

**Moore County, North Carolina**

**Animal Response Plan**

**Co-Located Shelter  
Standard Operating Procedures  
County Animal Response Team (CART)**

**2008  
(Reviewed/Revised May 2012)**

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Director of Animal Operations  
County of Moore  
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910-9472858**

**MOORE COUNTY ANIMAL RESPONSE TEAM  
STANDARD OPERATING PROCEDURES  
(CART SOP)  
ANIMAL RESPONSE PLAN**

**I. PURPOSE**

To protect companion animals and livestock, the public health, the public food supply, the environment, and to ensure the humane care and treatment of companion animals and livestock in case of a large-scale emergency, including hurricanes, tornadoes, floods, wind driven water, drought, fire, explosion, building collapse, commercial transportation accidents, chemical spills, nuclear power plant accidents, acts of terrorism, or other situations that cause animal suffering.

This plan supersedes the Moore County Animal Protection Plan, dated January, 1999

**II. SCOPE**

This Plan is intended for use by local government to take immediate action in providing a means of care and control to minimize animal suffering in the event of a large-scale emergency. This action will be aimed at all animals that may need help whether such animals are owned, stray, domestic, or wild.

Within Moore County, the Director of the Health Department or his authorized representative(s) may place into effect established plans and procedures, in conjunction with Moore County Public Safety, and direct both the emergency and recovery aspects of the incident. He may deviate from these procedures when, in his judgment, immediate and direct action is necessary to protect the public safety.

**III. CONCEPT OF OPERATIONS**

- A. This SOP will provide the guidelines for a CART (County Animal Response Team) to be used in planning for, responding to, and recovery from disasters involving animals.
- B. Animal Response operations will be conducted under the Incident Command System (ICS).
- C. Each support organization will contribute to the overall coordinated response but will retain full control over its own resources and personnel.
- D. Individual organizations/agencies are responsible for creating their own guidelines or plans outlining how they will assist in the implementation of the overall plan.

**IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

A. Organization

- 1. The Moore County Animal Response Team will coordinate animal response operations.
- 2. The Moore County Health Department will be the lead agency for the Moore CART.
- 3. The Moore County Director of Animal Operations is responsible for developing a comprehensive animal disaster program to include Standard Operating Procedures.

B. Responsibilities

- 1. Director of Animal Operations
  - a. Recruit and assemble a Moore County Animal Response Team.
  - b. Maintain current notification/recall rosters for the CART, (Appendix 1).
  - c. Identify and survey animal shelter sites to be used in the event of emergency.
  - d. Secure cooperation of property owners for use of shelter space.
  - e. Develop procedures to activate and deactivate animal shelters and develop shelter SOPs.
  - f. Establish public information and education programs regarding animal response.
  - g. In conjunction with Emergency Management, provide for Animal Response Team training.

- h. Assign a liaison individual to report to the EOC, upon activation, to assist in animal response operations. This would normally be the Director of Animal Operations and the County Cooperative Extension Agent
- i. Assist the Director of Emergency Services and other county or municipal agency representatives conducting emergency operations in establishing priorities for animal rescue efforts.
- j. In conjunction with Emergency Management, and American Red Cross where appropriate, designate animal shelter sites during animal response operations.
- k. Coordinate with the State Animal Response Team (SART), Health Department and other agencies to provide technical and logistical support during animal response operations.

2. Emergency Management Director
  - a. Provide suitable credentials for CART members for access to the scene or affected area.
  - b. Ensure communication capability between EOC, and animal shelters.
  - c. Support public information and education programs regarding animal response.
  - d. In conjunction with the Director of Animal Operations, provide for Animal Response Team training.
  - e. Identify resources to support and assist with animal response activities.
3. American Red Cross (ARC) Liaison.
  - a. Ensure space is available in general population shelters for service animals that belong to people with disabilities.
  - b. Assist in training shelter managers and staff for animal shelters that will also have humans in residence.
  - c. Provide sheltering for pre-designated Co-Located Shelters.
4. Superintendent, Moore County Schools
  - a. Agree to allow the use of pre-designated school(s) as Co-Located Shelters.
5. County Health Director
  - a. Support public health services in animal shelters to include inspections, sanitation and environmental health concerns.
  - b. Coordinate the disposal of deceased animals that may impact the public health.
  - c. Provide services to control injuries, bites, and diseases related to the protection of animals.
6. Fire Services
  - a. Survey shelter sites for fire safety.
  - b. Advise about fire security during operations.
7. Law Enforcement
  - a. Provide security and law enforcement for shelters as necessary.
8. Amateur Radio Emergency Service
  - a. Provide primary communications between the EOC and shelters in the event that telephone lines become inoperable.

