - Date quarantine starts
 - Date quarantine ends
- Fill out an Accident Report Form (Vol-5). It will incorporate most of the above information. Add additional information to the form where space is available or on a second sheet of paper. A second animal quarantine form (from town Animal Control) will be kept with the animal.

C. Shelter Setup

Designing the shelter is part of the preparation process. Size and availability of utilities will determine the number of animals held in the shelter.

1. Primary Shelter Area List

* = required

☐ Animal Intake Area*

This is the intake point where animals and their owners register and/or where stray animals are brought in from search and rescue teams or members of the general public.

Ideally, this area should be located near a strategic entry point for segregating the “people” shelter from the “pet” shelter. Animals may come into the shelter in large numbers following an evacuation and there can be long lines of people waiting. All measures should be taken to have this area be indoors in the event of poor weather conditions and have some seating available for those waiting.

This area should be both well-staffed and strategically located to avoid any bottleneck situations.

☐ Volunteer Sign in Area*

This area should be for VOLUNTEER SIGN IN/OUT FORM only. Volunteers should be previously vetted and completed the minimum training required by the local Disaster Animal Response Teams (DARTS). Volunteers must sign a VOLUNTEER RELEASE FORM as they join the deployment. A VOLUNTEER DUTY ASSIGNMENT SHEET and VOLUNTEER ICS ORG CHART are with volunteer forms and can be posted.

☐ **Additional Resources Area***

This area should be separate from the animal Intake area and provide information such as disaster emergency numbers and websites, pet-friendly hotels, lost and found animal information, media inquiries and language translations.

☐ **Pet Housing Locations***

Species-specific sections should be set up for the main group of animals.

- Dogs
- Cats
- Other small mammals, reptiles and birds
- Isolation area for each species should be identified and ready to use

☐ **Food & Rest Area***

To provide staff and volunteers with an area where they can eat and get some rest. This should be a quiet section of the shelter with access to electricity, water and toilets.

☐ **Equipment/Supply Storage***

Equipment storage area should be in a secure part of the facility where access can be controlled.

☐ **Signage***

Clear signs need to be posted at the entryway to direct people to key locations. Bilingual signage should be considered if needed.

☐ **Human First Aid***

First aid supplies should be readily available to take care of minor injuries affecting anyone within the shelter. All injuries should be reported to the Safety Officer.

☐ **Equipment Cleaning Station***

An area for cleaning and disinfecting bowls, carriers, litter pans, etc. This area must have access to water.

☐ **Housing**

Staff and volunteers who are unable to return home daily. This area may be on or off site.

✓ **Depending on nature and size of disaster, veterinarians and/or vet techs may be available on site to supervise the following three areas:**

☐ **Isolation**

Animals that are noticeably contagious or sick should be at an animal hospital where they can be properly isolated and treated. If this is not possible, establish a separate section for animals that need to be monitored more closely for health and/or behavior issues. Isolation dogs should have a separate room, exercise/walk area and ideally a separate entrance. All waste matter should be picked up and immediately discarded properly. Additionally, foot baths should be set up for entering and exiting the isolation area. Gloves and gowns should be worn in the isolation area. Only designated volunteers handle isolation pets.

☐ **Triage**

Triage area is where the medical condition of all incoming animals is assessed. Treatment may be provided if time allows. Animals with serious conditions will be moved to isolation or the veterinary treatment area. This area should be located close to Animal Intake area if possible.

❑ Veterinarian Station

A secure area away from high foot traffic should be established where the vets and techs can examine and treat animals.

2. Pet Areas: Set-up and daily operations

A. Equipment/Supplies

An important part of preparation is having non-perishable supplies ready and available for shelter set up. However, owners may need to bring all or some supplies such as special foods and medications on their own. DART teams must remember to save all receipts for reimbursement. *[Note: A Check-Off list of these items is in the Appendix Section of this document]*

B. Shelter Management Routine and Sanitation

Work teams should be designated by the Shelter Manager. Daily routine procedures (listed below) should be posted in the shelter so there is consistency for the animals regardless of who is working.

- Each day should begin with a briefing led by the Shelter Supervisor +/- Shelter Manager. Any information re: specific animals should be discussed. Safety Officer should give a weather update and review safety protocol.
- A system to notify all staff/volunteers should be put in place in the event an animal gets loose. Systems that have been successful are whistle blowing and/or bell ringing.
- Cardboard crate boxes can be used for physical barriers between kennels/cages/crates.
- Kennels should be cleaned and disinfected daily. All organic material needs to be removed from kennel surfaces and rinsed well with water before disinfecting. **A ratio of 4 oz. (½ cup) 5.25% bleach per 1 gallon of water should be used (1:32 dilution)*. Contact time with surface should be 10 minutes before rinsing with water. Bleach solutions must be made up every 24 hours. SAFE USE OF SPRAY BOTTLES SHOULD BE REVIEWED TO AVOID HARM TO ANIMALS AND HUMANS. HAND AND EYE PROTECTION SHOULD BE WORN.** Spot checks should be done throughout the day to clean up waste as needed.

***Additional Bleach dilutions** - Changes to bleach solution are made only under direction of shelter supervisor. Additional disinfection information from the ASPCA is located with the signage.

1:32 Dilutions	If your bleach concentration (in percent) is:	Ounces of Bleach per GALLON	Ounces of Bleach per QUART
	5.25	4 (½ Cup)	1.0 (2 Tbsp.)
	6	3.5 (¼ Cup + 3 Tbsp.)	0.9 (2 Tbsp.)
1:10 Dilutions	If your bleach concentration (in percent) is:	Ounces of Bleach per GALLON	Ounces of Bleach per QUART
	5.25	12 (1½ Cups)	3.0 (¾ C + 2 Tbsp.)
	6	10.5 (1 C + 2 Tbsp.)	2.6 (¾ C + 1 Tbsp.)

- Additional or different disinfectants may also be required. Shelter Manager will post changes as needed.
- All kennels should be secured at all times. Final rounds should be made at night to check that all kennel/cage door handles and latches are shut tight.

- The Shelter Manager or designee should record a head count of the animals at the beginning and end of each day.
- Each day should end with a staff debriefing.

C. Dogs

Since dogs require more daily care and need to be taken out regularly, they should be housed near a door, preferably close to a designated exercise area. Try to locate dog housing so when taking them out, they are not being walked past cats or other small animals.

Daily Routine-

1. Shelter team members or owners (if co-located shelter) should get dogs out for a walk/exercise at least 2 times each day, ideally for 15-20 minutes each time. Be sure that the dog has a fitted collar (martingale collars are ideal) or harness to minimize escaping. A second leash slip type should be used in addition to the leash attached to the collar whenever the dog's collar is not a martingale type. There should be designated walk/exercise areas. All feces should be picked up immediately and disposed of in appropriate location. Animal daily care sheets, which will be attached to the animal's kennel/cage, should be marked to indicate walking time, urination, defecation, appetite and any observations re: health issues.
2. Dogs should be fed 2 times each day and fresh water should be available at all times. Animal daily care sheets should be marked to indicate whether the pet ate all, some or none of its food. Bowls should be removed after each feeding and cleaned/disinfected. If disposable bowls are used they should be discarded after each feeding.
3. Aggressive/Difficult Dogs Ideally dogs that are aggressive or are known biters should be removed to an animal shelter or a secure facility that is better prepared to handle them. If relocating the difficult dog is not possible a separate section should be set up for the dog and only trained and experienced personnel handle the pets or the dog's owner if needed.

D. Cats

Try to house cats as far away from dogs as possible.

Daily Routine -

1. Replace fresh food and water and give clean litter daily. If disposable bowls are used for food, they should be discarded daily. Cats nibble their food and should have food available all day and night. A cardboard box or their own carrier may be placed in the crate for a "hiding" spot.
2. Cats may not need to be moved every day for complete cleaning unless cages are dirty enough to warrant cleaning and rinsing. Cats are more likely to escape when afraid. Transferring a cat to its carrier or another clean prepared crate is safer than attempting to hold the cat while its crate is cleaned. Litter pans should be scooped daily and all soiled bedding should be disposed of properly and replaced with fresh, clean bedding.
3. Animal daily care sheets should be filled out to monitor urination, defecation and whether the cat ate all, some or none of its food.

E. Small Mammals, Birds and Reptiles

Equipment/Supplies

Usually owners will bring the necessary supplies. In the event owners do not bring supplies you may need to obtain all or some supplies on your own. Remember to save all receipts for reimbursement.

