

# City of Los Angeles EMERGENCY OPERATIONS PLAN



## MASS CARE AND SHELTERING ANNEX

### SMALL ANIMAL SUPPORT APPENDIX

May 2018



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## **APPENDIX DEVELOPMENT AND MAINTENANCE**

The Small Animal Support Appendix is developed in support of the City of Los Angeles Emergency Operations Plan (EOP) Mass Care and Sheltering Annex to facilitate response during incidents that require the support of small animals.

This Appendix is developed in cooperation and with input from City departments with primary response or support activities, as well as input from appropriate non-City agencies with identified activities related to small animal support.

This Appendix is developed to describe the overall citywide response functions and capabilities, and is to be used by each department identified within this Appendix to develop their own standardized operating procedures (SOPs) specifically for their department to direct tactical operations. When developing SOPs, each department is to take into consideration all of the activities identified in this plan directly related to their own department, as well as how those activities interact with, support, or require support from other departments identified within this plan. Departments must ensure that their SOPs are inclusive of planning for people with disabilities and others with access and functional needs. If, at any time, any department identifies conflicts in the field response or support activities described in this Appendix or identifies a conflict in how their field response or support activities are performed in comparison to what is described in this Appendix, and/or identifies a conflict between their listed activities within this Appendix and how they relate to or support another department's listed activities, such conflict is to be immediately reported to the Emergency Management Department – Planning Division.

If, at any time, a department, agency, or stakeholder to this plan changes, develops, or amends any policy, procedure, or operation that will change or affect the contents of this document, that entity is to immediately notify the Emergency Management Department – Planning Division.

This Appendix is to be corrected immediately upon notification or observation of any operational errors or conflicts. Such corrections are reflected within the Record of Changes.

Every other year, a formal review of this Appendix will be conducted by departments and agencies that are identified within this Appendix, as well as any other departments or agencies that may need to be part of the review process. The Emergency Management Department – Planning Division will lead such an effort. Upon completion of such formal review, all corrections to the document will be reflected within the Record of Changes.

## **APPROVAL AND IMPLEMENTATION**

This document is a Functional Support Appendix to the City EOP Mass Care and Sheltering Annex. It serves as either a stand-alone plan or companion document to an applicable Hazard Specific Response Annex to the EOP. The Appendix was developed with input from all applicable City of Los Angeles departments and allied stakeholders. Upon completion, it is reviewed by the City's Emergency Management Committee (EMC). When approved by the EMC, the committee presents the Appendix to the Emergency Operations Board (EOB) with a recommendation for approval. Upon review and approval by the EOB, the document goes to the Mayor of the City of Los Angeles with a recommendation to approve and forward to the City Council for adoption.

This Appendix was developed with input from all applicable Los Angeles City departments. This Appendix is compliant with the Federal Emergency Management Agency (FEMA) *Comprehensive Preparedness Guide (CPG) 101, Developing and Maintaining Emergency Operations Plans*, Version 2.0 (CPG 101 V.2)<sup>1</sup>.

Upon formal approval by the Mayor and adoption by the City Council, this document becomes an official Appendix to the City of Los Angeles EOP.

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<sup>1</sup> *Developing and Maintaining Emergency Operations Plans. Comprehensive Preparedness Guide (CPG) 101*, version 2.0 ed. (n.p.: U.S. Department of Homeland Security, Federal Emergency Management Agency, 2010).



## CITY EMERGENCY OPERATIONS PLAN/ANNEX CROSS REFERENCE

During the response, the following functional support shall be used as deemed necessary:

- Throughout this document, where public information and communication with the public is referenced, see the **Emergency Public Information Annex**.
- Where internal communications systems is referenced, see the **Communications Annex**.
- Where early warning and notification is referenced, see the **Early Warning and Notification Annex**.
- Where sheltering, mass care, mass feeding and the provision of functional needs support services (FNSS) is referenced, see the **Mass Care and Sheltering Annex; Resettlement Processing Center Annex**; and the **Logistics Annex**.
- Where reference is made to evacuations, see the **Evacuation Annex**.
- Where reference is made to Federal, State, Local or Non-Governmental Organizations providing recovery information, see the **Local Assistance Center Annex** and **Recovery Annex**.
- Where reference is made to response and restoration of critical infrastructure, see the **Critical Infrastructure Annex**.
- Hazard Specific Annexes include the **Tsunami Annex, Earthquake Annex, Adverse Weather Annex, Brushfire Annex, Urban Flooding Annex, Off-Airport Major Aircraft Response Annex, Debris Flow Annex, Civil Disturbance Annex, Terrorism Annex** and the **CBRN Annexes (Chemical, Biological, Radiological, and Nuclear)**.
- Where reference is made to Animal Services Responsibilities during an event, see the **Animal Services Care SOP**.
- All actions related to fulfilling the purpose of this Appendix will adhere to the City of Los Angeles Citywide American with Disabilities Act (ADA) guides, documents, and checklists.
- Where City departments have tasks assigned relative to this Appendix, please refer to that specific department's Standard Operating Procedures.

## **BACKGROUND**

The Small Animal Support Appendix is a Functional Support Appendix to the Mass Care and Sheltering Annex designed to be used during the response and recovery phases of an emergency incident.

It is difficult to accurately predict the location, frequency, and scale of an emergency or disaster. It is also difficult to accurately determine the number of small animals that will require sheltering assistance before, during, and after an emergency incident. It is possible, however, to plan and manage the mass care support procedures needed to reduce the adverse impact of a threatened or actual event on individuals and their animals.

Any natural or man-made disaster may cause the displacement of people and their small animals. The Small Animal Support Appendix provides guidance to establish and demobilize temporary emergency shelters for small animals and to accommodate service animals in the general population shelters during the response and recovery phase of an emergency incident. The Appendix identifies the available mass care capabilities and resources for caring and sheltering small animals and service animals.

The operations described in this Appendix are designed to be scalable based on the scope of the event or disaster and the support required to support small animals and services animals.

## **I. PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS**

### **A. Purpose**

The Appendix details the government's responsibilities for the management of a small animal support response. This Appendix can be used in conjunction with other plans designed for the protection of the population. This Appendix is applicable to all locations and to all agencies, organizations, and personnel with small animal support responsibilities. Organizations, operational concepts, responsibilities, and procedures regarding small animal support capabilities are defined within this Appendix.

The purpose of the Small Animal Support Appendix is to define parameters for the care and sheltering of small animals in Emergency Animal Shelters. When necessary, the Department of Animal Services (Animal Services) will utilize permanent City operated animal shelters to provide additional capacity as needed during times of disaster. Shelter in this document refers to an animal shelter with the understanding that, when possible, animal shelters will be co-located with general population shelters.