C. Additional agencies and responsibilities not listed in the EOP.

1. Moore County Veterinarian Alliance Association (Appendix 2)
  - a. Provide a Disaster Animal Relief Team (DART) to assist with animal rescue and care.
  - b. Assist in the establishment of Triage units for the care of injured animals.
  - c. Provide emergency medical equipment and supplies.
  - d. Provide additional shelter support and equipment (additional collapsible kennels)
2. NCSU College of Veterinary Medicine/Vet. Equine Research Center
  - a. Provide a list of available volunteers to aid in the protection of animals.
  - b. When possible, provide personnel, equipment, and shelter as required to shelter and care for livestock, wild animals, and injured domestic and nondomestic animals

3. Moore County Pet Responsibility committee and other animal welfare organizations.
  - a. Provide a cadre of volunteers for animal related assistance and the care of animals in animal shelters
4. Moore County Cooperative Extension
  - a. Assist in coordinating a Disaster Animal Relief Team (DART) to assist with large animal rescue and care.
  - b. Assist with recruitment and coordination of the Cattleman's Association, Horse Owner Association and other livestock associations for the handling and care of livestock.
5. North Carolina Department of Agriculture
  - a. Responsible for coordinating the State Animal Response Team (SART) volunteers.
  - b. Responsible for assisting with animal damage assessment and mobilizing appropriate resources.
6. North Carolina Wildlife Resources Commission
  - a. Responsible for coordinating management of indigenous wild animals, exotic animals and animals that are usually kept in a controlled environment such as zoos, circuses, or carnivals.
  - b. Return wild, indigenous animals to their natural habitat.
7. North Carolina Zoological Park
  - a. Will provide guidance and assistance with large wild and exotic animals.

D. Additional Resources- (Appendix 3)

**V. NOTIFICATION**

- A. The Animal Response Plan will be activated in the event of a large-scale emergency or other significant disaster causing a major requirement for animal protection. When the plan is activated, the CART Standard Operating Procedures will immediately go into affect.
- B. The Director of Animal Operations will be notified by Emergency Management or 9-1-1 staff when the Animal Response Plan is activated. If the Emergency Operations Center (EOC) has been opened, a liaison from the Division of Animal Control will report to the EOC.
- C. Animal Operations, based on the extent of the disaster, will use the CART Additional Resources Roster to alert agencies and personnel as needed.
- D. Notification methods may include phone, cell phone, pager, fax transmission, e-mail, or if necessary, the use of television/radio announcements.

**VI. COMMUNICATIONS**

- A. Communication between CART, support agencies and volunteer personnel will occur primarily through phone, cell phone, pager, fax transmission, and e-mail messages.
- B. Amateur Radio Emergency Service (ARES) personnel will be used as a back up if other communication is impossible. Requests for ARES personnel will be made through the Department of Animal Control liaison in the EOC.
- C. American Red Cross/Co-Located Shelter(s) will be staffed with an ARES radio operator.
- D. The use of hand held radios for field operations (Search & Rescue, Damage Assessment, etc.) will be coordinated through the Incident Commander on Scene or, if necessary, the EOC.

## **VII. PUBLIC INFORMATION**

- A. During an emergency, public information will be carried out in accordance with the Moore County Emergency Public Information protocol ("Public Information Plan (ESF # 14)")
- B. A CART spokesperson, appointed by the Animal Control Director, will be responsible for working with the Emergency Operations Center Public Information Officer to coordinate all media activities and press releases in association with CART activities.
- C. Public Information responsibilities may include: (See Appendix 5- PSA Announcements)
  - 1. Delivering instructions to the public to prepare their pets for an impending emergency and instruction for minor medical responses (first aid) for injured pets.
  - 2. Notifying the public of appropriate animal or co-located shelter(s)—locations, regulations, contact personnel, etc.
  - 3. Initiating a system to direct inquiries on lost pets to appropriate shelters.
  - 4. Other information appropriate to the emergency and recovery operations.

## **VIII. LOCATION**

Whenever possible, the Moore County Animal Shelter will serve as the Operations Center. In a large-scale disaster, a temporary center will be determined.

## **IX. RESPONSE:**

### A. Search and Rescue

#### 1. Domestic Pets:

Domestic animals that are loose or in need of assistance due to the emergency or to the death or evacuation of their owners will be the responsibility of Moore County Animal Control officials and designated CART members.

#### 2. Livestock:

Livestock loose or in need of assistance due to the emergency or to the death or evacuation of their owners will be the responsibility of Moore County Animal Control officials, Cooperative Extension Agents and certified representatives of the Large Animal Rescue.

#### 3. Wild Animals:

Wild Animals out of their natural habitat that are endangering either themselves or the human population will be the responsibility of N.C. Wildlife Resource Commission personnel in cooperation with licensed wildlife rehabilitators.

#### 4. Stranded Animals:

In the event that animals cannot be rescued due to the emergency situation, food and medical assistance may be delivered to the animals by the appropriate agency when possible.

## **X. SHELTERS (See Appendix 6- Co-Located Shelter SOP and Appendix 7- Shelter forms)**

The owners of pets or livestock, when notified of an emergency should take all reasonable steps to shelter and provide for animals under their control.

### **1. Evacuated Domestic Pets:**

Domestic pets owned by evacuated citizens may be sheltered at private boarding kennels and veterinarian hospitals as close to the evacuation shelters as possible.

### **2. Co-Located Shelters:**

There is a designated Co-Located Shelter in Moore County. This location will house evacuated citizens in one area and their owned pets in separate but co-located facilities. The Co-Located evacuation shelter will have a veterinarian volunteer on the premises to evaluate the pets of evacuated citizens. Pets with significant injuries or illnesses will be transported to an animal hospital designated for the medical treatment of animals.

