



**Office of Emergency Management**  
*Monroe County, New York*

# **Animal Emergency Plan**

A Functional Annex to the

## **Monroe County Comprehensive Emergency Management Plan**

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## INTRODUCTION

The Monroe County community has multiple public and private-sector agencies which can provide service during animal emergencies.

This plan has been developed and coordinated with the cooperation of Public Safety Officials and emergency service responders, regulatory agencies for state and local governments, animal care givers, Veterinarians, Public Health Officials, agricultural representatives, legal advisors, the American Red Cross and the County Office of Emergency Management.

The purpose of this plan is to: (1) protect the public health, the public food supply, domesticated and wild resources, and the environment; (2) ensure the humane care and treatment of animals during emergencies; and, (3) formulate a comprehensive action of rescue, evacuation, transportation, shelter and/or recovery operations for animals within Monroe County.

The plan does not obligate any agency or local community to a financial commitment. It does provide resources to an Incident Commander whenever there is a need to provide care and control to minimize animal suffering during emergencies. These resources may assist domestic (owned and stray) and wild animals, and will include animals that can not be cared for by their owners, or are a danger to themselves or the public.

Based on that premise, the plan is directed to response agencies involved with animal emergencies and to supporting resources which can provide assistance when called. Not knowing beforehand which agencies will be affected, and which will be supporting, each should be prepared to respond in either a primary or supporting role.

The jurisdictional autonomy of each individual agency must be respected at all times. Responding units, while under direct supervision of their own superiors, must coordinate their activities with all involved.

## AUTHORITY

Authority for this plan is contained in:

- H.R. 3858, the “Pets Evacuation and Transportation Standards Act of 2006,” signed by President Bush on October 6, 2006, which amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act.
- NYS Executive Law, Article 2-B., “State and Local Natural and Man-Made Disaster Preparedness,” as amended by the Pets Evacuation and Transportation Standards Act of 2006, effective January 1, 2007.

This plan is integrated as a functional annex to the *Monroe County Comprehensive Emergency Management Plan*.

## MISSION

To establish methods and procedures designed to protect life and property by providing effective and coordinated means for animal evacuation, shelter and transportation during emergencies.

## SITUATION AND ASSUMPTIONS

### A. Situation

1. The animal population within Monroe County includes: service animals, pets, exotics, livestock/agriculture, a zoo, and animals for retail, special events, and scientific research.
2. Housing is provided by individuals, veterinary facilities, boarding facilities, and other congregate care facilities.
3. Animals may also be found in transit within the County. They may be moved individually, or in-mass intra-County or interstate for commercial purposes.
4. Animals have a recognized social and economic value in our community. Pets are considered companions. The Zoo and special event venues provide an educational component. Animals appear in parades, special events like circuses and sporting events.
5. Animals are subject to licensing, registration, and/or inspection by local, state, and federal agencies.
6. Animals can affect Public Health. They can be disease vectors for other animals, and they can infect humans.
7. Animals can be impacted by emergencies that adversely impact the human population within the County. Animals can also generate emergency conditions within the County, e.g. disease which prompts emergency activity through the *Responding to the Threat of Foot & Mouth Disease Annex to the Monroe County Comprehensive Emergency Management Plan*.
8. There are organizations within our community for animal advocates and professional care givers.

### B. Assumptions

1. Under normal circumstances, animals are the responsibility of their owners and, they are under their care and control. During an emergency, owners will take reasonable steps to shelter and provide care for their animals.
2. Emergency conditions may impose hardships on animal populations and their owners.

3. Animals may need community resources for rescue, emergency medical treatment, temporary housing/shelter and mass care & feeding. These resources may not be readily available for their needs.
4. Business interruptions within the community may cause hardship for animals and/or animal owners.
5. Animals may need specialized resources.
6. Animal resources within our community may be utilized to their limits.
7. The movement of animals and/or animal products may be influenced by an emergency or by government regulations.

## ORGANIZATION

Federal and state agencies, including the U.S. Public Health Service, the Federal Emergency Management Agency (FEMA), the New York State Department of Agriculture and Markets and the State Emergency Management Office have already launched efforts to raise public awareness and to encourage planning partnerships at the local level. These efforts aim to promote public awareness of animal problems during emergencies, and to engage the community in dialogue that considers mitigation, readiness, response, and recovery activities to lessen the severity to humans and animal victims of emergencies.

Federal and state emergency plans make it clear that local officials will be actively involved in animal emergency response. Local resources will be used to implement important elements of the federal and state response. The community can take steps in advance to identify local resources and improve coordination with the public, local agencies and municipalities.