The Appendix has been developed to meet the following objectives:

- Provide a coordinated animal care and sheltering system compliant with California Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and relevant City, County, State and Federal laws.
- Coordinate animal response and recovery activities including, but not limited to, medical treatment, care, sheltering, and animal reunification.
- Provide a concept of operations identifying roles and responsibilities for each appropriate City department.
- Define communication methodologies and procedures necessary for the rapid notification of City departments and the public during an event that requires the care and sheltering of small animals.
- Identify actions that can realistically be accomplished within a few hours to a few days to mitigate any adverse impact.
- Ensure consistency with Federal, State of California, the Los Angeles County Operational Area, and other local governments' emergency response plans and operations.

### **B. Scope**

Effective incident management begins with a host of preparedness activities conducted well in advance of any potential incident. Preparedness involves an integrated combination of: planning, training, exercises, personnel qualification and certification standards, equipment acquisition, certification standards, and publication management processes and activities.

This Appendix addresses small animal evacuation and sheltering needs throughout the City of Los Angeles during a major emergency or disaster. It provides for the

coordination of opening one or more Temporary Emergency Small Animal Shelters within the City of Los Angeles through the Emergency Operations Center (EOC).

This Appendix is applicable to Los Angeles City departments with Emergency Operations Organization (EOO) responsibilities and other departments with essential resources. Of particular importance to this document are:

- City departments with emergency public safety functions.
- City departments having routine interaction with the public.
- City departments performing emergency public safety or other critical services.

## C. Situation Overview

### 1. Characteristics

#### a) Location

The City of Los Angeles covers 498 square miles with approximately 468 square miles of land (214 square miles of which are hills and mountains) and approximately 29 miles of water. The San Gabriel and Santa Susana Mountains bound the City on the North and the Santa Monica Mountains extend across the middle of the City. The Palos Verdes Hills and Pacific Ocean bound the City on the South and West.

#### b) Demographics

According to the California Department of Demographic Research Unit's "*E-1 Population Estimates for Cities, Counties, and the State*"<sup>2</sup>, the 2016 population estimate for the City of Los Angeles is 4,030,904. This breaks down to approximately 8094 persons per square mile.

The City of Los Angeles is one of the most diverse cities in the world. Angelenos speak nearly 200 languages and are part of many different religious and belief systems. Community members who live, work, and play in Los Angeles include people with disabilities and others with access and functional needs.

This plan will use the phrase people with disabilities and others with access and functional needs to describe both those that meet the definition of disability as well as people who may or may not meet the definitions of civil rights laws or some of the 60 plus diverse definitions of disability<sup>3</sup>. The definitions for people with disabilities as well as others with access and functional needs are provided below:

#### *People with Disabilities*

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<sup>2</sup> California Department of Finance, E-1 Population Estimates for Cities, Counties, and the State, January 1, 2015 and 2016

<sup>3</sup> Los Angeles Department of Public Health, "Adult Disability in Los Angeles County." LA Health. Sept. 2006

“Disability” in this context is a legal term rather than a medical one. It refers to a federally protected class under the 1990 ADA. Nationally, people with disabilities make up about 20% of the population. To be in compliance with the law, emergency managers must apply the concepts of accessibility, inclusion, and nondiscrimination in providing services to the general public which includes communication of public information and warnings, transportation, mass care and sheltering, and evacuations.

#### *Others with Access and Functional Needs*

“Others with Access and Functional Needs” is a broad definition that includes anyone who might have additional needs before, during, or after a disaster in accessing services. This includes individuals that may or may not meet the definitions of disability under existing civil rights laws, such as people with limited or no English language proficiency, individuals that are institutionalized, women in late-term pregnancy, or those with limited or no access to transportation. With this broader definition, about 50% of the population is considered to have an access or functional need. Anyone with a disability has an access and functional need, but not everyone with an access and functional need has a disability.

#### c) Small Animal Population

The dog-owned and cat-owned population for the City of Los Angeles in 2009 ranged from 970,436 to 1,308,037.<sup>4</sup> There are currently no estimates available for the overall number of small animals or service animals in the City of Los Angeles.

## 2. Vulnerabilities

The City of Los Angeles has multiple, accessible, redundant warning and notification systems that it will utilize to reach the public for warnings, notification, and support. The primary mode of notification will be the NotifyLA application. Other modes will include news releases and public service announcements to the media and directly through social media. Factors to consider are the type of disaster, the population density, and the terrain in area of Los Angeles. In some instances, the consequences of a disaster along with terrain, and the geographical area, may impact the effectiveness of notification systems.

The City of Los Angeles recognizes that disasters may exhaust local resources. The City continues to develop, update and/or maintain memorandum of understandings (MOUs), memorandums of agreement (MOAs), and contract amendments with private vendors to increase response capability and available resources. In addition,

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<sup>4</sup> “Dog and Cat Population Estimates City of Los Angeles and Los Angeles County.” Found Animals, 2009. <http://www.foundanimals.org/docs/pdfs/la-dog-cat-population.pdf>. Accessed November 26, 2012.

the City of Los Angeles' Business Operations Center (BOC) maintains communication channels with the private sector who may provide donations in an emergency.

Due to the population density and terrain of the City of Los Angeles, the City recognizes that, despite a good faith effort, it may not have the capabilities or resources to reach every individual in terms of public warnings, notification and/or support.

#### **D. Assumptions**

This Appendix was created to integrate the concepts and structure defined by NIMS, SEMS, and the National Incident Command System (ICS).

- All City, State, and Federal processes, procedures, and protocols reflected or referenced in this document were current as of the date of approval of this Appendix. Before implementing this Appendix, confirm that the processes, procedures, and protocols are unchanged. If necessary, before implementing, modify the Appendix to reflect updated processes, procedures, and protocols.
- Only departments that have a role in small animal mass care and sheltering support are included in this Appendix. The departmental roles listed are limited to those applicable to the functional support.
- In any disaster, primary consideration is given to the preservation of life, then incident stabilization, and property preservation. Additionally, time and effort must be given to providing critical life-sustaining needs.
- In a catastrophic incident, damage control and disaster relief will be required from the State, Federal, and other local governments, as well as private organizations.
- The City EOC may or may not be activated in support of an emergency or disaster event. EOC activation will be determined based on the scope and scale of the event.
- Electronic communications utilizing information technology systems will be compliant with Section 508 of the Rehabilitation Act.
- All printed public education material produced to support this Appendix for distribution to the general public shall be available in accessible formats.
- Many residential, commercial and institutional structures could be damaged; requiring a large Urban Search & Rescue/Heavy Rescue mobilization.
- Residents could be displaced; requiring shelter and social services needs. Sheltering activities could be short term or long term depending on the severity of the incident.
- Vital infrastructure such as potable water supplies, electrical power, natural gas and sewer services could be compromised. Re-establishment of these vital resources will be critical.
- Transportation infrastructure could be damaged and in limited operation. Vital vehicle and rail corridors could be damaged and impassible. Re-establishment of transportation infrastructure will be critical.
- Communications infrastructure could be damaged; causing disruption in land-line telephone, cellular telephone, radio, microwave, computer and other

communication services. Re-establishment of communications infrastructure will be critical.