### **3. Temporary pet shelters:**

Upon the activation of evacuation shelters for citizens, a representative from the Moore County Animal Response Team will be contacted by the Animal Control Director and requested to initiate the opening of the Co-Located shelter. Owners will be responsible for ensuring the transportation of the evacuated pets to either the shelter facility or hospital.

### **4. Evacuated Citizens with Special Needs:**

Citizens with special needs (individuals with mental or physical handicaps who require evacuation assistance) may require assistance in evacuating their pets. If special needs individuals are unwilling or unable to make special arrangements for the sheltering of their pets, then the individuals and their pets will be transported to the Co-Located shelter.

### **5. Stray/Lost Domestic Pets:**

All stray/lost domestic pets recovered by Moore County Animal Control will be sheltered at the Moore County Animal Shelter or a designated temporary shelter. Any pets whose owners cannot care for their pets or domestic pets found by citizens will also be sheltered at these locations.

Private boarding kennels and veterinarian hospitals will serve as overflow shelters and will be requested to open through the Moore Veterinarian Medical Association contact person as necessary.

### **6. Evacuated and Stray/Lost Livestock:**

Due to the size of most livestock and the inability to transport large numbers of farm animals, owners are expected to develop shelter and/or evacuation plans for their own animals.

Private farms located throughout the county may be used as shelter facilities for livestock. In the event of an emergency situation, Moore County Cooperative Extension will contact prearranged farms and request their assistance in the sheltering operation.

### **7. Wild animals:**

Whenever possible, wild animals outside of their natural habitat that are endangering the public will be transported back to their natural habitat by an Animal Control representative, Wildlife Officer or licensed rehabilitators. If the animal cannot be transported back to its natural habitat due to the nature of the emergency or to injuries the animal may have sustained, the animals will either be transported to a veterinarian or licensed wildlife rehabilitator for medical treatment and/or euthanasia.

## **XI. Medical**

Injured Animals: If an animal has a life-threatening, painful, incurable or communicable disease, it may be euthanized immediately. Minor injuries will be treated, i.e. lacerations sutured, fractures splinted- and the animal made as comfortable as possible.

Wildlife: During periods of rabies epidemic, all raccoons, foxes, and skunks impounded will be euthanized. Other animals will be released or, if needed, will receive first aid and then be transferred to licensed rehabilitators.

## **XII. Bites/Disease Control**

The Moore County Health Department will make vaccinations available to rescue and shelter personnel, as appropriate, and will insure that treatment of bites and injuries is available to affected persons.

<b>Appendix</b>	<b>Subject</b>
Appendix 1	Moore County CART Team
Appendix 2	Moore County Veterinarians
Appendix 3	CART Additional Resources Roster
Appendix 4	Public Service Announcements
Appendix 5	Co-Located Shelter SOP
Appendix 6	Shelter Form
Appendix 7	Area Pet Friendly

**Appendix 1**

**Moore County CART Team**  
**August 2011**

Bruce Akers DVM (910) 270-7993 (910) 630-2060	Emergency Programs Dept. of Ag. <a href="mailto:bruce.akers@ncagr.gov">bruce.akers@ncagr.gov</a>
Karen Beck DVM (919) 807-4330 919.609.5932	Surveillance Vet, Dept. of Ag <a href="mailto:karen.beck@ncagr.gov">karen.beck@ncagr.gov</a>
Scot Brooks 638-3964 947-6500	Moore County Emergency Manager <a href="mailto:sbrooks@moorecountync.gov">sbrooks@moorecountync.gov</a>
Al Carter 947-2858 315-2278	Director of Animal Operations <a href="mailto:acarter@moorecountync.gov">acarter@moorecountync.gov</a>
Bryan Phillips 947-6500	Public Safety Director <a href="mailto:bphillips@moorecountync.gov">bphillips@moorecountync.gov</a>
Elena Eller 947-3188 638-5086	Livestock Agent <a href="mailto:elena_eller@ncsu.edu">elena_eller@ncsu.edu</a>
Jim Hamilton DVM 692-8640	NC Veterinary Alliance <a href="mailto:jhamilton@spequine.com">jhamilton@spequine.com</a>
Jana Snowball 692-8571 315-8572	American Red Cross <a href="mailto:jrsnowball@earthlink.net">jrsnowball@earthlink.net</a>
Steve Powers (919) 724-7321	NCEM Area 8 Coordinator <a href="mailto:spowers@ncem.org">spowers@ncem.org</a>
Bill Pope MA 690 3355	Vet Medical Assistance Team <a href="mailto:popew@sandhills.edu">popew@sandhills.edu</a>
Angela Zumwalt 949-9953 690-6384	Pet Responsibility Committee Co-Chair <a href="mailto:angelazumwalt@earthlink.net">angelazumwalt@earthlink.net</a>

**Appendix 2**

**Practicing Moore County Veterinarians**

## 12/12/ 2010

Animal Health Center PA  
325 Yadkin Rd  
Southern Pines, North Carolina 28387  
Southern Pines 692-4201 & West End 673-3103  
Dr Russell Tate  
Dr Keith Harrison  
Dr. Tony Raines  
Dr. Kelly Wofford  
Dr. Jill Steier