## CONCEPT OF OPERATIONS

### A. Preparedness

1. Community emergencies may affect the well-being of animals.
2. Local preparedness follows federal mandates, state guidelines and involves planning and training designed to save lives and minimize damage. It occurs prior to an emergency to facilitate appropriate response when an emergency occurs.
3. People have a strong sense of responsibility toward animals, and many consider their pets as family members:
  - a. Sixty percent (60%) of households have pets (APPA & NCPPSP and FEMA.gov Animals in Disaster).
  - b. Animals are personal property with high emotional value. Many people will not leave their pets during emergency conditions, and/or they return for them placing themselves at risk.

- c. Service animals are protected within the Americans with Disabilities Act.
- 4. When notified of an impending emergency, the owners of pets and/or livestock will take reasonable steps to shelter and provide care and/or control for their animals.
- 5. All local responders will develop and maintain Standard Operating Guidelines/General Orders to:
  - a. Maintain a resource inventory of equipment and personnel for their agency.
  - b. Train personnel in their responsibilities and emergency duties required under this plan.
  - c. Conduct periodic exercises to test the effectiveness of this plan.
  - d. Communicate the need for review and update of the plan based on exercises, emergency response or changes in policy.
  - e. Follow the established communications network identified in this plan.

B. Emergency Response

Emergency Response begins as soon as an animal emergency is identified or reported. The numbering sequence is not meant to establish priority as all actions should be undertaken as soon as possible.

- 1. In the event an agency other than 911/ECD receives a call reporting an animal emergency, that agency will immediately relay this information to 911/ECD.
- 2. 911/ECD will dispatch/notify emergency responders as specified in their protocol.
- 3. The first responder on scene will make a preliminary assessment and notify the dispatcher of any need for specialized animal resources identified in this plan.
- 4. The Incident Commander will assess the need for additional resources.
- 5. All animals will be handled in accordance with established agency-specific animal control procedures.
- 6. Care for wild animals is the responsibility of the NYS Department of Environmental Conservation and their licensed wildlife rehabilitators (NYSDEC Law).
- 7. The seriousness, and /or the magnitude of the emergency may require additional resources. Requests for mutual aid and additional resources will follow local protocol and the Emergency Management Chain-of-Command.
- 8. If the County Emergency Operations Center (EOC) is activated, requests for assistance and resources will be coordinated at that location. The EOC will maintain communication with response agencies.

9. Public information will be coordinated through the Public Information Officer established by the Incident Command System structure for the emergency.
10. The “Animal Emergency Plan” may be used in conjunction with other emergency response plans, i.e. the animal emergency could be a consequence of the primary incident.

C. Recovery

1. Recovery immediately follows emergency response. It involves direction to restore the community to normal conditions. Recovery considerations for animals may include:
  - a. The ability and authorization for people to return to their residences.
  - b. Restoring public utilities.
  - c. Clearing debris and salvage.
  - d. Reuniting animals with their owners.
  - e. Demobilizing emergency personnel and resources.
  - f. Investigation of the incident.
  - g. Economics/industry continuation.
  - h. Providing interment and/or disposal services.
  - i. Providing resident counseling.
  - j. Rebuilding.
  - k. Processing insurance claims.
  - l. Leaving wild animals to their own survival instincts as much as possible.

D. Direction and Control

The Incident Commander will control and direct all activities.

A Command Post will be established and staffed by the Incident Commander using the Incident Command System (cross reference the *Monroe County Incident Management System Plan*).

If a disaster is declared, the Chief Executive will exercise Executive Authority over all disaster operations in the affected municipality in accordance with mission assignments contained in this plan. Lines of succession with municipal officials will follow standard municipal practice.



## MISSION ASSIGNMENTS

- A. The Monroe County Department of Public Health will participate in the Emergency Response portion of the Plan in accordance with its Mission.
1. Assists companion animal care needs at Special Needs (human) Shelters.
  2. Assist people with disabilities in coordinating transportation and temporary housing for their companion animals by linking them with animal emergency responders to ensure service delivery.
  3. Assist County emergency workers in securing alternate care locations and /or transportation for their pets.
  4. Communicate with local animal shelters and area veterinarians with any questions regarding companion animals and their needs.
  5. Communicate with NYSDOH about laws or codes pertaining to companion animals during an emergency event.
- B. The Monroe County Parks Department participates through the Seneca Park Zoo. The Zoo will participate in the Emergency Response portion of the Plan in accordance with its Mission:
1. As available, provides personnel to support emergency response activity.
  2. Provide expertise with venomous and non-venomous reptiles, birds ranging from small perching birds to psitticines and raptors, small mammals, cats, primates and hoof stock.
- C. The Humane Society at Lollypop Farm will participate in the Plan in accordance with its Mission:
1. Preparedness
    - a. Promotes a readiness plan for animal owners that outlines preparedness planning for household evacuation or for extended confinement to their residence.
    - b. Maintains an inventory of hotels/motels that will accept companion animals.
  2. Emergency Response
    - a. Assists in establishing additional temporary animal shelters.
    - b. Provides a list of private boarding kennels and veterinary clinics outside of the emergency area that can serve as overflow shelters.
    - c. Coordinates with animal shelters outside of the emergency area.