Generally, emergency shelters do not care for large numbers of small mammals or other species, but in the event there are small mammals, birds or reptiles try to keep them separate from dogs and cats when possible.

Daily Routine

Cages should be cleaned daily if indicated and depending on species housed. Bedding may not need to be changed daily unless it is dirty enough to warrant fresh bedding. Fresh food and water should be given daily. Make sure water bottles or bowls are cleaned and rinsed thoroughly.

Fresh timothy hay should be provided for rabbits and guinea pigs.

"Hiding places" should be made available. Cardboard boxes work well for rabbits and guinea pigs. Paper towel or toilet paper rolls work well for smaller animals like hamsters and gerbils.

Animal daily care sheets should be monitored for urination, defecation and whether the animal ate all, some or none of its food. Any other health issues observed should be recorded on the daily care sheets.

3. Registration Area & Intake Process

Intake personnel and responsibilities: (dependent on scope and deployment)

The intake process begins when the pets arrive at the shelter. When owners are bringing in their animals, owners will have personal transportation and they will arrive with their pets in their vehicles. Otherwise, pets may arrive on pet transport or with their owners on buses.

The Shelter Manager is responsible for the overall registration process and helps to maintain a calm atmosphere. He/she should be available to move about and make sure the intake process runs efficiently.

Staff will be needed to register pets, record information and process paperwork. They should possess good communication skills, legible handwriting to fill out forms and/or have computer capability. The more staff here makes the process flow faster and will help to eliminate bottleneck situations.

Staff will be needed to assist owners with banding pets, placing pets in crates and transferring pets to respective shelter area. They should maintain situational awareness at the shelter and be trained to step in and assist where needed.

A Red Cross Liaison may be available to provide on-site human/animal sheltering coordination.

SERVICE ANIMALS stay with their owners and are registered with the owner at the Red Cross intake desk.

Shelter staff should alert human intake staff that dog food is available if needed.

Equipment/Supplies

See shelter administrative supply list in appendix C

Intake

- The Intake area and parking/unloading area should be distinct and separate from each other to prevent confusion. Clear signage should be posted to designate the areas.
- Arriving animals will be assigned to an area by the Shelter Manager. If owners are present, they will be allowed to register their pets and staff/volunteers will assist with moving the pets from the transport crate to the designated pet area. If owners are not present when pets arrive, shelter staff will transfer animals from transport crates to pet area under the supervision of the Shelter Manager or his/her designee.
- The owner is given a clip board with 1) Animal Intake Form 2) Animal Daily Care Sheet 3) Owner Pet Evacuation Shelter Agreement 4) Owner Co Located Shelter Rules. The Intake form can be filled out while in line if possible. Volunteers can help the owners.
- If the animal intake forms are in triplicate the owner gets the pink copy, intake keeps the white and the yellow copy goes with the animal to the designated pet area and is attached to the pets crate in a protective sleeve. If there is a concern about owners privacy the yellow copy may be kept by intake or kept in a secure area designated by the Shelter Manager.
- Animals will be given a unique identification number. That system may be based on the availability of a computer database using bar-coded wrist bands linking the pet with its owner.

- The animal ID number should be written on intake form, neck band for animal and wrist band for the owner and the animal daily care sheet.
- If scanners are available, all animals should be scanned for microchip. Instructions for how to properly scan for a microchip below.

Scan slowly – A fast pass over the animal may miss the microchip. Proper scanning should take 10 to 20 seconds depending on the size of the animal. The scanner should touch or brush the fur or surface of the animal. Cats and dogs typically have microchips placed ahead of the shoulder blades in the middle of or just to the left of the top center line. Location of chips will vary in other species.

Scan directionally – Start by working across the animal's shoulders "east and west," making multiple passes, back and forth. Then work "north and south" from the pet's head to its tail, again making several slow passes.

Scan sides and below – Sometimes, but not often, microchips may migrate to other areas of the body.

Change arm angle – Sometimes the way you hold the microchip scanner affects whether the microchip registers on the scanner. Turn your arm 90 degrees and scan the same areas again.

Change operator – Have a second person scan if a chip was not found the first time. Studies have shown that a different operator may find a chip missed on the first attempt.

- Once the animal has been assigned an animal ID number and an area the owner, if present, should read, fill out and sign the shelter agreement. Be sure to verify identification. Ideally, a photo of the person and his/her pet should be taken and kept on file. The pet will then be taken by a shelter staff person to the pet area. The pet will be assigned a numbered cage/kennel within the area. The animal daily care sheet +/- the yellow intake form will be placed inside a plastic sheet protector or on a clipboard and attached to the cage/kennel.
- As animals are placed in the shelter cage/kennel, their location is entered on 3 forms:
 - Animal Intake Form
 - Animal Daily Care Sheet
 - Animal Shelter Census Location
- A master list of all animals should be kept in binder or file folder.
- A wrist band (bar-coded if available) should be placed on the owner. The owner is informed that the wrist band and their copy of the animal intake form are required to interact or reclaim their pet. Sometimes a photo I.D. is also used for identification.

A. SAMPLE-Instructions for Admitting Pets into the Co-located Shelter

1. Evacuee/pet gets in one of the lines to register. The Animal Control Officer or DART/SMART volunteer will:
 - Direct inside registration traffic and ensure evacuees get in lines (both registration and vet exam lines)
 - Guard against animal confrontations. Avoid crowding. Keep overly reactive animals under control using distance and visual barriers when possible.
 - Hand out Owner Pet Evac. Shelter Agreement, Owner Co-located Shelter Rules, +/- Animal Intake Form and Animal Daily Care Forms to those waiting in line to read while waiting.
2. Evacuee/pet gets to registration desk and:
 - Signs the Owner Pet Evacuation Shelter Agreement and gives to registration staff. This sheet may be in duplicate in future so owner will have a copy. For now give them a blank copy of the sheet.
 - Gives Animal Intake Form information and signs form. Medication and special diet can be added to Animal Daily Care Sheet if time allows or can be done at crate when pet is confined.
 - Pet is assigned ID number and gets ID collar.
 - Pet is photographed (with owner if present).

- Owner gets 1) wristband and 2) Copy of Owner Pet Evacuation Shelter Agreement 3) Owner Co-located Shelter Rules 4) filled-out Animal Daily Care Sheet 5) pink copy of the Animal Intake Form to keep with them. Yellow copy will go with the Animal Daily Care Sheet.
3. Evacuee/pet goes to vet triage and gets a quick exam if veterinary care is available.
 4. Runner takes evacuee/pet to kennel area.
 5. They're met my kennel staff person who takes over and:
 - Shows owner where to put animal and how to fill out Animal Daily Care Sheet.
 - Writes animal ID number and cage number on Animal Shelter Census Location sheet
 - Shows owners where clean up supplies are and where to walk dogs.
 - Sends them out the exit to people shelter.
-

Where the intake forms are:

Registration has:

- Owner Pet Evacuation Shelter Agreement signed by owner
- White (and yellow) copy of Animal Intake Form with photo stapled to it

Owner has:

- Wristband
- Pink copy of the Animal Intake Form
- Owner Co-located Shelter Rules and
- Copy of Owner Pet Evacuation Shelter Agreement

Shelter pet has:

- Animal Daily Care Sheet +/- the yellow Animal Intake Form
- ID collar
- Any vet forms
- Medications should be left with pet so shelter staff can give if weather prevents owner from attending to animal.

4. Demobilization Plan

The purpose of the demobilization plan is to indicate the process for closing the shelter, breaking down equipment and determining lessons learned that can contribute to the plan improvement.

The Incident Commander (EMD) in consultation with the Shelter Group Supervisor is responsible for deciding when it is time to close the shelter. Once that decision is made, the Shelter Group Supervisor initiates the demobilization process. This process should be completed in a timely manner. However, it may be phased over time if some animals are still in residence.

The Shelter Manager assigns volunteers the following responsibilities.

- Prepare animals for pickup by owner and/or other organization.
- Transfers animals to appropriate animal control or humane organization.
- Breaks down all crates, cages and kennels and makes sure they are cleaned and disinfected.
- Makes sure all floors, furniture, tables, shelving etc. are swept, mopped and cleaned.
- Ensure all trash is disposed of properly.
- Inspects all equipment and materials.
- Inventories all equipment and supplies. Complete inventory form and send to logistics manager to ensure supplies are re-stocked.

- Moves all equipment/supplies to storage area or pickup area for transport to storage area.