- Whenever possible temporary Emergency Animal Shelters for small animals will be co-located with general population shelters.
- Natural or human-made disasters could affect the well-being of domesticated and non-domesticated animals.
- The sheltering and protection of animals is the primary responsibility of the animal owners.
- During an emergency evacuation, many people will not evacuate without their animals, or will delay their own evacuation in an attempt to prepare for their animals left behind.
- People will want to evacuate and remain with their pets for the duration of the disaster.
- People requiring service animals will remain with their service animal throughout every stage of disaster assistance.
- Service animals will be evacuated and sheltered with their owners.
- For the purpose of this document emotional support animals will be treated as the equivalent of a service animal when the owner can provide the documentation proving the animal is an emotional support animal.
- The City will plan and will use local resources as needed for the support of small animals during an emergency or disaster event.
- Planning for the evacuation and sheltering of small animals will ensure the proper care and recovery of animals affected during an emergency, including shelter locations, public information, and proper animal release and disposition.

## II. CONCEPT OF OPERATIONS

Animal owners are responsible for the basic care and sheltering of their pets and small animals, including exotic animals, during a major disaster or emergency. If an evacuation warning is released for an approaching emergency or disaster, it is assumed that owners of pets and service animals will take the necessary precautions to protect and care for their animals. If owners are unable to provide for the care and needs of their pets and service animals, the City of Los Angeles Animal Services will provide assistance through available resource as outlined in the Pets Evacuation and Transportation Standards Act of 2006 (PETS) and FEMA Disaster Assistance Policy (DAP) 9523.19.

### A. Terminology

**Access and Functional Needs** – Access and functional needs as defined by the National Response Framework may be present before, during, or after an incident in one or more areas and may include, but are not limited to, maintaining independence, communication, transportation, supervision, and medical care. Utilize Emergency Support Function (ESF) #6 to coordinate assistance without regard to race, ethnicity, religion, nationality, gender, age, disability, English proficiency, or economic status of those who are seeking assistance as a result of a disaster.

**Disability** – A physical or mental impairment that limits one or more of the major life activities of such individual. Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. A major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

**Emotional Support Animal (ESA)** – An animal that provides therapeutic benefits to their owner through affection and companionship. Unlike a Service Dog, an emotional support animal does not need specialized training to handle a task. Further, Emotional Support Animals come in different breeds and animal types. A service animal provides therapeutic benefit, such as alleviating or mitigating some symptoms of the disability, to an individual with a mental or psychiatric disability.

**Household Pet(s)**– According to FEMA DAP 9253.19 “[a] domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle, that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and be housed in temporary facilities. Household pets do not include reptiles (except turtles),

amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.”<sup>5</sup>

**Miniature Horses**<sup>6</sup> – In addition to the provisions about service dogs, the Department of Justice (DOJ) revised ADA regulations have a separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) ADA’s publication for the provision of miniature horses is provided in Attachment D-3: Service Animals, ADA 2010 Revised Requirements.

ADA regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are:

- Whether the miniature horse is housebroken;
- Whether the miniature horse is under the owner’s control;
- Whether the facility can accommodate the miniature horse’s type, size, and weight; and
- Whether the miniature horse’s presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

**Service Animal** – As defined by the ADA, any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, or other mental disability. Works or tasks may include: guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Persons with service animals cannot be asked to remove his/her service animal from the premises unless the animal is out of control or the animal poses a direct threat.

The Department of Justice’s (DOJ) new rules limit the definition of service animal in the ADA to include only dogs. The new rules also define service animal to exclude emotional support animals.

This definition, however, does not apply to the Fair Housing Act (FHAct) or the Rehabilitation Act, Section 504. Individuals with disabilities and others with access and

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<sup>5</sup> *Developing and Maintaining Emergency Operations Plans. Comprehensive Preparedness Guide (CPG) 101*, version 2.0 ed. (n.p.: U.S. Department of Homeland Security, Federal Emergency Management Agency, 2010), [Page B-6]. This definition is used by FEMA to determine assistance that FEMA will reimburse and is the definition used in the production of CPG 101 V.2.

<sup>6</sup> U.S. Department of Justice, ADA 2010 Revised Requirements, Service Animals.  
[http://www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm)

functional needs may have an assistance animal in addition to dogs, including emotional support animals, under the FHAct or Section 504.

In situations where both laws apply, housing providers, including emergency shelters, must meet the broader FHAct/Section 605 standard which provides for the inclusion of assistance animals that fall outside the ADA's service animal definition. Service animals are not pets and will remain with their owners at all times.<sup>7</sup> ADA guidance for service animal requirements is provided in Attachment D-3: Service Animals, ADA 2010 Revised Requirements.

The terminology **Small Animal**, **Domesticated Animal**, and **Animal** in this Appendix refers to household pets and service animals.

**For a list of acronyms, see Attachment D-1**

#### **B. Temporary Emergency Small Animal Shelter Activation**

- The Incident Commander (IC) at the Incident Command Post (ICP) will notify the Animal Services Emergency Management Director that there are animal issues evident in the emergency response.
- If the IC establishes an Evacuation Branch, the Animal Services Emergency Management Director will assign an Animal Services Emergency Management Coordinator (EMC or designee), who will support the Evacuation Branch Director.
- If the Animal Services Department Operations Center (DOC) is activated, then the Animal Services General Manager or other designee will assign an Animal Services employee to the Animal Services DOC. The Animal Services EMC or designee will support the IC objectives involving small animals during field response efforts.
- The Animal Services EMC will notify the personnel at the Temporary Emergency Small Animal Shelters to initiate preparations for spontaneous evacuees prior to Animal Services staff arrival.
- Animal Services EMC will contact the City EOC, if activated, to have the Los Angeles Department of Transportation (LADOT) establish traffic control at the Temporary Emergency Small Animal Shelters sites if needed. If the EOC is not activated, the Animal Services EMC will contact the Animal Services Emergency Management Director to make arrangements.
- If a Temporary Emergency Small Animal Shelter is needed the Animal Services EMC will contact the Department of Recreation and Parks (RAP) Duty Officer to identify potential shelter locations and assign an Animal Care Technician Supervisor (ACTS) to establish the shelter. The ACTS will coordinate with RAP to set up the Temporary Emergency Small Animal Shelter.
- The Animal Services EMC and the ACTS will determine what supplies are needed at the temporary shelters.

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<sup>7</sup> Americans with Disabilities Act 2010 Revised Requirements, Service Animals.  
[http://www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm)

- The ACTS and the Animal Services EPC will forward the Temporary Emergency Small Animal Shelter location information to the Animal Services Emergency Management Director who will request the Public Information Officer (PIO) to publish shelter information.
- Further information about household pet and service animal evacuation and transportation procedures is provided in the City of Los Angeles EOP Evacuation Annex.