- d. Through the agency's staff and its volunteers, provides technical assistance for the care of domestic animals.
- e. Assists with coordinating support agencies and private businesses to aid in the management and care of domestic animals.
- f. Assists OEM/EOC agencies in assessing needs for additional resources and/or supplies.
- g. As capacity allows, offers the Humane Society at Lollypop Farm's facilities as a temporary shelter to domestic animals

3. Recovery

- a. Assists in coordinating the reunion of domestic pets with their owners.

D. New York State Agriculture and Markets (Ag & Markets) facilitates and coordinates the services of the Department's divisions and regional offices with responsibilities for consumer protection, food safety, and maintenance of livestock health. The Department includes the divisions of Food Safety and Inspection, Milk Control and Dairy Services, Animal Industry and the Food Laboratory. These offices and divisions ensure the delivery of services as dictated by the following key public and animal health safety functions:

1. Preparedness

- a. Promulgates laws and regulations to protect human and animal health and safety.
- b. Participates in the State's Animal Response Plan.

2. Emergency Response

- a. Participates in the Empire State Animal Response Team.
- b. Investigates and diagnoses animal health problems and hazards.
- c. Monitors and identifies food safety and inspection issues.

3. Recovery

- a. Informs and educates the food industry and the public about food safety issues.
- b. Ensures a safe and wholesome food supply for consumers.

E. New York State Department of Environmental Conservation (NYSDEC) will participate in the Plan in accordance with its Mission:

1. Preparedness

- a. Licensing wildlife rehabilitators.

2. Emergency Response
    - a. Caring for wild animals.
- F. The Genesee Valley Veterinarians Association (GVVMA) is a regional affiliate of the NYS Veterinary Society representing Veterinarians who work in Monroe and Orleans Counties. One role of the organization is, "To foster protection of the public health and to enlighten and inform the public in regard to veterinary science and knowledge wherein it affects the public." GVVMA will participate in the Plan in accordance with its Mission:
1. Preparedness
    - a. Identifying physical resources, Veterinarians and experienced personnel to assist with Plan design and implementation.
    - b. Providing information about Veterinarians and veterinary facilities, hospitals and clinics in the Monroe County and Orleans County areas.
    - c. Cooperating with other agencies in disseminating information about the Plan.
    - d. Assisting with Public Education.
  2. Emergency Response
    - a. Assisting in providing Veterinary representation and consulting services.
- G. Town Animal Control Officers (ACO) can participate in any or all of these activities:
1. Preparedness
    - a. Identifying and quantifying animal populations.
    - b. Assisting Public Education and training programs.
    - c. Facilitating animal planning efforts at the town government level.
  2. Emergency Response
    - a. Assisting with specialized animal equipment, capture, evacuation and transport.
    - b. Assisting with triage and staging sites.
    - c. Providing documentation for identification and shelter registration.
    - d. Assisting Incident Management with subject matter experts, communications, and credentials for Animal Control Officers.

3. Recovery
  - a. Establishing procedures for responder debriefing and after-action report.
  
- H. The City of Rochester Animal Services (RAS) is a municipal animal care and control organization committed to reuniting missing pets with owners, finding new homes for unclaimed pets, facilitating pet retention through outreach and assistance, encouraging compliance with local pet laws, and promoting pet sterilization. RAS will participate in the Emergency Response portion of the Plan in accordance with its Mission:
  1. As a Section within the Rochester Police Department, RAS will respond to all incidents within the city limits related to animal control including emergencies that impact companion animals. RAS may provide support and assistance with animal emergencies outside of the City of Rochester with Police Department approval.
  2. Individual employees and/or volunteers from RAS may be deployed by the RPD to assist with specific details or projects related to the Animal Emergency Plan as staffing allows.
  3. RAS shall provide pet carriers and metal crates and rescue, transportation and temporary housing, as supplies allow.
  
- I. Through Memorandum of Understanding between United Animal Nations d.b.a RedRover and the Rochester Chapter of the Finger Lakes Region American Red Cross, RedRover is a participant in the Plan. RedRover participates in accordance with its Mission:
  1. Preparedness
    - a. Promoting education and training that outlines preparedness planning for animal owners.
  2. Emergency Response
    - a. Set-up and operation of temporary emergency animal shelters.
    - b. Implementing record keeping and identification systems.
    - c. Coordinating veterinary care for sick and injured animals.
    - d. Coordinating animal food and supplies.
    - e. Documentation of lost animals.
  3. Recovery
    - a. Reuniting animals with owners.