Banfield Pet Hospital  
11088 N Hwy 15/501 Suite 600  
Aberdeen, North Carolina 28315 692-4931  
Dr. Dana Vanvakias  
Dr Stephanie Henry

Dr Karen Beck  
35 Spring Lake Drive,  
Pinehurst, NC 28374. 295-6112

Dr. Tom Bello  
1944 N. May St.  
Southern Pines North Carolina 28387 692-6016

Dr. Brenda Bishop  
P.O. Box 1013  
Carthage, North Carolina 28327 949-3878

Dr. Mari Ellen Brown  
12 Birdie Dr.  
Whispering Pines, NC 28327  
Works Sat @ Carthage

Dr. Mitch Byrd Equine Veterinary Service

Southern Pines 692-1030

Carthage Animal Hospital  
5553 Hwy 15/501  
Carthage, North Carolina 947-5278  
Dr. Tim Boyte  
Dr. Lynne Lostin  
Dr William McDuffie

Cat Health Clinic  
212 Midland Road  
Pinehurst, North Carolina 295-2287  
Dr. Jack Broadhurst

Spay/Neuter Veterinary Clinic of the Sandhills  
5071 US Hwy #1  
Vass, North Carolina 28394  
Dr Colleen Dutson 692-3499

Emergency Veterinary Services

Aberdeen 944-0405  
Dr Ann Turner

Dr Edwina Little  
2776 Niagara-Carthage Rd  
Carthage, North Carolina 28327

Dr. Fred McCashin  
P.O. Box 450  
Southern Pines, North Carolina 28388 692-8680

Pinetree Animal Hospital  
2352 NC Hwy #5  
Aberdeen, North Carolina 28315 944-3049  
Dr Jim Watson  
Dr. Melissa Israel

Southern Pines Equine Associates  
P.O Drawer 1776  
Southern Pines, North Carolina 28388 692-8640  
Dr. Jim Hamilton  
Dr Tom Daniel

Sandhills Veterinary Hospital  
195 Dr. Neal Rd.  
Southern Pines, North Carolina 28387 692-3551  
Dr. Kenneth Rae

Veterinary Equine Research Center SVM-NCSU  
6045 US Hwy #1  
Southern Pines 692-8773  
Dr Lloyd Tate Jr.

Whispering Pines Animal Hospital  
7672 Hwy #22, Carthage, North Carolina  
Whispering Pines 28327 949-2111  
Dr. Beth Lyerly  
Dr. William McDuffie  
Dr. Elizabeth Pelkey

Dogwood Equine  
Dr. Philip Woods  
249 Causey Road  
Lakeview, North Carolina 28350 245-2211

Yadkin Park Animal Hospital  
110 Turner Street  
Southern Pines, North Carolina 28387                    692-8542  
Dr. D.E. Norland  
Dr. J.C. Beavers  
Dr. B.J. Pileggi  
Dr. Jenny Powers

### **Additional Veterinarians**

Bernie Allen- Pinehurst  
Edward Batte- Southern Pines  
William Bosworth- Vass  
Mari Brown- Whispering Pines  
Joe Currie- West End  
Maria DiGiovanni- Pinehurst  
Samuel Hartsell- Carthage  
James Hassinger- Aberdeen  
Stephanie Henry- Pinehurst  
John Jordan- Southern Pines  
Pamel Means- West End  
Stephanie Mickey- Southern Pines  
Gerald Mitchum- Sothern Pines  
Hugo Nykamp- Vass  
Richard Piper- Whispering Pines  
Jenny Powers- Southern Pines  
Karla Roberts- Southern Pines  
Amy Sanders- Southern Pines  
Peter Schaad- Southern Pines  
Marc Schoenfield- Southern Pines  
Barbara Siegel- West End  
Martha Stebbins- Aberdeen  
Edwina Taws- Southern pines  
Lisa Tobelmann- Southern Pines  
Dana Vamvakias- Southern Pines  
William Wilson- Robbins

Appendix 3

### **Additional Resources**

**Additional Resources:**

A. North Carolina Veterinary Medical Association: Contact # (800) 446-2862  
Provide personnel to aid in the medical treatment of animals. Activate regional Veterinary Medical Assistance Teams (VMAT)

B. Humane Society of the United States: Specifically HSUS National Disaster Animal Response Team (NDART) Contact # 301-258-3063  
Also Kim Alboum (North Carolina) (919) 744-5093  
Provide personnel and equipment as available to rescue and care for domestic and nondomestic animals.

C. American Humane Association: Specifically Red Star Animal Emergency Services Contact # (303) 792-9900  
Provide personnel and equipment as available to rescue and care for domestic and nondomestic animals.

D. ASPCA- Specifically National Outreach Contact # 816-353-2402

E. Best Friends Animal Society Specifically Rapid Response Contact # 435-644-2001 x 4527

F. Emergency Animal Rescue (EARS) Contact # 800-440-3277  
Provides trained volunteers to provide a variety of shelter tasks (at no cost to the community) also has livestock resources

G. Noah's Wish Contact # 916-939-9474

H. N. C. Wildlife Resource Commission: Contact # 1-800-662-7137  
Provide personnel and equipment as available to protect wildlife.  
Mark Dutton 585-1548 Local Agent  
Gary Caulk 690-2625 Local Agent  
Paul Tillman 783-6173 Wildlife Control Agent

I. Private Boarding Kennels, Stables, Dog Clubs, and Horse Clubs:  
Provide personnel, equipment, and shelter as available to shelter and care for pets from evacuated citizens and in cases when established animal shelters are filled or destroyed.