The Shelter Manager should collect all paperwork including registration forms, animal intake forms, photographs of pets/owners, volunteer registration forms and incident logs and file as directed by town.

The Shelter Manager submits a written report to the Shelter Group Supervisor and EMD based on the logs kept at the Shelter. The report should include:

- Number and types of animals housed.
- An assessment of volunteer operations and staffing.
- Descriptions of problems and how they were handled.
- Identify any gaps in skills, staffing or logistics.
- Include ideas and recommendations for future deployment.

The shelter team holds a debriefing meeting after the event is declared over to finalize the following business:

- Problem areas
- Strengths/weaknesses
- Volunteers response time
- Equipment and supplies that need re-stocking
- Arrangements for stress de-briefing for team members if necessary.

A. SAMPLE –Demobilization Instructions for Discharging Pets and closing Co-located Shelter

1. The Shelter Group Supervisor will notify the Shelter Manager and Managers that the shelter is closing.
2. Owner gets in one of the registration lines to reclaim their pet.
 - They must show photo ID, ID bracelet and the pink copy of Animal Intake Form to reclaim their pet.
 - Owner signs the in/out log to allow entrance to the kennels.
 - Owner retrieves pet and its Animal Daily Care sheet and any other paperwork from the cage.
 - Owner cleans out cage and takes with them all personal items from the cage.
 - Owner hands the Animal Daily Care sheet and yellow Animal Intake form to registration staff, signs the in/out log and leaves.
3. Registration staff:
 - Explains the discharge procedure to evacuee (see #2)
 - Collects the pink intake from evacuee and checks photo ID and wristbands before they enter kennel
 - Give owner a copy of SMART flier “When you go, they go” handout
 - Ensures evacuee signs in/out log before entering kennel area
 - Collects the Animal Care sheet, Animal Intake sheets and vet forms if any, reminds evacuee to sign out.
 - Hands all paperwork to Shelter Manager at the end of closure.
4. Unit shelter staff
 - Checks wristband against dog ID band
 - Helps evacuee to collect animal and belongings (like holding animal while cage is being cleaned.)
 - If animal has been medically treated and/or is on medications, owner should speak to vet or vet tech before leaving to receive instructions. For example, a puppy who was vaccinated on admission will need a booster in a couple weeks. When in doubt, check with the Shelter Supervisor.
 - Directs evacuee back to registration to turn in Animal Daily Care + Intake sheets and to sign the in/out log before leaving.
5. Closure of your unit is directed by the Shelter Group Supervisor
 - Do not begin closure until you’ve been directed by your Shelter Group Supervisor
 - Owners can reclaim their animal at any time. They don’t have to wait until the shelter closes.
 - Once shelter closure has been announced and people begin to reclaim their animals, all doors except the main entrance(s) should be locked or sentries posted. This ensures owners don’t slip out without handing in paperwork and signing out.
 - Please don’t forget to sign out when released from duty.

V. Appendices

A. Shelter Animal Supply List

Dogs

- ☐ Crates-supplied by MRC
- ☐ Dog food - canned
- ☐ Dog food - dry (pallets, secure container)
- ☐ Dog muzzles
- ☐ Food (in secure containers, dry food on pallets)
- ☐ Hurricane fencing
- ☐ Leashes collars, harnesses (assorted sizes)
- ☐ Poop Bags
- ☐ Poop scooper
- ☐ Rabies Pole
- ☐ Snap hooks to secure crate doors

Cats

- ☐ Cat gloves (heavy gauntlets/welder gloves)
- ☐ Cat litter and pans +/- disposable
- ☐ Cat net
- ☐ Crates & vari-kennels (various sizes)
- ☐ Food (dry food in secure storage)
- ☐ Pillow cases to transport or secure

Small Mammals

- ☐ Glass aquariums with secure screen covers
- ☐ Heat sources for reptiles (heat stones)
- ☐ Newspaper
- ☐ Portable heaters
- ☐ Small cages with secure screen covers
- ☐ Species-specific food
- ☐ Timothy hay
- ☐ Water bottles or ceramic (non-tip) water bowls

General Kennel Supplies

- ☐ Blankets / towels / sheets
- ☐ Bleach house hold
- ☐ Bottles Spray for disinfectant (caution)
- ☐ Bottles Squirt 16-20 oz. for disinfectant
- ☐ Bowls Food or Paper food trays
- ☐ Bowls Water 12-QT 24-Pint
- ☐ Box Cutter
- ☐ Broom& dustpan
- ☐ Buckets for carrying water
- ☐ Can openers
- ☐ Clipboards
- ☐ Dawn Dishwashing detergent
- ☐ Disinfectant (animal appropriate) Roccal, Parvo-sol situation dependent.
- ☐ Duct tape
- ☐ Extension cord heavy
- ☐ Fans
- ☐ First Aid kit
- ☐ Flashlights and batteries
- ☐ Hole Puncher
- ☐ Generator and fuel
- ☐ Hand sanitizer
- ☐ Headlamp and batteries
- ☐ Latex/non-latex gloves-box med + Lge
- ☐ Newspaper
- ☐ Paper towels
- ☐ Pee Pads
- ☐ Plastic Roll- 6ml 20' x 100'
- ☐ Rubber overshoes or boots 4 isolation
- ☐ Safety Glasses
- ☐ Scrub buckets/mops/sponges
- ☐ Signage
- ☐ Tyvek suits for isolation area
- ☐ Tables and Chairs
- ☐ Tape-Duct + Blue Painters
- ☐ Tool Box
- ☐ Trash bags-SM roll black
- ☐ Trash cans (preferable on wheels)
- ☐ Watering cans
- ☐ Wire Cutters
- ☐ Zip-ties

B. Shelter Administrative Supply List

- ☐ **Forms and Signs**
- ☐ Animal daily care sheet (or cage cards)
- ☐ Avery labels assorted colors preprinted
- ☐ Avery name tags
- ☐ Cell Phone and/or radios and batteries
- ☐ Clip boards for pet info and Administrative Personnel
- ☐ Digital cameras/Polaroid cameras and film
- ☐ Disinfectant spray for clean up
- ☐ Exam Gloves
- ☐ Extension cord-Drop lights-Surge protectors
- ☐ First Aid Kit Human and Animal
- ☐ Flagging tape to help crowd control
- ☐ Flashlights and batteries
- ☐ Hand Sanitizer
- ☐ Head lamps
- ☐ Hooks-metal shower curtain to attach records to cages
- ☐ ID Bands collar for pets - Ejay 20" colored or white ID neck bands. Stick two together for big dogs. Cut excess off for small dogs and cats. Attach to cage or tank for pocket pets and reptiles.
- ☐ ID Bands for owners (colored wrist) Use tamper proof medical wrist ID bands or pet ID bands.
- ☐ ID for volunteers. Town CERT T-shirts and hats, MRC ID badges, MRC shirts and hats
- ☐ Leashes
- ☐ Micro-chip scanners
- ☐ Mop and Bucket
- ☐ Muzzles
- ☐ Non Slip Floor mats for entrance
- ☐ Note pads
- ☐ Paper Towels
- ☐ PC/laptop
- ☐ Pens
- ☐ Permanent markers in several different widths
- ☐ Plastic garbage bags small and large
- ☐ Plastic sleeve for paperwork
- ☐ Portable Radio
- ☐ Scissors
- ☐ Stapler and staples
- ☐ Sticky Notes variable colors
- ☐ Table/Chairs
- ☐ Tape- Scotch tape-Duct tape-Blue removable painter's tape
- ☐ Trash Can
- ☐ White Board and Markers
- ☐ Zip-ties

C. Service Animal Statewide Guidance in Massachusetts

Planning for Service Animals in Emergency Shelter Setting

1. *What is the Americans with Disabilities Act (ADA)?*

The Americans with Disabilities Act was signed into law July 26, 1990. The ADA requires that state and local government buildings be accessible to people with disabilities. Under the ADA, state and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go, including areas where food is served and most areas where medical care is provided.

2. *How is a service animal defined in the Commonwealth of Massachusetts?*

A service animal is any guide dog, or other animal that has been individually trained to do work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the handler's disability including, but not limited to: assisting individuals who are blind or have low vision, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, pulling a wheelchair, or fetching dropped items, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medications or a telephone, providing physical support and assistance with balance and stability, and helping people with neurological or psychiatric disabilities by preventing or interrupting impulsive or destructive behaviors.

Service animals are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the service animal's ability to perform its assigned task. In cases where the individual is not able to hold a leash, the animal must be under control and respond to verbal commands.