- J. The American Red Cross will participate in the Plan in accordance with its Mission and role in companion animal sheltering:
  - 1. Preparedness
    - a. Providing community disaster preparedness education including disaster planning for companion animals.
    - b. Collaborating with animal sheltering agencies to identify potential animal sheltering sites/facilities.
  - 2. Emergency Response
    - a. Communicating with animal sheltering agencies during emergency response.
    - b. Coordinating community messages during emergency response.
  
- K. The Town Clerk's Association is a participant in the Preparedness and Emergency Response sections of the Plan to assist as a local information and communications resource:
  - 1. Preparedness
    - a. Clerks maintain a local database of dogs and dog owners for State licensing requirements.
    - b. Clerks can facilitate contact with local veterinarians.
    - c. Clerks have knowledge of local animal populations and their locations, e.g. breeders, kennels, veterinary facilities.
  - 2. Emergency Response
    - a. Town Clerk Offices have data communications with the County which may be useful during emergencies.
  
- L. Law Enforcement is responsible for, but not limited to:
  - 1. The Sheriff or his designee will be the lead agent and will work in conjunction with other law enforcement agencies as appropriate.
  - 2. Limiting access of unauthorized persons to the emergency scene.
  - 3. Activating traffic and crowd control systems.
  - 4. Establishing a perimeter.
  - 5. Establishing emergency vehicle ingress and egress.

6. Coordinating activities with the Incident Commander at the Command Post (Senior Police Officer).
7. Maintaining law and order.
8. Staffing at the Command Post and the EOC.
9. Assuming Incident Command roles, as appropriate, during the course of the incident.

M. 911/ECD is responsible for, but not limited to:

1. Activating the dispatch/notification protocol for appropriate responders.
2. Maintaining communication with the Incident Commander.
3. Relaying critical information to responders on their tactical channels.
4. Maintaining 911/ECD communication services for the duration of the incident.

N. The OEM Emergency Preparedness Administrator is responsibility for, but not limited to:

1. Preparedness
  - a. Providing Public Education.
  - b. Promoting training and exercise opportunities for responders
  - c. Identifying community resources available during animal emergencies.
  - d. Coordinating interested parties for animal emergency planning and preparedness activities.
2. Emergency Response
  - a. Activating the EOC as appropriate.
  - b. Utilizing the Emergency Management Chain-of-Command to request additional resources.
  - c. Keeping the Chief Executive informed of all operations.
  - d. Supporting emergency response forces to the fullest possible extent.
  - e. Deployment of the Companion Animal Sheltering and Equipment (CASE) Trailer when requested.
3. Recovery
  - a. Requesting financial assistance from state and federal resources.

## EMERGENCY RESPONSE

- A. A Dispatch/Notification Protocol will be developed for use.
- B. Agency Communications
  - 1. Public Safety Communications will consider and include animal emergency response as they develop a communications plan for incidents. Agencies will use “plain language” for radio transmissions.

## SUPPORT

Emergency response operations will be principally by locally-based forces supported by additional forces and resources as needed.

## SPECIAL REQUIREMENTS

Upon completion and approval of this plan, it should be duplicated in sufficient quantity for response agencies. Response agencies should familiarize themselves with this plan and their agency Standard Operating Guidelines/General Orders. Accurate records and logs must be kept of all actions, and resource expenditures. All expenses must be accounted with receipts and written records.

The Office of Emergency Management (OEM) will serve as a focal point for revising this plan, providing assistance to agencies, and assisting in training and exercises.

All drills/exercises should be coordinated with OEM. Exercises of this plan will be considered and integrated, when possible, in the design and scheduling of other exercises. Upon request, OEM may provide observers, facilitate a critique, and report as appropriate.

OEM will coordinate and facilitate a debriefing and/or a critique of all emergencies that engage this Plan.

## GLOSSARY

ACO Animal Control Officer

ACT Animal Care Technician

EOC Emergency Operations Center

JIC Joint Information Center

OEM (Monroe County) Office of Emergency Management

911/ECD (City of Rochester) Emergency Communication Department operates the County's 911 Center.

Companion Animal – a domesticated, household pet, e.g. dog, cat

Service Animal – a specially trained animal that functions as a person's eyes, or ears to assist them with everyday life activities, e.g. seeing eye dog

Livestock – usually defined to refer to horses, mares, mules, jacks, jennies, colts, cows, calves, yearlings, bulls, oxen, sheep, goats, lambs, kids, hogs, shoats and pigs

Special Needs Shelter – a refuge specifically designed to accommodate individuals with special medical needs who are not ill enough to require hospitalization