### **C. Public Information**

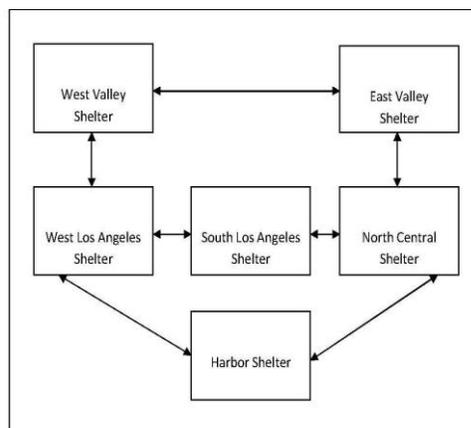
Public information is an essential response component during any type of incident in which small animals and service animals may be impacted. Public information messages will include Temporary Emergency Small Animal Shelter location, owner responsibilities, and other pertinent information.

In many cases, individuals displaced by a major emergency may bring their pets with them to a general population shelter or reception center. Animal Services will work with transportation agencies, shelters, voluntary groups, and community-based organizations within the EOC structure to address the issues and public messaging regarding animals.

- The Animal Services Unit Leader in the EOC will coordinate with the Animal Services designated PIO to disseminate information via various media outlets.
- Animal Services will coordinate with the PIO to provide ongoing messaging during response and recovery. Messaging will be conveyed using multiple forms of communication.
- The PIO will coordinate news releases with the Mayor's Office or the Management Section of the EOC when the EOC is activated.
- During the response and recovery phases of an emergency, public information topics will include, but are not be limited to:
  - Logistical information to the public about transportation and Temporary Emergency Small Animal Shelter locations for domesticated animals during emergencies or disaster events. Further information about pet and service animal evacuation and transportation is provided in the City of Los Angeles EOP Evacuation Annex.
  - Information regarding the legal rights of persons with disabilities and others with access and functional needs accompanied by service animals.
  - Animal owners will be encouraged to bring pet immunization papers, carriers, leashes, muzzles, food dishes, and any required medication.
  - Information encouraging owners to assist with the care of their animals while housed in Temporary Emergency Small Animal Shelters
  - Web-based bulletin boards or other update systems, where owners separated from their large animals can find information regarding visiting/care hours where applicable.

- There will be an ongoing need to provide the public with updated information as the incident progresses. For further details about public information dissemination, refer to the Emergency Public Information Functional Specific Annex.
- Permanent animal shelters operated by Animal Services will become Temporary Emergency Small Animal Shelters as needed. Animal Services has identified six animal shelter sites (See Attachment D-2 - Department of Animal Services Small Animal Shelter Sites) within the City limits for small animal sheltering in case of an emergency or disaster event.
  - Animal Services animal shelter sites are open 24 hours a day and 7 days a week to receive animals. Animal Services animal shelter sites include:
    - East Valley Animal Shelter
    - Harbor Animal Shelter
    - North Central Animal Shelter
    - Chesterfield Square Animal Shelter
    - West Los Angeles Animal Shelter
    - West Valley Animal Shelter
- Following a disaster in the City of Los Angeles, Animal Services staff will inspect any of their affected animal shelter facilities and grounds for potential damage.
- If facilities are determined to be inoperable, Animal Services staff will utilize their outside area, in front or at the side, of their facility until such time as administration relocates staff and animals to safe Animal Services animal shelter site or until such time that the Department of General Services (GSD) locates a suitable location for staff and animals.
- Each of the Animal Services animal shelter sites shall be “partnered” with other Animal Services sites as primary back-up locations for the transfer of shelter animals as noted below in Figure A. The movement of animals and Animal Services personnel is not limited to the configuration below, which denotes only primary alternates.

**Figure A: Transfer Possibilities for Animal Service’s Temporary Emergency Small Animal Shelter Site Population<sup>8</sup>**



<sup>8</sup> City of Los Angeles Department of Animal Services Department Emergency Plan January 25<sup>th</sup>, 2012, p. 58.

- Animal Services has an alternate shelter site; Mission Hills Shelter operated by Best Friends Animal Society.
- In addition to physical sites, Animal Services maintains one “Mighty Mover,” a portable kennel capable of temporarily sheltering household pets.
  - The Mighty Mover is a truck utilized for temporary small animal sheltering and transportation. The Mighty Mover capacity includes 30 steel cages, including:
    - 8 large canine cages
    - 8 medium cages
    - 20 small cages
  - Animal Services staff will inspect the Mighty Mover to determine if it is operational.
  - Every effort will be made to co-locate the Mighty Mover with a general population shelters at a City-owned site.

#### **D. Temporary Emergency Small Animal Shelter Layout**

- Animal Services will use the Mighty Mover and establish a secure perimeter with controlled access to the area.
- Animal Services will operate the Mighty Mover; and/or identify and set up animal-specific housing areas outside the Mighty Mover.
- A registration area will be designated for intake and will be supplied with impound booklets and other necessary for registration supplies.
- A first aid area, decontamination area, and triage area will be designated as appropriate.
- Animal Services staff will mark off a place for animals to exercise and an area for dog relief. Staff will remove any animal waste as needed.
- Animal Services will implement established safety guidelines and protocols to ensure the public is protected from animal danger.

#### **E. Staffing**

- Temporary Emergency Small Animal Shelter staff may include:
  - Animal Services Supervisor(s)
  - Animal Care Technicians
  - Animal Control Officers
  - Registered Veterinary Technicians
  - Clerical Staff
  - Veterinarians:
    - Veterinary staff members with expired licenses are put on leave until their license is brought current.
    - Temporary emergency small animal shelter Animal Services Volunteers
- Animal Services will encourage small animal owners to assist with the care of their own pets.

- Animal Services has established relationships with animal care groups including the American Humane Society and the American Society for the Prevention of Cruelty to Animals (ASPCA) and other animal social services groups. These groups can provide trained animal care personnel and volunteers.
- Animal Services also maintains a list of volunteers and their contact information.
- Animal Services has a group of trained volunteers. The volunteers will be contacted by the Animal Services Volunteer Coordinator or Animal Services Department appointed person, as needed to report to temporary emergency small animal shelters. The volunteers will be placed on shifts as needed to complement or supplement on-duty personnel.

#### **F. Registration and Tracking**

- Greeters at the reception center will direct evacuees with small animals to the Animal Services Area. All animals will be scanned, photographed, identified and transferred to their designated holding areas.
  - Digital photos will be taken of the animals for future identification and will be downloaded to the Animal Services database.
- Animal Services employees will register owner information, issue a paper receipt of intake, and band the animal, microchip information will be recorded where applicable.
  - Owner supplies (leashes, travel pet carriers, and other important items) will be recorded on the registration form.
- Registered veterinary technicians will provide medical exams and vaccinations as needed.
- Rescued animals arriving at the temporary emergency small animal shelter will be registered by Animal Services staff.
- Animal Services staff will request the PIO to communicate with the public to bring pet identification, shot and medical records, medication list, leashes, travel pet carriers, photos, and other important items with them.