Service animals are exempt from breed bans as well as size and weight limitations.

Although as of March 15, 2011, the Department of Justice narrowed the definition of service animals to include only dogs, and in some cases miniature horses the Massachusetts Commission Against Discrimination (MCAD) has not done so and has left the door open for any animal that meets the above definition.

Service animals may or may not be certified.

3. *How does the ADA apply to service animals in emergency shelters?*

The ADA generally requires that shelters provide equal access to the many benefits that shelters provide, including safety, food, services, comfort, information and a place to sleep until it is safe to return home, and the support and assistance of family, friends, and neighbors. The ADA generally requires emergency managers and shelter operators to make reasonable modifications to policies to allow people with disabilities to be accompanied by their service animals and remain with them at all times, including if being transported to the emergency shelter, to another facility, transitioning home, etc.

Emergency shelters must make exceptions to "no pets" or "no animals" policies to allow people with disabilities to be accompanied by their service animals. Service animals are not pets and are therefore not subject to restrictions applied to pets or other animals.

This does not mean you must abandon your "no pets" policy altogether, but simply that you must make an exception to your general rule for service animals.

Any questions or concerns about service animals should be directed to the shelter manager.

4. *How can a service animal be identified?*

Service animals come in all breeds and sizes. Many are easily identified because they wear special harnesses, capes, vests, scarves, or patches. Others can be identified by the functions they perform for people whose disabilities can be readily observed.

When none of these identifiers are present, shelter staff may ask only two questions to determine if an animal is a service animal:

- (1) "Do you need this animal because of a disability?" and
- (2) "What tasks or work has the animal been trained to perform?"

If the answers to these questions reveal that the animal has been trained to work or perform tasks for a person with a disability, it qualifies as a service animal and must generally be allowed to accompany its owner anywhere other members of the public are allowed to go, including areas where food is served and most areas where medical care is provided.

Under the ADA, shelter staff may not require a license, certification, ID tag, medical certificate, or any other type of documentation for a service animal. In addition, questions about the nature or severity of a person's disability or ability to function may not be asked. It is also inappropriate to question a person's need for a service animal or to exclude a service animal on the grounds that shelter staff or volunteers can provide the assistance normally provided by the service animal.

5. *Can a service animal be removed from a shelter?*

In most instances, you may not remove a service animal or ask the owner to leave the service animal elsewhere.

Service animal owners may be asked to remove their animal only if:

- (1) The service animal is out of control and the owner does not take effective action to control it or
- (2) The service animal is not housebroken.

In either of these situations, the emergency manager and shelter operator should try to work with the owner to provide the needed

Service animal planning considerations for shelter operations

Many people with disabilities rely on service animals. Although it is the responsibility of the owner to feed and care for their service animals, when evacuating during an emergency, some individuals may be unable to transport the items needed to sustain their service animals in an emergency shelter environment.

Local plans should direct that, prior to an emergency or disaster, the following issues are addressed regarding service animals in an emergency shelter:

- Integrate into your emergency shelter plan those people with expertise in supporting service animal needs. Include your animal control officer and consider having a plan for emergency veterinary services.
- Identify reliable sources for food, water and supplies (ex., water bowls, food bowls, leashes, collars, disposable containers) for service animals and make sure agreements are in place to ensure that these items are available.
- Consider how you will set up the emergency shelter to accommodate people and their service animals. When estimating shelter capacity, consider that a person with a service animal may require up to 100 square feet. People with allergies or a fear of animals should be directed to space away from the service animal(s).
- Identify where service animals will be exercised and an animal relief area and provide disposable containers.
- Ensure that the individual understands their responsibility for feeding and care of their service animal.

For further information refer to the following:

- a) Information and Technical Assistance on the Americans with Disabilities Act – www.ada.gov
- b) ADA Best Practices Toolkit for State and Local Governments - <http://www.ada.gov/pcatoolkit/toolkitmain.htm>
- c) <http://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm>
- d) Chapter 7 Emergency Management Under Title II of the ADA -
 - Chapter 7 Addendum 1: Title II Checklist (Emergency Management) - <http://www.ada.gov/pcatoolkit/chap7emergencymgmtadd1.htm>
 - <http://www.ada.gov/pcatoolkit/chap7shelterprog.htm>
 - Chapter 7 Addendum 2: The ADA and Emergency Shelters: Access for All in Emergencies and Disasters -
- e) Commonly Asked Questions About Service Animals in Places of Business - <http://www.ada.gov/qasrvc.htm>
- f) ADA 2010 Revised Requirements - www.ada.gov/service_animals_2010.htm

D. Document updates

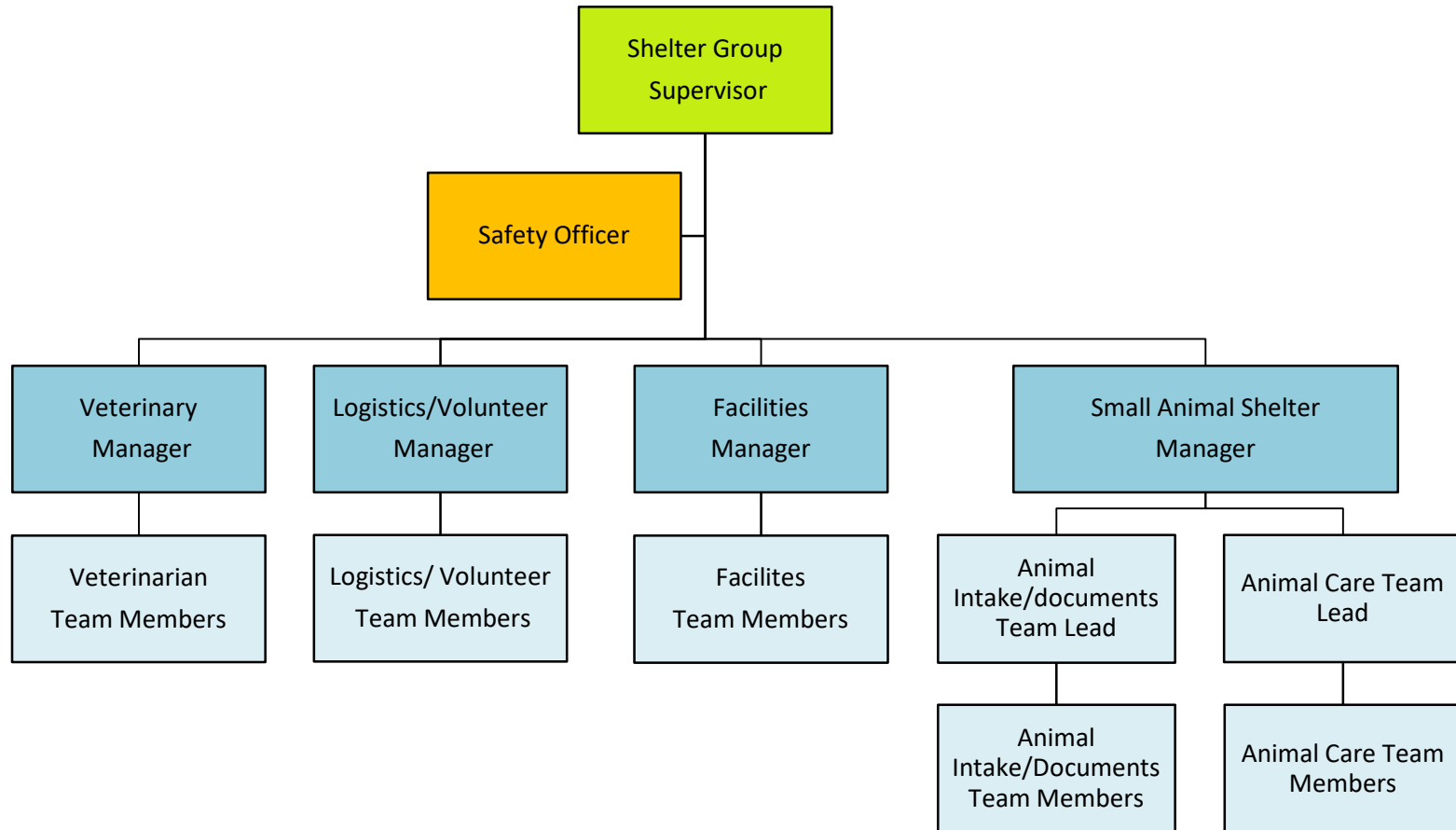
5/27/2014

- Updated ICS diagram. Shelter Operations Team Leader changed to Shelter Group Supervisor. Shelter Supervisor changed to Shelter Manager. See shelter ICS chart for further changes.
- Information regarding service animals added in appendix D and under section 3. Registration and Intake Process.
- Bite Protocol. Additional information regarding quarantine documentation of bite incident.
- Minor changes to A-1 Shelter Intake Form, (area on left for initials of person releasing animal). Minor changes to working of A-2 Animal Daily Care sheet, O-1 Owner Pet evacuation Agreement, O-2 Owner Co-located Shelter Rules. Vol-4 Shelter ICS Chart (review chart). Vol-5 Volunteer Responder Injury Report (Social Sec.# removed).
- Information about MA Senate Bill 1172 “An Act Ensuring the Safety of People with Pets in Disasters” has been included in the introduction.

