



**Animal Care & Protective Services**

NEVER STRAY FROM HOPE.

# Shelter from the Storm

Keeping People and Pets Safe

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Jennifer Walter, Animal Care and Protective Services  
Jacksonville, Florida

- Jacksonville Demographics
- Pre-incident preparation
- During incident
- Post incident
- **Lessons Learned**

# Agenda

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- Jacksonville population\*: 913,010
- Number of households\*: 343,467
- Estimated animal population:
  - Dogs: 205,076
  - Cats: 224,039
  - Birds: 24,932
  - Horses: 14,397

\*U.S. Census Bureau, 2015 American Community Survey

# Jacksonville Demographics

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- Literature Reviews
- Market Research Statistics ▶**
- Reference Guides
- Reports

## Pet Ownership Calculator

Estimate the number of pet owning households and number of pets in your community by entering the community population\* in the box below.

See the [formulas](#) section for information on how these numbers are calculated.

What is your community population\*?

	Number of Pet Owning Households	Pet Population
Dogs	128,173	205,076
Cats	106,752	224,039
Birds	10,886	24,932
Horses	5,267	14,397

[Clear all data](#)

\* Number of *people* in your community; not the number of households

<https://www.avma.org/KB/Resources/Statistics/Pages/US-pet-ownership-calculator.aspx>

# Estimated Animal Population

- Can you shelter the number of pets in your community?
- Know where your local resources are and establish a relationship early.
  - Animal shelters
  - Boarding facilities
  - Veterinary clinics
  - Dog training facilities
  - Pet stores

# Jacksonville Demographics

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- Collaboration with national organizations
  - Humane Society of the United States
  - American Society for the Prevention of Cruelty to Animals

# Pre-incident Preparation

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- City-wide Sheltering Plan
  - American Red Cross
  - Emergency Preparedness Division
  - Duval County Public Schools
  - Jacksonville Sheriff's Office
  - Animal Care & Protective Services

# Pre-incident Preparation

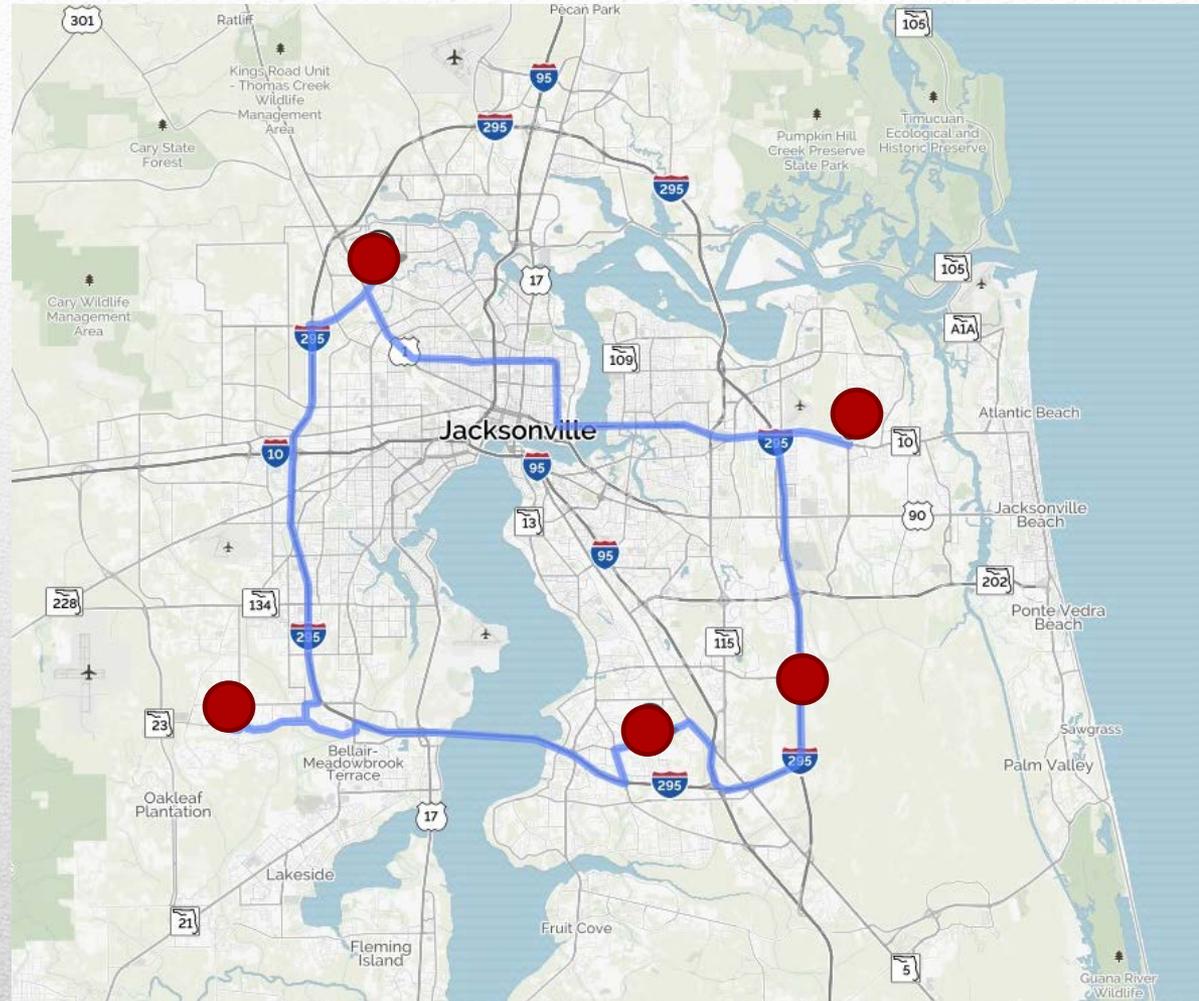
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- Pet-friendly emergency evacuation shelters
  - Locations
  - Animal capacity
  - Supplies
  - Staffing needs
  - SOPs