#### **G. Small Animal Care**

Animal Services staff will provide security and basic care for animals at the Temporary Emergency Small Animal Shelters.

##### **1. Security**

- Animal Services staff will provide security at Temporary Emergency Small Animal Shelters and will coordinate requests for additional security assistance through the EOC as necessary.

##### **2. Feeding**

- Animal Services is in charge of ordering and dispensing animal food during disasters.
- A 90-day supply of animal food is maintained by the City. Animal Services has contracts in place for purchasing animal food appropriate for small animals.

- Animal Services also receives donated food for household pets and service animals.
3. Medical and Health
- Trained Animal Services staff will provide basic care for animals at the Temporary Emergency Small Animal Shelter.
  - Trained Animal Services care personnel will triage and provide first aid to animals, prioritizing care according to the severity of the animal's conditions.
  - Animal Services staff will monitor animals for zoonotic<sup>9</sup> and nosocomial<sup>10</sup> diseases and infections to prevent transmission and minimize the threat to human and animal health.
  - Animal Services staff will isolate and quarantine diseased animals to protect human safety and animal health.
    - Rabies isolation areas will be separate from other isolation and quarantine areas.
    - Under California law the Los Angeles County Public Health Officer has the authority to order the imposition of animal quarantines to prevent the spread of disease.<sup>11</sup> Local law enforcement officials are authorized to enforce quarantine, and other measures to protect the public's health, as directed by local health officers.<sup>12</sup>
  - Animal Services staff will provide appropriate mortality management. The City of Los Angeles Department of Public Works, Bureau of Sanitation (Sanitation) will remove waste and carcasses.

#### H. Service Animals<sup>13</sup>

- Service animals are neither household pets nor livestock and must remain with the owner throughout every stage of disaster assistance.
  - Service animals for persons with disabilities and others with access and functional needs are required to be transported with their owner.
  - Evacuated individuals with service animals are allowed under federal law to co-locate with their service animal at general population shelters. For further details about service animals during an evacuation, refer to the EOP Evacuation Functional Support Annex.
- According to ADA Title II Regulation, service animals do not have to be licensed or certified by the government or other entity. The ADA does not require service animals to have specific training, special equipment, or licenses.<sup>14</sup>

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<sup>9</sup> Zoonotic diseases are diseases caused by infectious agents that can be transmitted between animals and humans.

<sup>10</sup> Nosocomial infections pertain to infections that originate or occur in a hospital or hospital-like setting.

<sup>11</sup> California Health and Safety Code Section 120585. <http://law.onecle.com/california/health/120585.html>

<sup>12</sup> California Government Code Section 26602 and 41601, and California Health and Safety Code 101029. <http://law.onecle.com/california/>

<sup>13</sup> ADA Best Practices Tool Kit for State and Local Governments, Chapter 7 Addendum 2. The ADA and Emergency Shelters: Access for All in Emergencies and Disasters (2007). Last accessed November 22, 2012.

<http://www.ada.gov/pcatoolkit/chap7shelterprog.htm>

- In all instances, only two questions may be asked to determine if an animal is a service animal:
  - Do you need this animal because of a disability?
  - What tasks or work has this 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 or access and functional needs, it qualifies as a service animal.
  - Questions about the nature or severity about 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, to exclude a service animal on the grounds that shelter staff or volunteers can provide the assistance normally provided by the service animal, or ask that the animal demonstrate its ability to perform the work or task.
- Service animals’ jobs include, but are not limited to:
  - Guiding individuals with impaired vision
  - Alerting individuals with impaired hearing (to intruders or sounds such as a baby’s cry, the doorbell, and fire alarms)
  - Pulling a wheelchair
  - Retrieving dropped items
  - Alerting people of impending seizures
  - Calming a person with Post Traumatic Stress Disorder during an anxiety attack
  - Assisting people who have mobility disabilities with balance or stability
- Animal Services, with RAP, the American Red Cross Los Angeles Region (Red Cross), and/or Los Angeles Unified School District (LAUSD) will determine and provide for the needs of service animals and their handlers at general population shelters.
  - Service animals will accompany its handler anywhere other members of the public are allowed to go, including areas where food is served and most areas where medical care is provided.
  - People with disabilities and others with access and functional needs who use service animals cannot be isolated from other people, treated less favorably than others, or charged fees that are not charged to others without animals.
  - Allergies and fear of animals are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog or other animal dander and a person who uses a service animal must spend time in the same room or facility, such as at a general population shelter, they both will be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
  - Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s

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<sup>14</sup> United States Department of Justice. Americans with Disabilities Act Title II Regulations: Nondiscrimination on the Basis of Disability in State and Local Government Services, § 35.136 Service animals. September 15, 2010.

disability prevents the use of these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

- A service animal may be excluded from a place ONLY for the following reasons:
  - Its behavior is a direct threat to the health or safety of people and the handler does not take effective action to control it and/or
  - The animal is not housebroken.
  
- However, each situation should be handled carefully and on an individual basis. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with a disability or access and functional needs the opportunity to obtain goods or services without the animal's presence.

#### **I. Lost and Stray Household Pets**

Lost, stray, or animals incapable of being cared for by their owners, may endanger themselves or the public and are the responsibility of Animal Services. These animals will be sheltered, fed, and if possible, returned to their owners.

#### **J. Reunification**

- Owners must provide proof of ownership (i.e. license, microchip, photos, medical records, etc.) upon animal redemption.
- Owners must provide some sort of positive identification for address verification for rescued animals.
- If the provided license information provided for animal redemption is not on file, their information will be stored and a follow-up investigation will be conducted at a later date.
- Sterilization of unaltered dogs and cats will be offered.

#### **K. Demobilization**

- Temporary Emergency Small Animal Shelters will be demobilized when the need for animal sheltering has either diminished or ceased.
- At the conclusion of the disaster reunifying many animals may require the Animal Services Director of Field Operations (DFO) to assign a Reunification Unit Leader.
- Animal Services staff will decontaminate and disinfect the facility and all supplies to prevent the transmission of disease and return the facility to its original configuration and order.
- Animal Services staff will return equipment and supplies to their owners and/or to supply stockpiles, or properly dispose of remaining supplies through the EOC Logistics Section.
- Animal Services staff will organize and secure all appropriate documentation.

#### **L. Documentation and Time-Keeping**

During an emergency situation or incident, it is important to keep specific records related to staff assignments and costs related to the response to and recovery from the

emergency or incident. Each department has their own internal processes for ensuring proper documentation of actions, incident specific cost tracking, personnel time keeping, and record retention guidelines of these documents.

In accordance with standard cost accountability practice for unique events, human-made and/or natural disasters, all City departments are required to document their financial costs of labor, materials, and equipment in addressing the event.