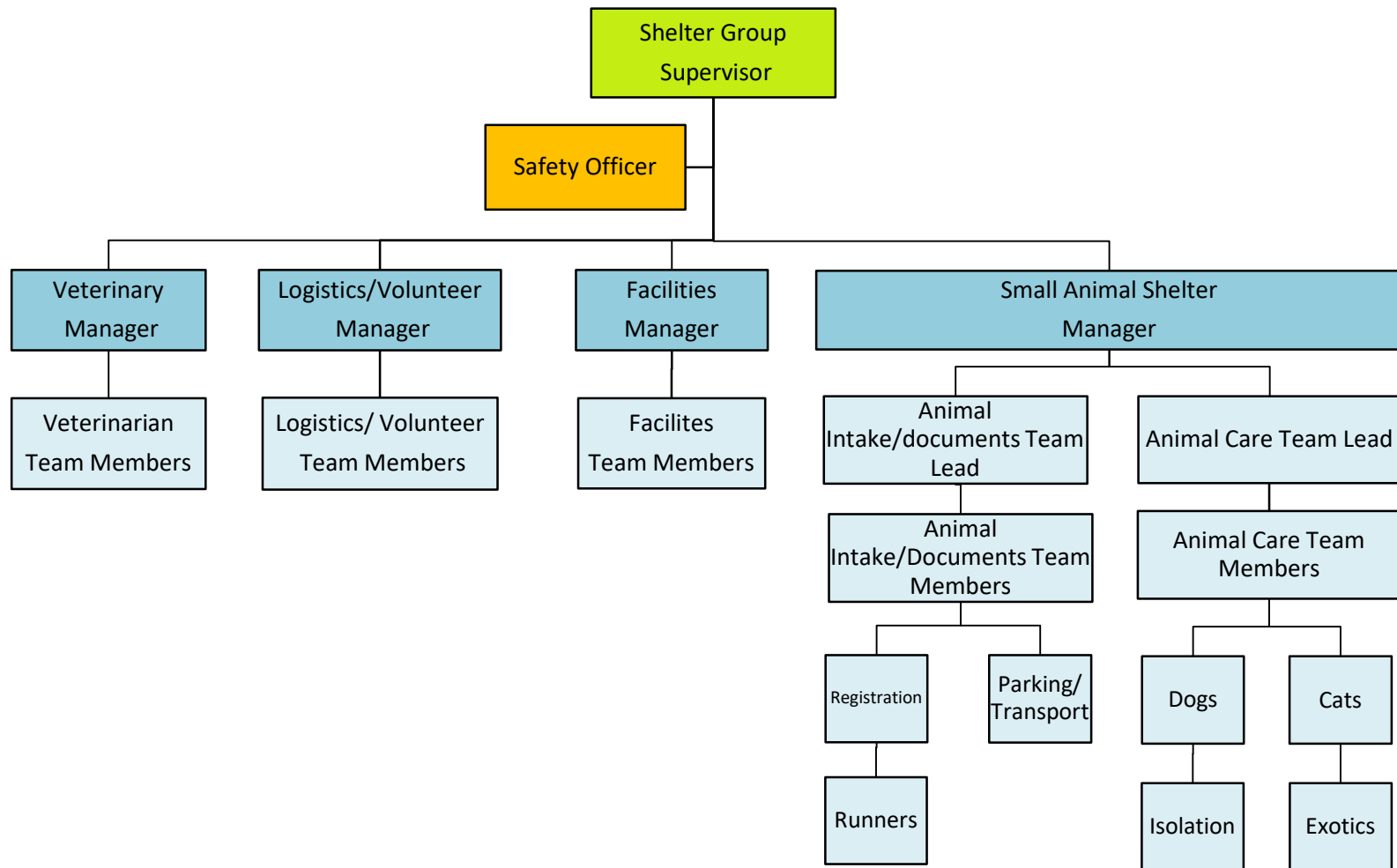
7/2/2025

- Updated logo (Resource vs Response team)
- Section I added NASAAEP link, SMART mission no longer response, now a resource for disaster preparation.
- Section II added Cohabitated Shelter
- Added MRC/DART status

E. ICS CHART Disaster Animal Shelter Command Structure sample 1



F. ICS CHART Disaster Animal Shelter Command Structure sample 2



G. Master List of Forms and Signs

Actual forms and signs follow page 20 in the pdf version of the manual. The forms and signs are not listed in individually in the table of contents. **Original versions of the forms and signs without the SMART logo can be requested from info@smartma.org or they may be available on the SMART website.**

Animal Forms

- An-1 Shelter Intake Form +/- Triplicate NCR
- An-2 Daily Care Sheet-5 (like cage card)
- An-3 Census Aisle Location

Owner Forms

- O-1 Pet Evacuation Shelter Agreement +/- Duplicate NCR
- O-2 Co-Located Shelter Rules
- O-3 Kennel Sign In-Out Sheet

Volunteer Forms

- Vol-1 Volunteer Release Form
- Vol-2 Volunteer Sign In-Out Sheet
- Vol-3 Volunteer Duty Assignment
- Vol-4 Volunteer Shelter Org Chart
- Vol-5 Volunteer Responder Injury/Bite Report

Signage (Bold Need First for Intake)

A-ASPCA Bleach Dilution Chart
A-ASPCA Disinfectant Reference

ARROWS LGE

ARROWS SMALL

CAT ROOM

CAT ROOM CLEANING SUPPLIES

CAUTION 2 PER PAGE

CAUTION AGGRESSIVE w/ PEOPLE DOG

CAUTION ANIMAL MAY BITE

CAUTION QUARANTINE

DOG IN HEAT

DOG INTACT MALE FEMAL

DOG ROOM

DOG ROOM CLEANING SUPPLIES

DOG SMALL WALK AREA

DOG WALK AREA

FIRST AID / SUPPLY STORAGE

HEY I WAS FIRST

PET KEEP UNDER CONTROL

PET REGISTRATION AREA

PET SHELTER SMART

POCKET PETS

REPTILE ROOM

SIGN IN OUT OF SHELTER OWNER

SIGN IN OUT VOLUNTEERS

TREATMENT AREA

TRIAGE AREA

VETERINARY AREA

ANIMAL INTAKE FORM For pet emergency kit, owners can fill in green area for each pet, add pictures of pet and current rabies certificate and vaccine info.