J. Private Farms:  
Provide shelter and supplies to care for displaced livestock

K. Fort Bragg Army Base: 396-0391

L. Pinehurst Harness Track: 295-4446  
Provide shelter.

M. Feed Stores:  
Westbrook's, Aberdeen Feed, Sandhills Feed, Carthage Farm Supply Moore Co. Fair Board:  
Provide shelter/staging area

N. North Carolina Department of Agriculture- Bruce Akers 919-270-7993

O. North Carolina SART- Dr. Jim Hamilton 692-6016

P. Moore County Pet Responsibility Committee- Angela Zumwalt 949-9953

Q. Animal Advocates of Moore County: Barb Shepherd 783-7693

R. Moore Humane Society: Rebecca Vassallo 919-235-0297 [pvassallo1@nc.rr.com](mailto:pvassallo1@nc.rr.com)

S. Moore County Cooperative Extension- Elaina Eller 947-3188

T. Moore County Equine Emergency Response Unit- Dr Jim Hamilton 692-6016

U. Moore County Kennel Club- Steve Watson 919-770-9265 [swwirescott@gmail.com](mailto:swwirescott@gmail.com)

V. American Red Cross- Jana Snowball 692-8571

W. U.S. Equine Rescue League- Jackie Adams 919-395-2080

X. NC Smart (Specialized Mobile Animal Rescue Team) Technical Large Animal Emergency

Response

4Hooves Farm

Spring Lake, NC

Tori Miller – 9104948210

Justin McLeod – 9192016789

[nc4hoovesfarm@aol.com](mailto:nc4hoovesfarm@aol.com)

Appendix 3a

## **CART Additional Resources Roster**

### **Additional Resources:**

#### **Moore County:**

Moore County Kennel Club- Steve Watson 919-770-9265 [swwirescott@gmail.com](mailto:swwirescott@gmail.com)

Moore County Chapter of the American Red Cross- Jana Snowball 692-8571

Moore Humane Society: Teresa Engle 308-5345

Moore County Cooperative Extension- Elena Eller 947-3188

Moore County Pet Responsibility Committee- Angela Zumwalt 949-9953

Moore County Equine Emergency Response Unit- Dr Jim Hamilton 692-6016

Moore County Fair Board: Mike Doby 215-7310

Pinehurst Harness Track: 295-4446

Fort Bragg Animal Shelter: 396-0391

Local Feed Stores:

JR Sales Co- 254-2255

Aberdeen Supply- 944-1422

Sandhills Feed- 692-6532

Carthage Farm Supply- 9472213

PetsMart- 2461587

Local Boarding Facilities

Animal Health Center PA

Southern Pines-692-4201

West End-673-3103

Dogs' Best Friend- 695-3647

Cin-Lar Kennels- 9473264

Five Points Pet Resort (Hoke Co.)- 904-5787

Oak Hill Kennel- 245-2603

Sandhills Veterinary Hospital- 692-3551

Sandhills Pet Resort 692-2275

Seven Lakes Kennels- 673-2060  
The Pet Boutique- 692-1608  
Yadkin Park Animal Hospital- 692-8542

**North Carolina:**

North Carolina Department of Agriculture- Bruce Akers 919-270-7993  
North Carolina SART- Leonard Bull 800-989-7278  
North Carolina Animal Disaster Sheltering Resources- JoAnn Walsh-Weeks- 919-280-1412  
N. C. Wildlife Resource Commission: Contact # 1-800-662-7137  
    Mark Dutton 673-1719 Local Agent  
    Paul Tillman 783-6173 Wildlife Control Agent  
North Carolina Veterinary Medical Association: Contact # (800) 446-2862  
N.C. Chapter U.S. Equine Rescue League- Jackie Adams 919-395-2080

**National:**

Humane Society of the United States: Specifically HSUS National Disaster Animal Response Team (NDART) Contact # 301-258-3063  
Provide personnel and equipment as available to rescue and care for domestic and nondomestic animals.  
American Humane Association: Specifically Red Star Animal Emergency Services Contact # (303) 792-9900  
Provide personnel and equipment as available to rescue and care for domestic and nondomestic animals.  
ASPCA- Specifically National Outreach Contact # 816-353-2402  
Best Friends Animal Society Specifically Rapid Response Contact # 435-644-2001 x 4527  
Emergency Animal Rescue (EARS) Contact # 800-440-3277  
Provides trained volunteers to provide a variety of shelter tasks (at no cost to the community) also has livestock resources  
Noah's Wish Contact # 916-939-9474

## **Public Service Announcements**

### **Warning Level:**

- Public Reminded to locate pet's medical records
- Assemble carriers, food, bowls ect.
- Make a plan

### **Watch Level**

- Public Reminded to locate pet's medical records
- Assemble carriers, food, bowls ect.
- Make a plan
- Provide list of open shelters with contact info.