# Pre-Incident Preparation

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- Locations







- Animal Capacity

- What species of animals do you allow?
- Separate housing areas for dogs, cat, and other species
- Total capacity for each species?

# Pre-Incident Preparation

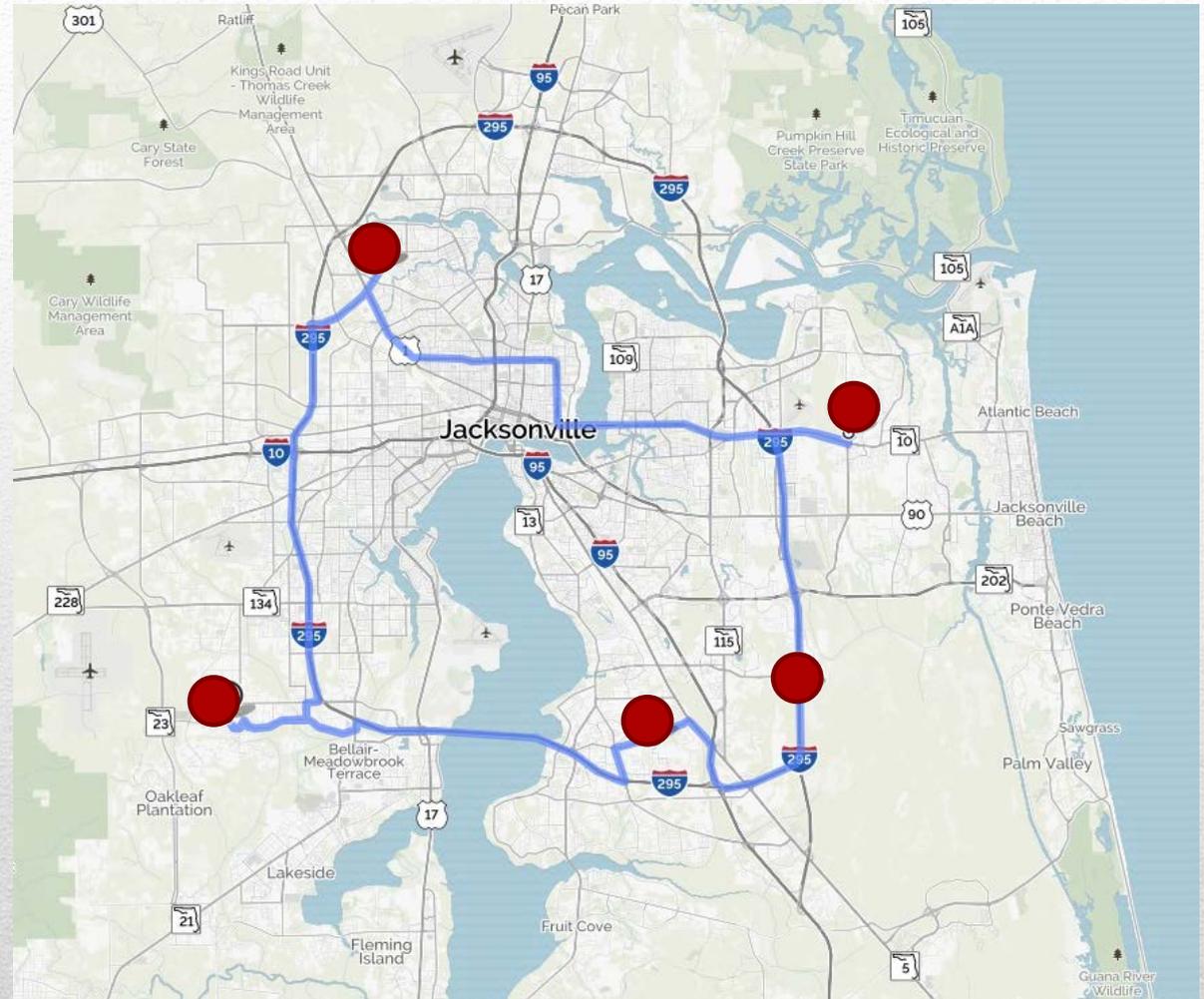
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Lesson learned-separate species