Incident		Location of Shelter		Date	Time AM PM
INTAKE PERSON		Last Name	First Name	Title	Team
Animal ID#	<input type="checkbox"/> Owner/Agent drop off <input type="checkbox"/> Owner requested rescue		<input type="checkbox"/> Found <input type="checkbox"/> Relinquished	<input type="checkbox"/> Search and Rescue <input type="checkbox"/> Deceased	
Location/ were animal found/rescued					
GPS LAT/LONG					
Name of Animal	Species <input type="checkbox"/> Dog <input type="checkbox"/> Cat	Color-Markings-Declawed	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	Identification <input type="checkbox"/> Collar _____ <input type="checkbox"/> ID Tag _____ <input type="checkbox"/> License# _____ <input type="checkbox"/> Rabies # _____ <input type="checkbox"/> Tattoo _____ <input type="checkbox"/> Microchip _____	
Breed	<input type="checkbox"/> Litter <input type="checkbox"/> _____	Fur :Short Medium Long Curly Ears: Erect Cropped Floppy Tail: Short Long Bush Docked	Altered <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown		
Age _____ Years _____ Months _____ Weeks Estimated 1-2 -3-4-5-6-7-8-9-10-12-15 Years _____ Weeks _____ Months					
OWNER/AGENT		Last Name		First Name	
Street Address			Town	State	Zip code
Home phone		Cell phone	email	Relationship to owner	
EMERGENCY CONTACT		Name		Phone	
BEHAVIOR <input type="checkbox"/> CAUTION!		IS ANIMAL AGGRESSIVE? <input type="checkbox"/> People <input type="checkbox"/> Dogs <input type="checkbox"/> Cats <input type="checkbox"/> Other		HAS ANIMAL BITTEN ANYONE <input type="checkbox"/> YES <input type="checkbox"/> NO	
VETERINARY		Name/Clinic		Town Phone	
VACCINE STATUS <input type="checkbox"/> Unknown	<input type="checkbox"/> Rabies Expires _____ <input type="checkbox"/> Feline/Canine Distemper Expires _____ <input type="checkbox"/> Bordetella Expires _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____				
MEDICAL STATUS	KNOWN MEDICAL CONDITIONS-INJURIES _____				
*LIST MEDS HERE OR ON ANIMAL DAILY CARE SHEET	MEDICATIONS _____ MEDICATIONS WITH <input type="checkbox"/> OWNER <input type="checkbox"/> ANIMAL <input type="checkbox"/> NO MEDS AVAILABLE				
DEPARTING STATUS OF ANIMAL DATE _____ INITIALS _____	<input type="checkbox"/> Released to OWNER/AGENT- SIGN X _____ PRINT _____ <input type="checkbox"/> Held for OWNER <input type="checkbox"/> FOSTERED-ADOPTED LOCATION _____ <input type="checkbox"/> Animal Euthanized – Deceased <input type="checkbox"/> Owner notified _____				
<p>_____ The animal owners (agents) acknowledge that the risk of injury, escape or death of the animal during an emergency cannot be eliminated. By signing I do not hold the S.M.A.R.T. and its representative responsible for injury, escape or death of the animal during an emergency.</p> <p>_____ The animal owners (agent) acknowledges that the risk of injury, escape or death of the animal during an emergency cannot be eliminated and agree to be responsible for any veterinary care or expenses which may be incurred in the necessary treatment of their animal.</p> <p>_____ I hereby authorize S.M.A.R.T. and its agents to provide medical care as they deem reasonable under the circumstances. S.M.A.R.T. and its agents will use all reasonable care but will not be liable for any loss of accident or disease that may result as the result of emergency veterinary care and sheltering. Veterinary care is not always available in emergency sheltering situations.</p>					
Signature X		Print		Date	

ANIMAL DAILY CARE SHEET



Animal Name _____ Animal ID # _____

Owner Name _____

Room _____ Crate# _____

Diet _____ Frequency a.m.() p.m.() Free choice () ☐ Medications listed below *

Date	Time	Care**						Checked By		Medications			
		F	W	ATE	WALK	UR	BM	Owner	Volunteer	1	2	3	4

**F = Feed W = Water U = Urine BM = Bowel movement
 BID= 2 x day TID= 3 x day PRN = As needed

*Medications and doses:

1.		a.m. p.m. BID TID PRN			
2.		a.m. p.m. BID TID PRN			
3.		a.m. p.m. BID TID PRN			
4.		a.m. p.m. BID TID PRN			

Special Instructions:

ANIMAL SHELTER CENSUS LOCATION



Unit	Date	Unit Team Leader
------	------	------------------

Room or Aisle #			Room or Aisle #			Room or Aisle #			Room or Aisle #		
	Cage #	ID #		Cage #	ID #		Cage #	ID #		Cage #	ID #
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											
TOTAL ANIMALS ON PAGE						Page of					

OWNER PET EVACUATION SHELTER AGREEMENT PET(S) # _____



I, _____ understand that an emergency exists and that special arrangement have been made to allow my family and pets to remaining together in this 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 members accompanying me and my pet(s). I also acknowledge receipt of a copy of the **RULES FOR THE SAFE OPERATION OF THE CO-LOCATED PET SHELTER** and agree to abide by them.

RULES TO ENSURE PET AND PEOPLE SAFETY

1. My pet(s) will remain in the crate except at scheduled times. During scheduled relief time, my pet(s) will be properly controlled with leash/ harness and muzzle (if necessary). Scheduled times will be strictly adhered to.
2. I agree to properly feed, water and care for my pet as instructed by SMART staff. I agree to properly sanitize the areas used by my pet, including proper waste disposal and disinfection as instructed by the SMART staff.
3. I certify that my pet is current on rabies and all other recommended vaccinations. I agree to assume the cost of any shots or veterinary care, which may be given at the shelter because my pet lacks proof of vaccination.
4. I will not permit my pet to have any contact whatsoever with any other animal while out of its carrier, nor will I permit any other shelter occupants to handle or approach my pet either while in its carrier or during exercise times. I will make sure that the carrier door is properly latched.
5. My pet and its cage will be tab-banded for identification by SMART staff upon registration. I agree not to remove these identification bands until after discharge from the shelter.
6. I will permit my pet to be examined by qualified shelter personnel to determine if medical or stress conditions requiring attention are present. I further agree to the administration of medication to alleviate any symptoms.
7. I acknowledge that my failure to follow these rules may result in the removal of my pet to another location. I further understand that if my pet becomes unruly or aggressive, shows signs of contagious disease, is infested by parasites (fleas, ticks, lice, etc.), or begins showing signs of stress-related conditions, it may be moved to a more appropriate location. I understand that any decision concerning the care and welfare of my pet(s) and the shelter population as a whole are within the sole discretion of SMART, whose decisions are final.
8. I certify that my pet has no prior history of aggressive behavior, has not bitten anyone within the past 10 days and has not been diagnosed with any contagious diseases for which it has not received successful treatment.

I hereby agree to hold harmless all persons, organizations, corporations or government agencies involved in the care and sheltering of my animal(s). I further agree to indemnify any persons or entities, which may have suffered any loss or damage as a result of the care and sheltering of my pet(s).

I understand that if I leave the shelter when the emergency is declared to be over, and I do not take my pet(s) with me, then it/they will be transferred to an animal shelter or kennel chosen by SMART and be held there for a maximum of (____) days for disposition. Fees incurred as a result of my pet's stay at the animal shelter or kennel are my sole responsibility as owner and must be paid before my pet(s) is/are discharged by the animal care facility.

I have provided these items for my pet(s) _____

I acknowledge that the following items were loaned to me to provide proper care and confinement of my pet(s) during the emergency and I agree to return these items to SMART when the shelter is closed.

Pet Items from SMART		
Signed	Print name	Date

OWNER CO-LOCATED SHELTER RULES



While your pet is in the shelter there have to be rules for safety of the pets, the owners, and the volunteer shelter staff. Please read the following guidelines and ask questions of you do not understand the rules.

1. **You were given an ID bracelet** when your pet was admitted to the shelter. The ID number on your shelter pass is the same as the ID number on your pet's identification band.
2. **You must present your ID bracelet or shelter pass** when you come to care for or visit your pet. Because staff changes and may not know you, **you may be required to present photo ID too.**
3. **Please sign in AND sign out of the shelter.**
4. Unless physically unable, you will be responsible for the daily care of your pet(s) that includes feeding, walking, giving medication and cleaning up after them. If it is safe to do so daily care must be done by 10:30am and again by 6:00pm. Exact shelter hours will be posted. Owners must mark the pet's **Daily Animal Care Sheet** to indicate if the animal ate and drank, urinated and/or defecated/had a bowel movement. Don't forget to mark the sheet – that's how shelter staff knows the pet has been taken care of!
5. **Please notify shelter staff if an animal appears sick, is coughing or has diarrhea.**
6. For safety and security, pet owners or the general public may not wander into the animal shelter area without consent from animal shelter staff.
7. **No pet is ever out without a leash**, whether handled by its owner or a shelter volunteer, no dog will be out of its crate without a leash. For their safety cats should remain in their crates at all times.
8. **Keep animal room doors closed!** Even if you'll only be a minute, it only takes a second for a pet to escape.
9. Your children are welcome to visit your pet. For their safety, **children under 16 are not allowed in the animal rooms.** Rather, please leash your dog and take your pet outside to visit with other family members. Shelter staff can make special arrangements at non-peak times for your family to visit your cat.
10. **Potty areas are designated.** Owners are responsible **for picking up after their pets** and placing waste in proper receptacles.
11. If the Daily Care Sheet is not marked it is assumed that the pet has not been cared for. Shelter staff will notify the Unit Team Leader who will attempt to contact the owner. A Failure to Comply notice will be placed in the plastic envelope on the cage. If it appears that the owner has not cared for their pet(s) for 48 hours consecutively, the pet may be removed from the shelter and placed with the local animal control.