## MOORE COUNTY ANIMAL RESPONSE TEAM

### STANDARD OPERATING GUIDELINES FOR SHELTER OPERATION

1. Volunteers who are prepared to work with CART must sign a VOLUNTEER AGREEMENT AND RELEASE OF LIABILITY form (**Form 1**) in order to assist in a disaster. These forms are available at Moore County Animal Control.
2. In an emergency volunteers will be contacted by telephone and advised as to when they will be needed at the shelter. Volunteers should make sure that their own homes are secure before responding.
3. Once contacted, volunteers should go directly to Moore County Animal Control to pick up their identification badges. No badge will be issued to a volunteer who has not signed the VOLUNTEER AGREEMENT AND RELEASE OF LIABILITY form. Identification badges must be returned to Moore County Animal Control once the emergency is over and the volunteer has been relieved of duty. .
4. When the volunteer has been notified to be at the shelter for the start of his/her shift, the volunteer should proceed directly to Southern Middle School, Aberdeen, N.C. This is the Red Cross shelter with a pet-shelter designated area. Only dogs, cats and caged birds ACCCOMPANIED BY THEIR OWNERS will be accepted at this shelter. No other animals (no strays) will be accepted and no exotic pets (iguanas, snakes, etc.) will be accepted.
5. All CART volunteers must log in with the Red Cross staff at the main school entrance prior to starting a shift. The Red Cross is responsible for all persons in the shelter. At the end of a shift, volunteers must log out with the Red Cross prior to leaving the building.
6. Volunteers will be logged in and out of the CART shelter using the Emergency Pet Shelter Staff Check-In form. (**Form 2**)
7. Duties at the shelter will be assigned to volunteers by Animal Center Staff. Duties will be assigned according to volunteers' particular skills and abilities.
8. The premises to be used for the pet shelter must be examined by the Director of Animal Operations in the presence of a school representative and any pre-existing conditions noted and signed off by both parties.
9. Anyone bringing an animal to the shelter must first register with the Red Cross and then bring the animal to the appropriate entrance. No pet may be accepted from any person who does not present proof of having registered with the Red Cross as a shelter resident.
10. Tables will be set up for animal intake and registration next o the pet shelter area. Every animal and its cage will be tagged with a tab-band collar-indicating animal's name and owner's name. A photo (taken at intake) of the owner with the pet will also be affixed to the cage. Details of pet's name, breed/description, age, vaccination history if available, and owner's name, address and telephone number will be entered in the registration log (**Form 4**) The volunteer should also make a note of all equipment the owner is bringing in with the pet (cage, leash, bowl, food, etc.) and any CART or Animal Control equipment loaned to the owner.
11. The owner must sign the Shelter Registration Agreement and Rules. (**Form 3**) This is a signed agreement between the owner (on behalf of the family, if applicable) and the shelter staff, stating that the owner will abide by the shelter rules (a copy of the rules must be furnished to each pet owner). The owner must fill out and sign an Animal Intake/Release form (**Form 4**) at registration

12. Any pets arriving without appropriate vaccination records will be vaccinated for rabies and pay the appropriate fee. If a veterinarian is present, he/she will be asked to examine the animal. If the animal does not appear healthy then Animal Control will be asked to remove it to the County Animal Shelter. If no veterinarian or vet-tech is present, then CART volunteers will use best judgment as to whether to accept the animal.
13. The responsibility of caring for the pet rests with the owner, however access must be restricted due to the lack of space in the shelter. The rules provided to the owner state that one family member (over the age of sixteen years) may visit the pet for twenty (20) minutes every three hours to feed, water, walk and clean up after each animal they have housed at the shelter. Clean up materials will be provided.
14. No person under the age of sixteen will be permitted in the animal shelter at any time.
15. A volunteer will be stationed at the entrance to provide control of visitors from the human shelter into the CART animal shelter
16. No pet, whether handled by its owner or a shelter volunteer, shall be out of its cage without a leash. This also applies to cats.
17. Each cage will have a clipboard attached to it and owners are urged to note on the board the time the pet was fed and walked (**Form 5**). This is to make sure that no animal is overlooked because its owner is unable to care for it.
18. Owners are requested to notify shelter volunteers if an animal appears sick, is coughing or has diarrhea.
19. In the event an animal does exhibit symptoms of illness, that animal will be isolated from the others as far as space permits or removed to the County Animal Center
20. Shelter volunteers shall wear disposable rubber gloves when handling animals and shall change gloves after caring for one animal and before handling the next. This is to prevent the spread of disease, particularly ringworm. Volunteers will fill out a Daily Shift Report (**Form 6**) at the end of each shift
21. Owners and volunteers shall not permit any contact between one animal and another. Shelter volunteers must enforce this in order to prevent fights and the spread of disease.
22. When the emergency is over and animals are reunited with their owners, volunteers should check to make sure the right pet is leaving with the proper owner. The registration log must be noted with the date and time the animal was released and what equipment the owner took with him (cage, bowls, etc.) This must match the intake inventory.
23. Once the shelter has been emptied volunteers will make an inventory of all supplies that remain and keep a record of the disposal of those supplies. (Some items such as cages may have been on loan and need to be returned; other items such as food can be returned if unopened, otherwise passed on to the County Animal Shelter).
24. Once the shelter has been emptied, CART volunteers are responsible for cleaning up and washing necessary surfaces.
25. Once the shelter has been emptied and cleaned, the Director of Animal Operations shall make a careful check of the facility in the presence of a school representative and both shall make a record, noting any damage.