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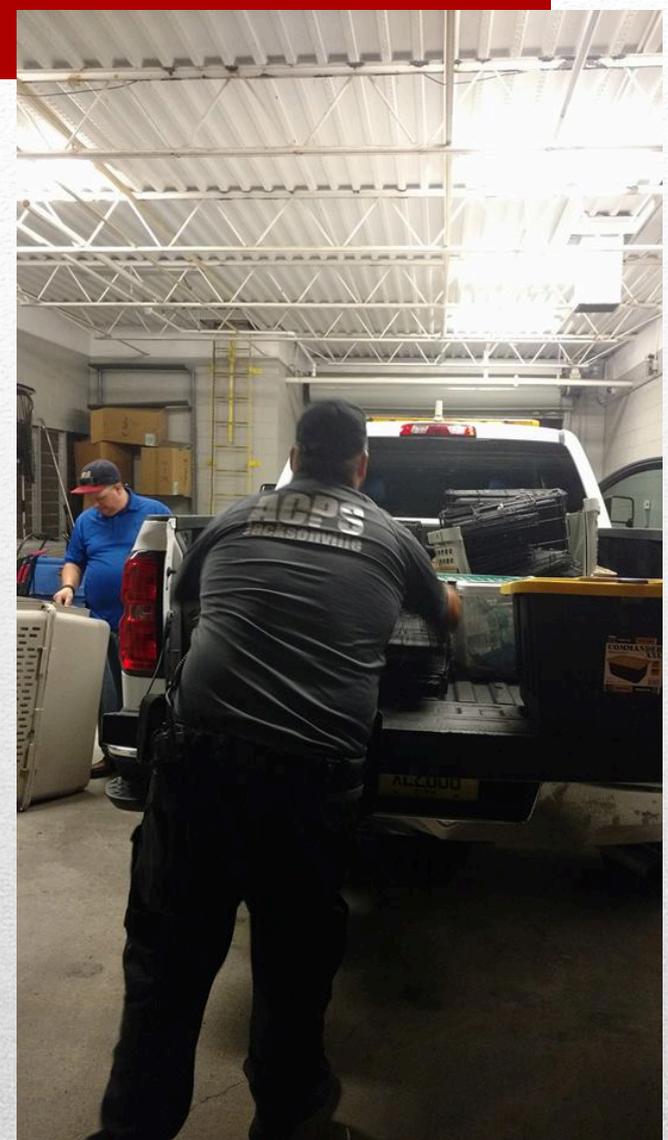
Sheltered ~250 animals with  
about half of them being at  
one location!



- Set pre-determined limits
- Know when to say no (and who can say no!)