When it's safe for you to leave the shelter

1. Only the family-designated animal caregiver can sign out a pet. You must present picture ID and be wearing your ID bracelet to sign out your animal.
2. Together with a shelter volunteer retrieve your pet and its Daily Animal Care sheet from the crate.
3. Clean out the cage and take with you all personal items from the cage. Return borrowed items to SMART.
4. Sign out the pet on the Animal Intake Form sheet and hand the Animal Care sheet to the discharge staff.

Thank you for your cooperation and we hope your pets and your family are safe.

The State of Massachusetts Animal Response Team volunteers

OWNER PET SHELTER SIGN IN/OUT SHEET



	Date	Owner Name	Pet Name	Animal ID #	Time In	Time Out
1	/ /					
2	/ /					
3	/ /					
4	/ /					
6	/ /					
6	/ /					
7	/ /					
9	/ /					
9	/ /					
10	/ /					
11	/ /					
12	/ /					
13	/ /					
14	/ /					
15	/ /					
16	/ /					
17	/ /					
19	/ /					
20	/ /					

VOLUNTEER INDEMNITY & HOLD HARMLESS RELEASE



Whereas, the undersigned has made a voluntary request for permission to participate as a volunteer with the State of Massachusetts Animal Resource Team (SMART); And whereas, the undersigned acknowledges that the work and activities with SMART involve possible risk of injury, death, damage, expense or loss to the person or property;

Now therefore, in consideration of SMART, the undersigned expressly agrees to and knowingly hereby does assume all risks arising in the course of said activity; specifically agrees he/she and his/her heirs, assigns, designees and legal representation will make no claim against or sue or attach the property of SMART members for injury, death, or damage, and the undersigned voluntarily releases, discharges, and waives any and all claims, actions, or causes of action for personal injury, wrongful death, personal property damage and/or any other loss or harm. The undersigned further will indemnify and hold harmless SMART, its officers, agents, employees and volunteers from and against any and all claims, loss, damage and liability for injury to the person and/or property of the undersigned and/or wrongful death, including any such claim, loss, damage and liability caused by the negligence of SMART, its officers, agents, employees and volunteers from and against any and all claims, loss, damage and liability for injury to their person or property of another or others, and/or wrongful death, directly or indirectly caused by the undersigned's malfeasance or misfeasance occurring while participating as a volunteer for SMART, or while accompanying and/or assisting an officer, agent, employee or volunteer of said SMART during the active performance of duties with SMART or from activity or activities incidental thereto, wherever and however the same may occur.

I intend by this document to exempt, relieve, and release SMART and its officers, agents and employees from liability for injury or damage caused by negligence or otherwise. I am aware of the possible danger involved in participation with SMART activities and hereby agree to accept any and all risks of injury, death, or damage.

I hereby grant permission for any representative of SMART to take whatever steps may be necessary to obtain emergency medical care for me including, but not limited to, (1) attempting to contact my next of kin; (2) attempting to contact my physicians; (3) calling other physicians or paramedics; and (4) taking me to an emergency hospital. In addition, I hereby consent to any medical or surgical treatment and hospital service that may be rendered to me under the instructions of any physician or hospital. It is understood that this consent is given in advance of any specific diagnosis or treatment that may be required, and is given to encourage the SMART staff, hospital staff, and physicians to exercise their best judgment in treating me. I agree that any and all expenses incurred will be borne by me and not SMART.

PLEASE READ THIS DOCUMENT COMPLETELY BEFORE SIGNING

VOLUNTEER NAME (PRINT)_____ **DATE**_____

VOLUNTEER SIGNATURE_____ **DATE**_____

If Instructed please email to volunteers@smartma.org

VOLUNTEER SIGN IN/OUT SHEET

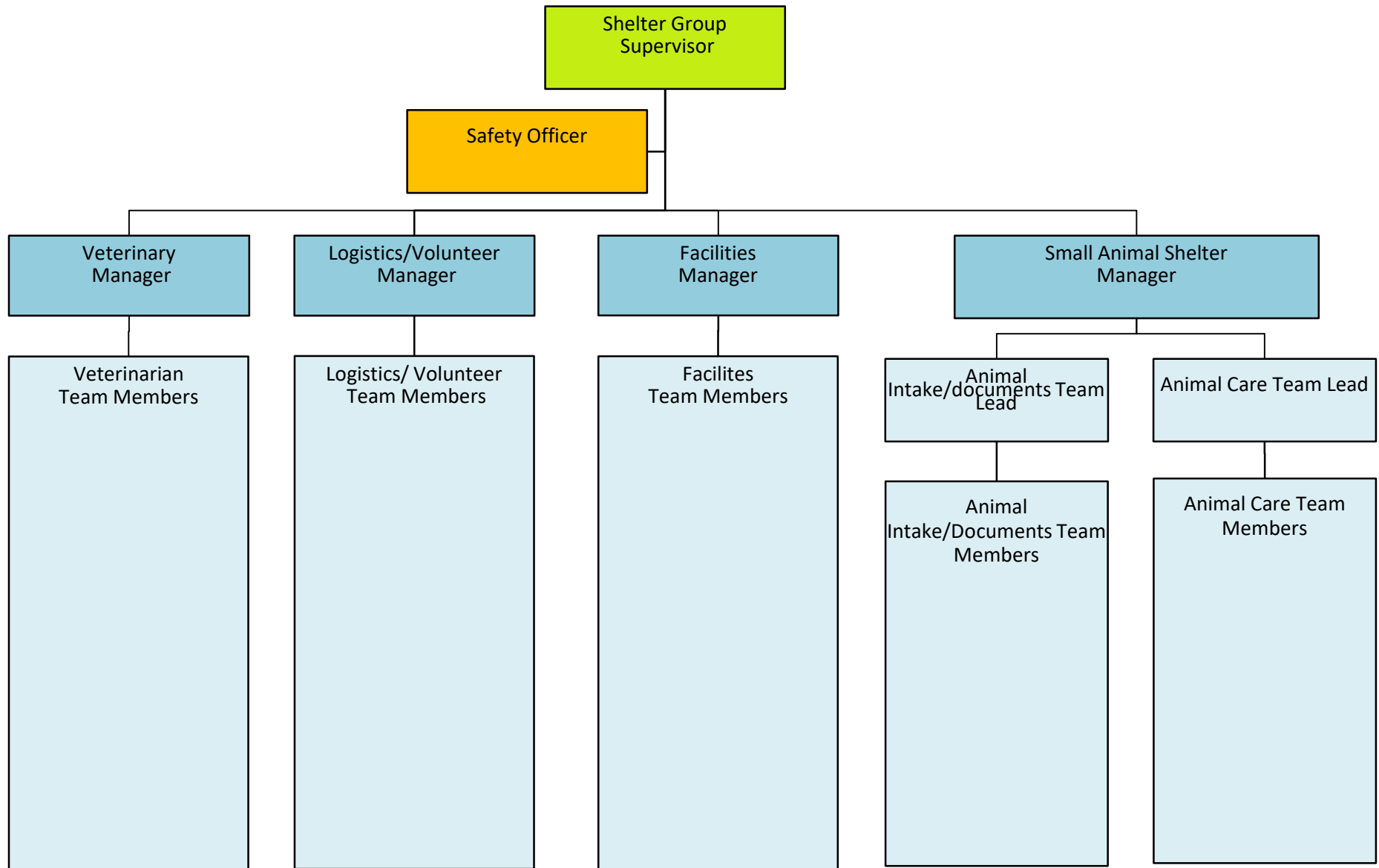


	Date	Name	Work Area	Time In	Time Out	Hours Worked
1	/ /					
2	/ /					
3	/ /					
4	/ /					
6	/ /					
6	/ /					
7	/ /					
9	/ /					
9	/ /					
10	/ /					
11	/ /					
12	/ /					
13	/ /					
14	/ /					
15	/ /					
16	/ /					
17	/ /					
19	/ /					
20	/ /					

VOLUNTEER DUTY ASSIGNMENTS

Date:	Operational Period:	Location:	Supervisor:
DOG UNIT____	CAT UNIT____	VET UNIT____	INTAKE_____
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.
4.	4.	4.	4.
5.	5.	5.	5.
6.	6.	ISOLATION	TABLE 2
7.	7.	1.	1.
8.	8.	2.	2.
DOG UNIT____	_____UNIT	3.	3.
1.	1.	4.	4.
2.	2.	TRAIGE	TABLE 3
3.	3.	1.	1.
4.	4.	2.	2.
5.	5.	3.	3.
RUNNERS	RUNNERS	4.	4.
		5.	
		6.	
		7.	