Each City department, proprietary and Council controlled agency operates their respective accounting operations/practices within the guidelines of the Mayor's Executive Directives, the California Natural Disaster Assistance Act and the Federal Code of Regulations Title 44 of the Stafford Act to maximize potential reimbursement eligible costs and minimize ineligible costs. Organization and Assignment of Responsibilities

Emergency operations in the State of California occur within the context and under the authority of mandated plans and response systems that describe coordination within and between multiple levels of government response. Small animal support requires the City to effectively bring every available resource (public and private) to the forefront. Accomplishing this task requires multifaceted interdepartmental and inter-agency cooperation. Departments, agencies, and organizations listed within this document will be contacted to provide services if they have not already responded to the incident.

### **III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

#### **A. City of Los Angeles**

##### **1. Animal Services, Department of (Animal Services)**

- Responsible for staffing the Animal Services Unit when the City EOC is activated.
- The Animal Services Unit coordinates care and shelter for animals as required.
- Coordinate the provision of emergency shelters for animals.
- Works with RAP, Red Cross, and LAUSD determines needs at Temporary Emergency Small Animal Shelter sites for pets and service animals.
- Provide small animal sheltering at local Animal Shelter facilities.
- Provide support for temporary emergency animal sheltering at a Mass Care shelter.
- Identify critically damaged department facilities and relocate staff and animals to pre-designated alternate locations.
- Activate the facilities necessary for the continued housing of displaced animals, both wild and domestic.
- Determines and requests animal medical and food needs at animal sheltering sites.
- Provides assistance to persons with service animals to reduce difficulties for the persons and the animals.
- Notifies the Department Public Relations Officer or PIO in the EOC of affected areas and where animals can be taken for temporary care and sheltering.

- Provides a representative to the ICP/Unified Command (UC) as required
  - Provides protection to residents threatened by animal-related conditions
  - Provides safe facilities for animals in need of confinement.
  - Provide security at Temporary Emergency Small Animal shelter sites.
  - Coordinates with Animal Services volunteers.
  - Continues service for the care and treatment of sick and/or injured animals.
  - Establishes and maintains procedures that will provide for the health and safety of the public in regards to zoonotic diseases following a major disaster.
  - Identifies and maintains a contemporary inventory of facilities, both public and private, for the housing of exotic and domestic animals.
  - Mobilizes department personnel for response teams.
  - Assist small animal owners who cannot handle their pets, when the situation warrants.
  - Respond to calls from people who are not home, but who have animals at home.
  - Establish tracking of animals under the care of the Department.
  - Reunify animals with owners.
2. **Building and Safety, Los Angeles Department of (LADBS)**
- Inspects all Animal Services facilities for building safety post disaster to ensure structure stability and use.
3. **Bureau of Sanitation, Department of Public Works (Sanitation)**
- Remove waste and carcasses.
4. **Emergency Management Department (EMD)**
- EMD Duty Officer and Duty Team will obtain information from department sources.
  - If the EOC is activated, EMD staff will be assigned to the Situation Analysis Unit of the Planning Section and is responsible for information gathering.
  - Notify relevant stakeholders, including the Mayor, EOB members, and the LA County Office of Emergency Management (OEM) Operational Area of City EOC activation.
  - If the EOC is not activated, the Duty Officer will collect and consolidate ongoing reconnaissance information from field units, the ICP and other available information sources. The Duty Officer will also make recommendation to the General Manager regarding EOC activation.
  - Coordinate the City's emergency planning and response efforts between City departments and outside agencies, including animal support planning and response.
  - Work with other departments to determine the scope of the incident and its impact on City functions and facilities, as well as its impact on mass feeding needs.

- Monitor, record, evaluate, and assess information obtained by LAFD and LAPD during initial size up to anticipate future emergency management needs of the departments.
  - Initiate local emergency declarations if deemed necessary.
  - Evaluate long-term recovery needs, and facilitate resource coordination between stakeholders.
  - During an EOC activation, all EMD employees are required to complete an ICS 214 form.
  - EMD's Administrative Section is responsible for tracking disaster related response costs incurred by the Department.
5. **General Services, Department of (GSD)**
- Provide lighting for Temporary Emergency Small Animal Shelters sites.
  - Provide logistical support when materials are needed.
6. **Police Department, Los Angeles (LAPD)**
- As necessary or requested and as resources allow, provide security for sheltering, temporary distribution centers, and other emergency facilities.
7. **Recreation and Parks, Department of (RAP)**
- Lead department for mass care and shelter operations in the City of Los Angeles and is responsible for staffing the Shelter Operations Unit at the Mass Care Branch when the EOC is activated. The RAP General Manager or his/her designee serves as the Mass Care Branch Director when the EOC is activated.
  - Open RAP facilities to shelter sites for the general population.
  - Lead agency for safe refuge, evacuation shelters, and sheltering and social services.
  - Provides sheltering to individuals with service animals.
  - Coordinate with Animal Services to open Temporary Emergency Small Animal Shelters in close proximity to general population shelters, when feasible.
8. **Transportation, Los Angeles Department of (LADOT)**
- Provide traffic control at Animal Services animal shelter sites or Temporary Emergency Small Animal Shelter sites.

**B. County of Los Angeles**

Although the City of Los Angeles has no authority to assign responsibilities to County agencies and departments, many County agencies and departments are the primary agencies responsible for providing certain services to the City of Los Angeles. Those County agencies and departments are listed below, along with the services they are responsible for providing during small animal support incidents.

1. **Animal Care and Control, Los Angeles County Department of (LACDACC)**
  - Supports the feeding of animals by coordinating with Animal Services.
  - Provides resources through automatic aid requests between the EOC and Los Angeles County Office of Emergency Management (OEM).
  - Patrols disaster areas of unincorporated areas of the City of Los Angeles and contract cities to rescue domestic animals displaced by catastrophic events during disaster response operations in the Los Angeles Operational Area (OA).
  - Provides emergency animal housing at its animal shelter sites. Set up Temporary Emergency Small Animal Shelters to assist persons who have taken their pets from evacuated areas as needed.
  
2. **Emergency Management, Los Angeles County Office of (OEM)**
  - Coordinate with the City EOC on care, shelter, and possible public health concerns to support larger-scale operations
    - Coordinate evacuation transportation needs for people and animals when requested by EOC.
    - Coordinate with the Los Angeles County Department of Public Health (LACDPH) on potential public health impacts on people and animals.
    - Coordinate with Los Angeles County Department of Public Social Services (DPSS) on refuge areas and sheltering needs for people and animals.
  - Activate the Los Angeles Operational Area Alliance EOC to support larger-scale mass care and sheltering activities.
  - Coordinates requests for resources according to SEMS.
  
3. **Public Health, Los Angeles County Department of (LACDPH)**
  - Provide and coordinate public health services during disaster response conditions.
  - Examine and monitor rabies exposed/quarantined animals.
  - Addresses the County's veterinarian's role, which includes veterinary public health and animal health emergencies specific to the identification, control, and eradication of animal diseases.
    - Protect, prevent, and detect threats and incidents involving wildlife or domestic animals.
    - Insure immediate and humane eradication.