- Supplies
  - Crates
  - Floor covering
  - Office supplies
  - Cleaning supplies
  - Communication devices
  - Registration forms
  - Bowls, leashes, pet food....
- Who is responsible for what?
- Supply kit for each location



# Pre-incident Preparation

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- Staffing Needs
  - How many?
  - What functions will they perform?
  - Animal shelter employees or from other agencies?
  - Activation plan and notification
  - Can volunteers be of assistance?

# Pre-Incident Preparation

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- Emergency Operations Center Activation
  - Pet Friendly Shelter Group Supervisor - EOC headquarters
  - Shelter Manager - Main Shelter
  - Staff – Main Shelter & Pet Friendly Emergency Shelters



- Where is your staff going to be most useful?
    - Customer Service / adoption staff – Emergency Shelter
    - Animal Control Officers – Emergency Shelter
    - Kennel Staff – main shelter
    - Veterinary technicians - BOTH
    - Supervisors/management – BOTH
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- **Standard Operating Procedures**

- Staff activation and reporting
- Shelter set up
- Registration / Check in
- Daily duties
- Rules for pet owners
- Check out



# Pre-incident Preparation

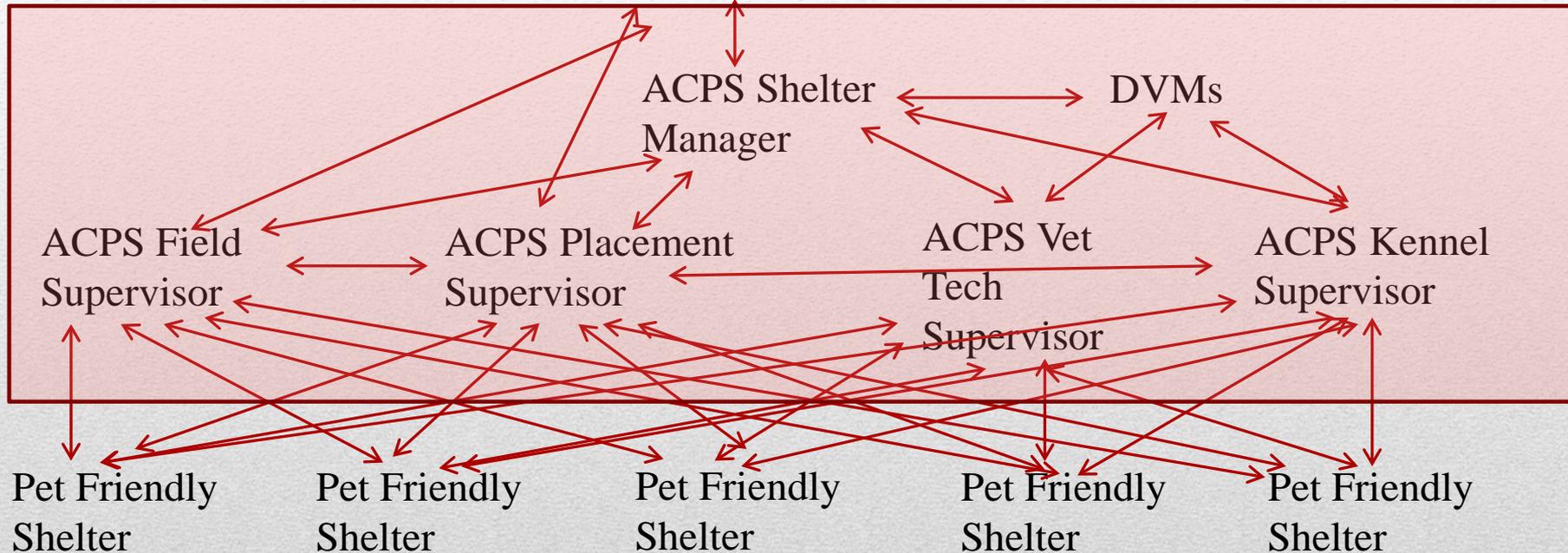
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# I'm here, now what?