26. Identification badges must be returned to Animal Control once the emergency is over and logged back into inventory by Animal Control.
27. The Director of Animal Operations will be responsible for returning loaned items (or may delegate this responsibility). The Director of Animal Operations will be responsible for writing to thank all donors of emergency items as well as the volunteers.
28. When the shelter is closed and the operation of the pet shelter concluded, the Director of Animal Operations must so notify EOC.
29. Note: All donated items including emergency supplies of pet food must be channeled through the Director of Animal Operations or, in his/her absence or unavailability, through his designee
30. Once the emergency has been declared, all requests for supplies or other assistance must be directed through the EOC.
31. Requests for media interviews must be directed to the EOC for approval before any statements are made.

Appendix 6

## **APPENDIX 6**

### **CO-LOCATED SHELTER FORMS**

Form 1

**MOORE COUNTY ANIMAL RESPONSE TEAM**

## VOLUNTEER AGREEMENT AND RELEASE OF LIABILITY

I, \_\_\_\_\_, residing at \_\_\_\_\_, HEREBY ACKNOWLEDGE that I have voluntarily applied to assist the **MOORE COUNTY ANIMAL RESPONSE TEAM ("CART")** in the disaster situation described as follows:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**I AM AWARE THAT WORKING IN THE SAID DISASTER SITUATION MAY BE HAZARDOUS AND I AM VOLUNTARILY PARTICIPATING IN THIS ACTIVITY WITH FULL KNOWLEDGE OF THE NATURE OF THE DANGER INVOLVED AND HEREBY AGREE TO ACCEPT ANY AND ALL RISKS OF INJURY OR DEATH. I FURTHER AGREE TO ADHERE TO THE RULES OF OPERATION ESTABLISHED BY THE MOORE COUNTY ANIMAL RESPONSE TEAM.**

Please initial: \_\_\_\_\_

**AS LAWFUL CONSIDERATION** for being permitted by CART to assist in the said disaster and receive, as it may be, disaster relief training and instruction, free meals, transportation, lodging or other like considerations, I hereby agree that I, my heirs, distributees, guardians, legal representatives and/or assigns will not make a claim against, sue, attach the property of or prosecute CART for any injury or damage resulting from the negligence or other acts, howsoever caused, by any employee, agent or contractor of \_\_\_\_\_ COUNTY or its affiliates, as a result of my assisting in the said disaster. In addition, I hereby release and discharge \_\_\_\_\_ COUNTY and its affiliate organizations from all actions, claims or demands that I, my heirs, distributees, guardians, legal representatives or assigns may have for injury or damage resulting from my assistance in the said disaster.

**I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENT. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT BETWEEN MYSELF AND THE ONSLOW COUNTY ANIMAL RESPONSE TEAM ("CART") AND THAT I SIGN IT OF MY OWN FREE WILL.**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Witness's signature**

\_\_\_\_\_  
**Date**

**SIGN IN DUPLICATE: ONE COPY TO VOLUNTEER & ONE COPY TO ANIMAL CONTROL**

Form 2

**MOORE COUNTY ANIMAL RESPONSE TEAM**

## EMERGENCY PET SHELTER STAFF CHECK-IN

Location: \_\_\_\_\_

Form 3

## Shelter Registration Agreement and Rules

I, \_\_\_\_\_ (the owner of the pet listed on the reverse side), understand that an emergency exists and that special arrangements have been made to allow my family and pets to remain together at 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 member accompanying me and my pet.

1. My pet will remain contained in a carrier approved by the animal care technician except at posted times when I will be able to exercise my pet (if appropriate) and clean its carrier.
2. I agree to provide adequate food and water and any necessary medication and to properly feed, water, medicate and generally care for my pet as instructed by the animal care technician.
3. I agree to properly sanitize the areas used by my pet, including performing proper waste disposal and disinfecting as instructed by the animal care technician.
4. I agree that only one designated person may be in charge of the animal and allowed in the animal housing area.
5. I certify that my pet is current on rabies and all other vaccinations recommended. I fully understand that if my animal should bite or scratch while housed at the shelter the said animal will have to undergo quarantine. State mandates will supercede any rules and Public Health will be notified to take over.
6. I will maintain proper identification on my pet and its cage at all times including but not limited to the neck band issued upon entry.
7. I will not permit any other shelter occupant to handle or approach my pet either while in its carrier or during exercise time. I will make sure the cage door remains securely latched.
8. No aggressive animals are allowed.
9. No animal will be allowed that shows any sign of contagious disease (mange, etc.) I will permit the animal care technician or Veterinarian to examine my pet to make this determination.
10. I further understand that if my pet becomes unruly or aggressive, shows signs of a contagious condition or begins to show signs of a stress related condition it may be removed to a more appropriate location.
11. I understand that any decisions concerning the care and welfare of my pet and the shelter population as a whole are within the discretion of the animal care technician or incident commander.
12. I agree that any equipment used by my pet or myself must remain at the facility and maintained in good, clean condition while I utilize it. All equipment must be left at the shelter upon the removal of my pet.
13. I agree that when it is announced the shelter is closing I must remove my animal from the property. Any animals that are not reclaimed and removed from the shelter will be relocated to the County Animal Center the pet will remain there as a stray as required by law.
14. I agree that if at anytime I fail to follow the rules as set forth my pet and I will be asked to leave the facility.