## **C. Federal**

Although the City of Los Angeles has no authority to assign responsibilities to Federal departments and agencies, many Federal departments have primary or support responsibilities for providing certain services to the City of Los Angeles. Those Federal departments are listed in the following, along with the services they are responsible for in the event that requires small animal mass care and sheltering.

**1. Federal Emergency Management Agency (FEMA)**

- Provides Public Assistance to support State and local government recovery including reimbursements for emergency animal evacuation and animal sheltering activities
- Provides Individual Assistance to individuals impacted by the disaster.

**D. Non-Governmental Organizations (NGO)**

Although the City of Los Angeles has no authority to assign responsibilities to NGOs, many NGOs have primary or support responsibility for providing certain services to the City of Los Angeles. Those who provide services are listed in the following, along with the services they are responsible for providing during small animal mass care and sheltering.

**1. American Red Cross Los Angeles Region (Red Cross)**

- Provides care, shelter and disaster social services inquiry assistance to those affected by disasters.
- Provides sheltering to individuals with service animals.
- Coordinates with animal emergency response partners to operate or open Temporary Emergency Small Animal shelters in close proximity to general population shelters, when feasible.
- Provide an agency representative at the City EOC.

**2. Emergency Network Los Angeles (ENLA)/Voluntary Organizations Active in Disaster (VOAD)**

- Coordinate emergency assistance through NGOs within the OA (e.g., faith-based organizations and community-based organizations).
- Provide coordination of care and shelter services, as necessary.
- Provide agency representation at the City EOC, as necessary.

## **IV. DIRECTION, CONTROL, AND COORDINATION**

This Small Animal Support Appendix may be activated when the Mayor proclaims a local emergency or if the EMD Duty Officer, after consulting with the EMD General Manager or Assistant General Manager, determines the situation warrants a Level I, II, or III EOC activation and the implementation of the Annex's policies and procedures.

Some portions of the Appendix go into effect immediately following a disaster event. The remainder of this Appendix is only activated when the incident grows in scope to a point where activation of the EOC is warranted. Activation of the EOC is not necessarily automatic or necessary with all incidents involving small animal mass care and sheltering.

In advance of or simultaneous with the city plan activation, city departments and agencies including the LAPD, Los Angeles Fire Department (LAFD), LADOT, RAP, and the Port of Los Angeles will also activate their departmental emergency plans.

### **A. Command Responsibility for Specific Action**

- Incident Command Structure
  - The local command structure is responsible for directing on-scene emergency operations and maintaining command and control of on-scene incident operations. If an incident affects multiple, distanced facilities, separate incident command operations and an area command may be set up.
- Unified Command
  - In a large-scale incident, it is anticipated that a transition will be made from the ICS to a UC operation. In a UC, leaders of all participating response forces agree on general objectives, priorities, and strategies for resolving the emergency situation.
- Area Command
  - A disaster may cover an extensive geographic area or multiple areas. Accordingly, the creation of an inter-jurisdictional Area Command should receive early consideration.
- Assistance
  - If City resources are insufficient or inappropriate to respond to the emergency situation, a request will be made for assistance from other jurisdictions. Assistance may be provided through automatic or pre-established mutual-aid agreements, or through a request for assistance through the OA.
  - If the City EOC is activated, the Logistics Section will work to request City resources through internal assets. If internal resources are not available, the Logistics Section and Finance and Administration Section will work with existing contracts and vendors to enact an emergency contract for personnel and resources. Should these contracts not be able to meet the operational need, the City EOC will reach out to the Los Angeles County EOC (CEOC) and request additional resources through SEMS.

- Coordination Structure
  - Inter-jurisdictional coordination will be conducted through the EMD as the incident dictates.
- Information Collection, Analysis, and Dissemination
  - The Situation Analysis Unit in the Planning/Intelligence Section, in conjunction with the City EOC and appropriate DOC's Planning Sections, will collect, analyze, and disseminate information as the incident requires. This information will be used for conducting incident action planning, obtaining situational awareness, and other planning activities.
  - Information collection, analysis, and dissemination should focus on:
    - Identifying small animal support information collection and dissemination requirements for the inter-jurisdictional and intra-jurisdictional planning sections.
    - Describing critical small animal support information collection needs and priorities.
    - Describing information collection and dissemination methods (e.g., reports, verbal, electronic, graphics, and geographic information systems [GIS]) and protocols.
    - Describing long-term information collection and dissemination strategies within this section that include plans to continue such efforts in the event that information management efforts are degraded during a catastrophic disaster.
    - Identifying information needs from agencies with intelligent traffic systems.

#### **B. Communications**

- Inter-jurisdictional and inter-agency coordination will be conducted using available communications equipment and infrastructure.
- Three major radio systems are used for inter-city communication: LAPD has 400/500 MHz UHF; LAFD has 800 MHz UHF; and citywide uses 900 or 800 trunked.
- The ICP/UC will establish a communications plan when assessing needs during an incident. Each agency will be responsible for establishing a communications unit and information will be relayed through personnel at the ICP/UC.
- The City does have interoperable communication capability by dispatching an interoperable vehicle to the ICP/UC.

#### **C. Public Information**

- Public information will be coordinated according to the EOP Emergency Public Information Annex.
- Public information messages regarding household pets should address:
  - Bringing pets to the pick-up point.
  - Pets and pet owners will be separated at the reception processing site.
  - Pets must be in carriers or, at a minimum, be on leashes.

- Uncontrolled animals can be denied access to the pick-up point. Animal Services can impound and manage the animals if they are not adequately controlled.

## **V. ADMINISTRATION, FINANCE, AND LOGISTICS**

Each department is required to have documented internal administrative procedures in place to track financial costs related specifically to the response and/or recovery of an incident. These procedures must include tracking all expenditures specifically related to the incident, including personnel costs such as straight and overtime payroll costs related specifically to the incident. Departments are also required to document internal administrative procedures for requesting, fulfilling, and tracking internal, department to department (DOC-to-DOC), field to department (field-to-DOC), and department to EOC (DOC-to-EOC) resource requests. Each department is responsible for the tracking of their own resources, including the tracking of personnel.

If an incident meets designated thresholds for Proclamation or Declaration of a State and/or Federal Emergency or Disaster, the Department of the Chief Administrative Officer (CAO), acting as the City's Authorized Agent, will develop a method for collecting financial documentation from departments as needed for submission as part of the City's reimbursement application process.

