



**PALM BEACH COUNTY  
DEPARTMENT of PUBLIC SAFETY  
DIVISION of EMERGENCY MANAGEMENT**

**STANDARD OPERATING GUIDELINE  
ESF-17 SOG**

SOG O-000  
Rev. June 1, 2007

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### **1.0 Purpose**

Palm Beach County Animal Care and Control is responsible for providing and coordinating essential animal services to the citizens of Palm Beach County, their companion animals and other stray, unowned, domesticated animals following a disaster and to ensure the health, safety and welfare of the public and animals before, during, and after a disaster.

### **2.0 Scope**

Guidelines provided in this document are to be utilized when conducting animal service activities related to a disaster. This SOG provides guidance to personnel who have an interest in emergency operations related to animal services and outlines how the Animal care and Control Division will coordinate its disaster response and recovery within Palm Beach County.

### **3.0 Policy**

The division shall serve as the primary contact at the Emergency Operations Center for animal related issues. The division is the main communication point with the state ESF-17 function. The division shall maintain a directory of all available animal related resources within Palm Beach County, as referenced in most recent ESF #17 CEMP. The division shall coordinate mutual aid and private vendor resources needs to requesting parties within the county. The division shall; assess animal needs within the county, identify and coordinate equipment and supplies, coordinate the supply of animal food and medicine, develop and release advisories and information.

The division will provide and/or coordinate the provision of services relating to animals including rescue and capture, transportation, medical assistance, housing or sheltering, pick up and disposal of deceased animals.

The division will respond to citizens in danger of injury from aggressive animals as well as animals in danger of injury from careless owners, the general public and the elements resulting from a disaster.

The division will coordinate the operation of the Pet Friendly Shelter designed for the citizens of Palm Beach County residing in evacuation zones/mobile home parks.

#### **4.0 Responsibility**

Animal Care and Control will administer, manage and operate disaster related services using the Incident Command framework. Attached is an organization reflecting the division's disaster structure.

Incident Commander – Division Director has overall responsibility for all areas of administration, management and operation related to a disaster. This function is supported by a Public Information Officer, Field Operations Liaison and Assistant Director.

Logistics Chief – This function is responsible to oversee and address issues related to communications, supplies, facility needs; this function is responsible for requesting supplies and equipment as identified. The Logistics Chief is responsible for communicating and coordinating with other section chiefs.

Planning Chief – This function coordinates and gathers information from sections chief and assist with strategically planning for supplies, equipment and personnel deployment. The Planning Chief is responsible for routinely and regularly updating and maintaining directory and staff contact information.

Operations – This function maintains all operations related to field operations and shelter operations during a disaster. This function will ensure the management of tactical operations directly related to the event, identify resource needs, request additional resources and supplies, communicate with incident command and other section chiefs on the status of the operation.

A separate and distinct function of operations is the Pet Friendly Shelter.

Pet Friendly Shelter Operations Manager – The Assistant Director has responsibility for the overall operation of the Pet Friendly Shelter. Responsibilities include shelter staffing and assigning responsibilities, coordination with support agencies such as Facilities Development and Operations, PBSO and the American Red Cross. The American Red Cross is responsible for the function of the people shelter portion of the shelter, with support from the division and other participating support agencies.

In addition to the ICS Command Structure the division maintains a staff person designated as the Disaster Coordinator. The responsibility of the Disaster Coordinator includes coordinating staff training, developing emergency and disaster procedures, identifying staff roles and assignments

and briefing the Incident Commander and Section Chief on developments in disaster planning and information.

## **5.0 Procedure**

### **5.1 Pre-Activation**

Hurricane – Tropical storms and hurricanes presenting themselves in the Atlantic will be closely monitored by the Disaster Coordinator. Periodic informational updates will be provided to both the Command Section and staff as needed. Staff will be provided the opportunity to personally prepare for the storm prior to anticipated activation. The Command Section staff will review and update directory and staff contact information to ensure accuracy. The Command Section staff will also review disaster plans with staff to ensure familiarity with roles and responsibilities.

Nonperishable supplies and equipment for the Pet Friendly Shelter remain loaded on the trailer awaiting deployment. Perishable supplies remain in the shelter awaiting deployment. The trailer and supplies remain ready for use year round.

### **5.2 Activation**

The Incident Commander will brief the members of the command structure and advise them of the nature of the disaster and review their roles, responsibilities and staff assignments. The Disaster Coordinator will provide notice to staff of activation and staff will report to **their** pre-assigned areas of operation.

Immediately, upon notice from the Emergency Operation Center, activation will begin and the Incident Commander and Liaison will be posted at the EOC to begin their duties and roles in a disaster.

In the event of a hurricane, the Operations Chief will begin the steps to prepare and secure the main shelter and the West County satellite shelter for the disaster.

In the event of a hurricane and upon **notification** from the Incident Commander, the Pet Friendly Shelter Manager will begin the steps to activate the Pet Friendly Shelter. Staff assigned to Pet Friendly Shelter duties will be **notified** and activated into their pre-assigned duties at the Pet Friendly Shelter. Pet Friendly Shelter support agencies will be contacted and their services at the Pet Friendly Shelter will be communicated and coordinated. It will take approximately four hours to prepare the Pet Friendly Shelter for acceptance of participants.

### **5.3 Deactivation**

Upon **notification from** the EOC, the ESF #17 will cease emergency/disaster related functions. The Incident Commander and Liaison will return normal duties.

Upon **notification from** the Incident Commander, the Operations Chief and Pet Friendly Shelter Manager will advise staff and begin to return to normal operations. The Pet Friendly Manager will advise assigned staff and begin the process of discharging participants from the shelter. Staff will begin the breakdown of equipment and load trailer with supplies and equipment. Supplies and equipment will be inventoried and orders will **be** placed to replenish supplies as needed.

As soon as possible after the incident, the Incident Commander will convene a meeting of the Command Section and other pertinent staff for the purpose of reviewing disaster operations and preparedness. As a result of this review, plans and procedures will be modified and revised as needed.