Disaster Animal Shelter Command Structure



DATE: _____ LOCATION: _____ SHIFT: _____

VOLUNTEER EMERGENCY RESPONDER ACCIDENT REPORT FORM

DEPLOYMENT:



Injured Person's Name (Last Name)		(First Name)		(MI)		Male / Female	
Home Address (Street)		(City)		(State)		(Zip)	
Home Telephone No.		Cell Phone No.		Insurance Co.		Insurance #	
Birthdate		Occupation		Emergency Contact info			
Date of Accident		Time of Accident <input type="checkbox"/> AM <input type="checkbox"/> PM		Accident Location			
Type of Injury				Body Part(s) Injured			
Animal Type	Breed	Age	Animal name	Animal ID#		Date of last Rabies vaccine 1-2-3 YR	
Animal Owner Name and Contact #							
Animal Owner Address							
Witness(es) (PRINT FIRST NAME , LAST NAME)							
What Action did you take?							
SMART volunteer signature				PRINT Name			
Release I hereby authorize the State of Massachusetts Animal Resource Team (SMART), or any of its representatives, to be furnished any information and facts regarding this injury, including, but not limited to: reports and records, results of diagnosis, treatment and prognosis, estimates of disability, and recommendations for further treatment. This information is to be used for the purposes of evaluating an incident occurring on or about noted date of injury and for no other purpose, now or in the future. I agree that a photographic copy of this authorization shall be valid as the original.							
Accident victim signature						Date:	
ACCIDENT VICTIM STATEMENT							
My name is:				This is what happened:			
Accident victim signature						Date	
Witness signature				Print Name		Date	
Today's Date:		Received by (PRINT)		Incident Name		Accident Report Form Number	
Animal Quarantine Start date		Animal Location /crate #		Quarantine End date		Bite victim notified of animal status	

Diluting Bleach for Disinfection



- Prepare fresh diluted bleach solution daily or when solution is contaminated by organic material. Discard any solution left from the previous day.
- Use the appropriate dilution for the disinfection task.
 - ✱ 1:32 general disinfection
 - ✱ 1:10 to inactivate ringworm
- Tightly close containers that hold bleach and diluted bleach solutions.
- Protect the diluted bleach solution from light.

To prepare a solution:

1. Assemble an empty container of the required size, 5.25% bleach, and water. **NOTE:** The percent concentration of bleach (sodium hypochlorite) is printed on the product label.
2. Add the correct volume of bleach to the empty container.
3. Add water to the container until the required volume is reached.

Example: Add ½ Cup of 5.25% bleach to a gallon container. Then add water to the container until the solution reaches the 1 gallon level.

1:32 Dilution: Use for General Disinfection (also Parvovirus, Panleukopenia, Calicivirus)	
<i>This Volume of Water...</i>	<i>Requires this Volume of 5.25% Bleach</i>
1 Gallon	1/2 Cup
24 Ounces	4-1/2 teaspoons
16 Ounces	1 Tablespoon
8 Ounces	1-1/2 teaspoons

1:10 Dilution: Use for Disinfection of Ringworm May Be Present	
<i>This Volume of Water...</i>	<i>Requires this Volume of 5.25% Bleach</i>
1 Gallon	1-1/2 Cups
24 Ounces	¼ C + 1-1/2 teaspoons
16 Ounces	3 Tablespoon
8 Ounces	4-1/2 teaspoons

Liquid Volumes		
<i>This Volume....</i>	<i>Equals.....</i>	<i>In Milliliters</i>
1 Gallon	4 Quarts OR 8 Pints OR 16 Cups OR 128 Ounces	3840 mls
1 Quart	2 Pints OR 4 Cups OR 32 Ounces	960 mls
1 Pint	2 Cups OR 16 Ounces	480 mls
1 Cup	8 Ounces	240 mls
1 Ounce	2 Tablespoons	30 mls
1 Tablespoon	3 teaspoons	15 mls
½ Tablespoon	1-1/2 teaspoons	7.5 mls

Shelter Disinfectant Quick Reference



Disinfectant	5.25% Household Bleach (Sodium Hypochlorite)	Quaternary Ammonium (Quats)	Potassium Peroxymonosulfate
Common Names	(Clorox, many others)	Roccal, KennelSol, A33	Trifectant, Virkon-S
Effective Against Parvovirus?	Yes Dilute 1:32	Not reliably	Yes
Effective Against Panleukopenia?	Yes Dilute 1:32	Not reliably	Yes
Effective Against Ringworm?	Yes Dilute 1:10	No	Not reliably
Effective Against Calicivirus?	Yes Dilute 1:32	No	Yes
Inactivated by Organic Material?	Yes	Mildly inactivated	Less inactivation than bleach or quats
Stability When Prepared	24 hours if protected from light	24 hours	7 days when mixed from powder
Minimum Contact Time	10 minutes	10 minutes	10 minutes
Rinse Required?	Yes	Yes	No
Notes	Protect from Light Corrosive at higher concentrations Irrating fumes	Has some detergent activity	Has some detergent activity More expensive than bleach or quats

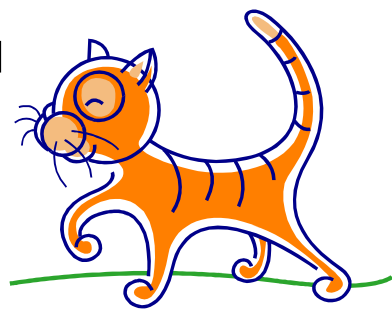
Prepare and use all disinfectants as directed on the product packaging. Products may not be effective if prepared or used incorrectly.

Do not combine disinfectant products or combine disinfectants with soaps and detergents in a single solution.



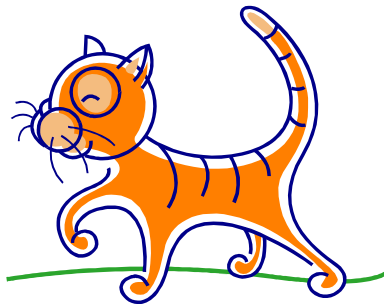


CAT



ROOM

CLEANING
SUPPLIES FOR



CAT ROOM

CAUTION

CAUTION

Caution

Aggressive w/

People/Dogs

CAUTION

ANIMAL
MAY BITE

Only authorized
Individuals allowed to
Handle this Animal

CAUTION

QUARANTINED
ANIMAL

**Only authorized
individual allowed to
handle this animal**

Dog in HEAT

Dog in HEAT

Dog in HEAT

Dog in HEAT

Dog *Intact*

FEMALE

MALE

Dog *Intact*

FEMALE

MALE

DOG



ROOM

CLEANING SUPPLIES

FOR



DOG ROOM

SMALL DOG WALK AREA

Please pick up after your pet!

To help keep pets and people safe
dogs must remain on leashes and
under control at all times.

Thank you.....



DOG WALK AREA

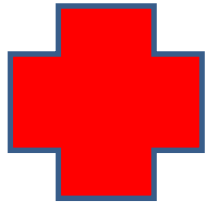
Please pick after your pet!

To help keep pets and people safe
dogs must remain on leashes and
under control at all times.

Thank you.....



FIRST



AID

SUPPLY

Hey, I was first!

Although we try to register on a first-come, first-served basis, there may be exceptions:

- ❖ If a person is physically unable to wait in line
- ❖ If an animal is injured or sick and needs immediate attention or may be contagious
- ❖ If an animal is unduly stressed or fractious while waiting in line

Shelter staff is committed to providing a shelter that is safe and secure for everyone. Thanks for understanding!



DOGS/PETS MUST BE
ON LEASH + UNDER CONTROL
AT ALL TIMES



PLEASE ASK FOR HELP!

**PET
REGISTRATION
AREA**



SMART

STATE of MASSACHUSETTS ANIMAL RESOURCE TEAM

PET

SHELTER

POCKET

PETS

REPTILE

ROOM

Kennel Sign In/Out Sheet

For safety and security, all pet owners and non-staff persons must sign in + out of the pet shelter.

Thank you for your cooperation.



VOLUNTEER

MANDATORY

Sign In/Out Sheet

Thank you for your cooperation.



**TREATMENT
AREA**

TRIAGE

AREA

VETERINARY



AREA

Restricted

NOTES

[illegible]