## VII. AUTHORITIES AND REFERENCES

### A. Authorities

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- b) Homeland Security Presidential Directive-5 (HSPD-5). <http://www.gpo.gov/fdsys/pkg/PPP-2003-book1/pdf/PPP-2003-book1-doc-pg229.pdf>
- c) National Incident Management System. Department of Homeland Security. December 2008. [http://www.fema.gov/pdf/emergency/nims/NIMS\\_core.pdf](http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf)
- d) National Response Framework. Department of Homeland Security. January 2008. <http://www.fema.gov/pdf/emergency/nrf/nrf-core.pdf>
- e) Pets Evacuation and Transportation Standards (PETS) Act of 2006. <https://www.animallaw.info/intro/state-and-federal-disaster-planning-laws-and-pets>
- f) FEMA Disaster Assistance Policy 9523.19. Eligible Costs Related to Pet Evacuations and Sheltering, 2007. [http://www.tahc.state.tx.us/emergency/FEMA\\_DAP9523.19\\_PetsRecovery.pdf](http://www.tahc.state.tx.us/emergency/FEMA_DAP9523.19_PetsRecovery.pdf)
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iv. ESF #11 – Agriculture and Natural Resources.  
<http://www.fema.gov/pdf/emergency/nrf/nrf-esf-11.pdf>

h) Americans with Disabilities Act Title II Regulations. 28 Code of Federal Regulations Part 35. Nondiscrimination on the Basis of Disability in State and Local Government Services. Department of Justice. September 15, 2010.  
[http://www.ada.gov/regs2010/titleII\\_2010/titleII\\_2010\\_regulations.pdf](http://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf)

i) Fair Housing Act, 42 U.S.C. §§ 3601 – 3619.  
<http://uscode.house.gov/view.xhtml?path=/prelim@title42/chapter45&edition=prelim>

j) Rehabilitation Act of 1973, Section 504.  
<http://www.dol.gov/oasam/regs/statutes/sec504.htm>

k) United States Department of Justice, Americans with Disabilities Act 2010 Revised Requirements, Service Animals.  
[http://www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm)

## 2. State

a) California Constitution. <http://law.justia.com/california/constitution/>

b) California Emergency Services Act, 2006.  
<http://www.caloes.ca.gov/LegalAffairsSite/Documents/Cal%20OES%20Yellow%20Book.pdf>

c) California Code of Regulations, Title 19, Division 2:

- i. Chapter 1, Standardized Emergency Management System.  
[https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=IB04B06CEEA354CF78940961DF532ECAA&originationContext=documenttoc&transitionType=Default&contextData=\(sc.Default\)](https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=IB04B06CEEA354CF78940961DF532ECAA&originationContext=documenttoc&transitionType=Default&contextData=(sc.Default))
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    - a) Operational Area Emergency Response Plan. <http://lacoa.org/oaerp.htm>
  - 4. City
    - a) City of Los Angeles Emergency Operations Plan

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3. City of Los Angeles General Services Department, Department Emergency Plan, 2012.
4. City of Los Angeles Police Department, Department Emergency Plan, 2012.
5. City of Los Angeles Department of Animal Services, Temporary Animal Sheltering Standard Operating Procedures.
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## ATTACHMENT D-1: ACRONYMS

Acronym	Full Name
ADA	Americans With Disabilities Act
ACTS	Animal Care Technician Supervisor
Animal Services	Department of Animal Services
ASPCA	American Society for the Prevention of Cruelty to Animals
CAO	City Administrative Officer
CEOC	Los Angeles County Emergency Operations Center
City	City of Los Angeles
CPG	Comprehensive Preparedness Guide
DAP	Disaster Assistance Policy
DFO	Director of Field Operations
DOC	Department Operations Center
DOJ	United States Department of Justice
DPSS	Los Angeles County Department of Social Services
EMAC	Emergency Management Assistance Compact
EMC	Emergency Management Committee
EMD	Emergency Management Department
ENLA	Emergency Network Los Angeles
EOB	City of Los Angeles Emergency Operations Board
EOC	Emergency Operations Center
EOO	Emergency Operations Organization
EOP	Emergency Operations Plan
EPC	Emergency Preparedness Coordinator
ESA	Emotional Support Animal
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FHAA	Federal Fair Housing Amendments Act of 1988
FHAct	Fair Housing Act
FNSS	Functional Needs Support Services
GIS	Geographic Information Systems
GSD	Department of General Services
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command Structure

LACDACC	Los Angeles County Department of Animal Care and Control
LACDPH	Los Angeles County Department of Public Health
LADBS	Los Angeles Department of Building and Safety
LADOT	Los Angeles Department of Transportation
LAFD	Los Angeles Fire Department
LAPD	Los Angeles Police Department
LAUSD	Los Angeles Unified School District
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NGO	Non-Governmental Organization
NIMS	National Incident Management System
OA	Los Angeles Operational Area
OEM	Los Angeles County Office of Emergency Management
PETS	Pets Evacuation and Transportation Standards Act of 2006
PIO	Public Information Officer
PTSD	Post-Traumatic Stress Disorder
RAP	Department of Recreation and Parks
Red Cross	American Red Cross Los Angeles Region
Sanitation	Department of Public Works, Bureau of Sanitation
Section 504	Section 504 of the Rehabilitation Act of 1973
SEMS	Standardized Emergency Management System
SOP	Standard Operating Procedure
UC	Unified Command
VOAD	Voluntary Organizations Active in Disaster

**ATTACHMENT D-2:  
CITY OF LOS ANGELES DEPARTMENT OF ANIMAL SERVICES  
SMALL ANIMAL SHELTER SITES**

**Available with City of Los Angeles**

# ATTACHMENT D-3: SERVICE ANIMALS, ADA 2011 REVISED REQUIREMENTS

U.S. Department of Justice  
Civil Rights Division  
Disability Rights Section



## Service Animals

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

### Overview

This publication provides guidance on the term “service animal” and the service animal provisions in the Department’s revised regulations.

- Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.
- A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.
- Generally, title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

### How “Service Animal” Is Defined

**Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.** Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

(continued, page 2)

This definition does not affect or limit the broader definition of “assistance animal” under the Fair Housing Act or the broader definition of “service animal” under the Air Carrier Access Act.

Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from that State’s attorney general’s office.

### Where Service Animals Are Allowed

**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.** For example, in a hospital it would be inappropriate to exclude a service animal from areas such as patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating rooms or burn units where the animal’s presence may compromise a sterile environment.

### Service Animals Must Be Under Control

**Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices.** In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

### Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals

- When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person’s disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal’s presence.

- Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.
- If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.
- Staff are not required to provide care or food for a service animal.

### Miniature Horses

**In addition to the provisions about service dogs, the Department's revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities.** (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size, and weight; and (4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

**For more information about the ADA,  
please visit our website or call our toll-free number.**

ADA Website  
[www.ADA.gov](http://www.ADA.gov)

To receive e-mail notifications when new ADA information is available, visit the ADA Website's home page and click the link near the top of the middle column.

#### ADA Information Line

800-514-0301 (Voice) and 800-514-0383 (TTY)

24 hours a day to order publications by mail.

M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time)  
to speak with an ADA Specialist. All calls are confidential.

For persons with disabilities, this publication is available in alternate formats.

Duplication of this document is encouraged. July 2011