- Shelter set up
    - Designated walking areas
    - How will they get there?
  - Registration / Check in
    - A pet arrives without vaccinations
    - A pet appears to be aggressive
    - A pet appears to have a contagious disease
  - Daily duties
    - Wake up!
    - Who cares for pets?
    - Limited access
    - Designated care times
  - Rules for pet owners
    - Very little room for exceptions
    - Empower staff to speak up and correct
  - Check out
    - Staff control
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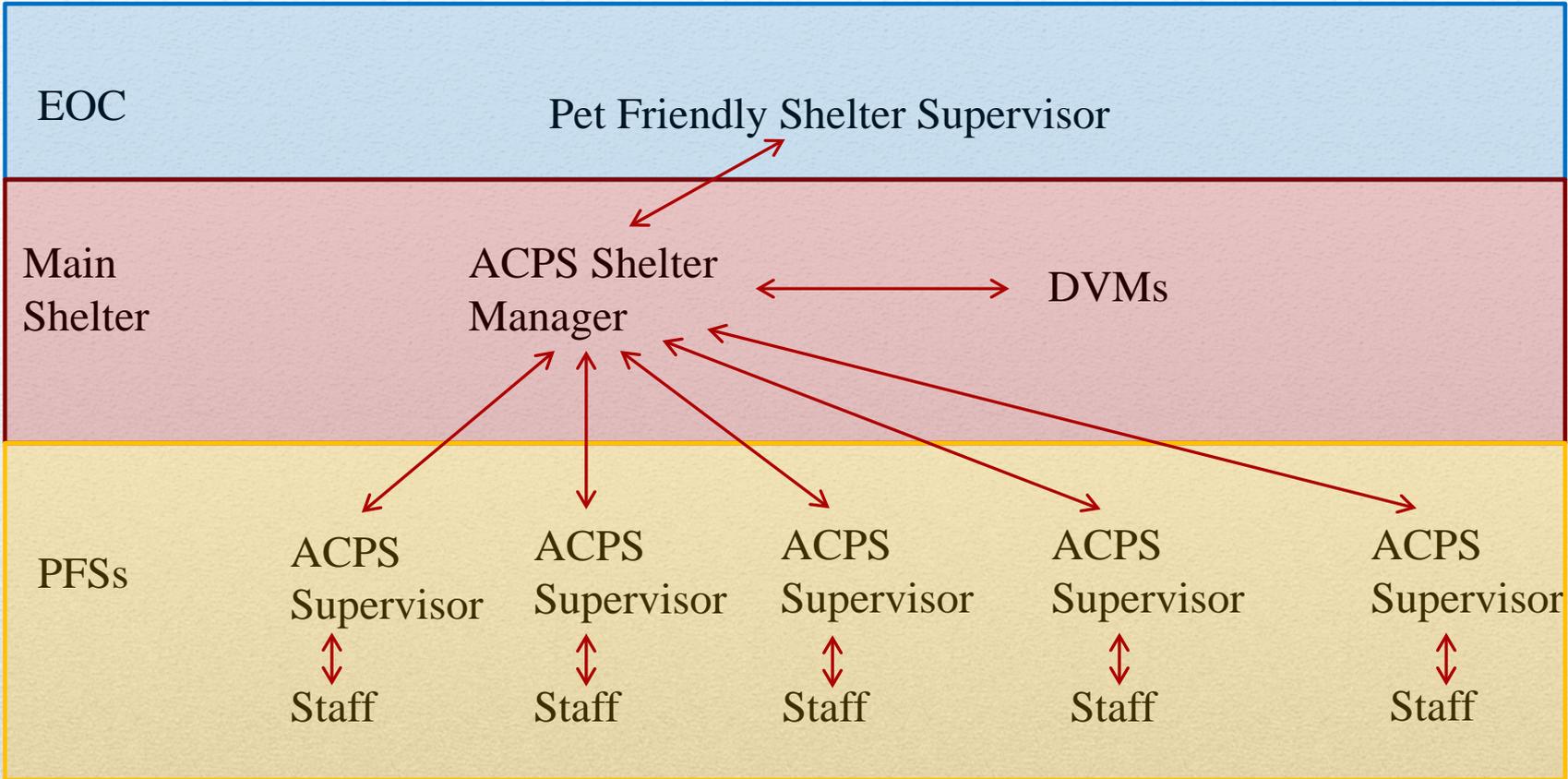
- Communication is key!

## Pet Friendly Shelter Supervisor - EOC



# During Incident

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- Owner and animal check out
  - Maintain organization!
- Shelter breakdown / clean up
- Consolidation of shelters
  - Wednesday PM until Sunday PM

# Post incident

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Questions?

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