I certify that my pet has no previous history of aggressive behavior to humans or animals. I certify that my pet has not been diagnosed with any contagious diseases and is parasite free.

I hereby agree to hold harmless all persons, organizations, corporations, or government agencies involved in the care and sheltering of my animals. 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 animal.

Animal owner's printed name

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Animal owner's signature

---

Date \_\_\_\_\_

Witness

initials \_\_\_\_\_

Form 4

DATE \_\_\_\_\_

**ANIMAL INTAKE/RELEASE FORM**

INTAKE # \_\_\_\_\_

**ENTRY DATA**DROP OFF  RESCUE  SURRENDER  DOA  COMMENTSLOCATION OF FOUND/RESCUED  
ANIMAL \_\_\_\_\_**ANIMAL DESCRIPTION**DOG  CAT  OTHER  \_\_\_\_\_ M  M/N  F F/S 

BREED \_\_\_\_\_ SIZE \_\_\_\_\_ AGE \_\_\_\_\_ COLOR \_\_\_\_\_

DISTINCTIVE MARKINGS (Note injuries or special conditions)  
\_\_\_\_\_  
\_\_\_\_\_

ANIMAL NAME \_\_\_\_\_ COLLAR/TAG# \_\_\_\_\_

MICROCHIPPED/TATOOED (If so, number & location)  
\_\_\_\_\_**ANIMAL HEALTH and BEHAVIOR**AGGRESSIVE? (If so, describe)  
\_\_\_\_\_SICK/INJURED? (If so, describe)  
\_\_\_\_\_MEDICATION/TREATMENT GIVEN PRIOR TO/ON ARRIVAL  
\_\_\_\_\_**OWNER INFORMATION**NAME \_\_\_\_\_ PHONE (      ) \_\_\_\_\_ OTHER PHONE (      )  
\_\_\_\_\_PERMANENT ADDRESS  
\_\_\_\_\_TEMP ADDRESS (IF OTHER THAN PERMANENT)  
\_\_\_\_\_PERMISSION TO FOSTER? \_\_\_\_\_ SURRENDER? \_\_\_\_\_ IF SO, SIGNATURE  
\_\_\_\_\_

## COMMENTS

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## **DISPOSITION OF ANIMAL AT DEPARTURE**

RECLAIMED/TRANSFER DATE \_\_\_\_\_

EUTHANIZED \_\_\_\_\_ IF SO, REASON

OWNER SIGNATURE (If applicable) \_\_\_\_\_ DATE \_\_\_\_\_

PRINTED NAME \_\_\_\_\_

PHONE (    ) \_\_\_\_\_ DRIVER LICENSE # \_\_\_\_\_

## Form 5

## ANIMAL CARE SCHEDULE

DOG                    CAT                    BIRD                    HORSE                    OTHER

DATE ARRIVED

M/F \_\_\_\_\_ SPAYED/NEUTERED \_\_\_\_\_ BREED \_\_\_\_\_  
COLOR \_\_\_\_\_

## DISTINCT MARKINGS

#### SPECIAL DIET OR REQUIREMENTS

---

## Form 6

# DAILY SITUATION/SHIFT REPORT

DATE: \_\_\_\_\_ DAY OF WEEK: \_\_\_\_\_

POSITION: \_\_\_\_\_

Name:

Shift:

Location:

Shift Responsibilities:

Shift Accomplishments:

Shift Notes:

\*It is your responsibility to make the person relieving your position aware of any shift specifics and unfinished tasks. Please use this space to record a summary of shift activities. Please be sure to pass on all information to your relief. If there is no relief, please debrief with your supervisor before concluding your shift.\*

Signature: \_\_\_\_\_

Date:

Signature of Person Taking Report: \_\_\_\_\_

Date:

Form 7

## KENNEL ID CARD

**Photo**  
**Animal and owner together**  
**If possible**  
**(Tape here)**

**Name of Dog/Cat** \_\_\_\_\_

**Name of Owner** \_\_\_\_\_

**Name of Caretaker (if different)** \_\_\_\_\_

**Date Arrived** \_\_\_\_\_

**Date Released** \_\_\_\_\_

**Special Instructions** \_\_\_\_\_

Appendix 7

## **APPENDIX 7**

### **AREA PET FRIENDLY HOTELS**

Best Western, Pinehurst	910-692-0640
Days Inn, Southern Pines	910-692-8585
Greenleaf Inn, Pinebluff	910-281-0255
Hampton Inn, Aberdeen	910-693-4330
Homewood Suites, Pinehurst	910-255-0300
Magnolia Inn, Pinehurst	910-295-6900
Residence Inn, Southern Pines	910-693-3400
Springhill Suites, Pinehurst	910-695-0234

Please note: Some of these establishments have an up-charge for housing pets.  
Citizens should call for particulars

