



# Job Aid



## Small Animal Shelter Lead

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Event: \_\_\_\_\_

\* Use one Job Aid per shift. Document all details in the Tasks (Pending) and Notes Section. Completed Job Aid will be reviewed with new volunteer at Transfer of Duties. Copy will be placed in dedicated Shelter Lead binder on site for future reference.

Time Done	Action
<b>POSITION OVERVIEW</b>	
<p>The Small Animal Shelter Lead is responsible for managing the welfare of animals and safety of volunteers and the public at the Small Animal Shelter during a disaster. This is for Animal Branch Operations (ABO).</p> <p><b>ELEMENTS INCLUDE:</b></p> <ul style="list-style-type: none"> <li>● Animal housing and care.</li> <li>● Securing and scheduling sufficient staffing ratios and skills. <ul style="list-style-type: none"> <li>○ <b>Staffing Needs:</b> Area Leads will submit ICS 213, handwritten. <b>Shelter Lead will submit the ICS 215 for Volunteer. See template in Shelter Lead binder.</b></li> <li>○ (AM &amp; PM staffing is important) <i>2 shifts per day.</i></li> <li>○ <b>Cats:</b> <i>Recommended 1 volunteer to 15 cats, 2 volunteers 25 cats, etc.</i></li> <li>○ <b>Dogs:</b> <i>Recommended 2 volunteers to 11 dogs, 4 volunteers 22 dogs, etc.</i></li> <li>○ <b>Exotics and other Species:</b> <i>Recommended 1 volunteer to 15 exotics, 2 volunteers 25 exotics, etc.</i></li> <li>○ <b>Intake:</b> <i>Recommended 6 volunteers</i></li> <li>○ <b>Animal Shelter Safety Assistant:</b> Assign a volunteer if available. <ul style="list-style-type: none"> <li>▪ Ensuring safety and security for volunteers, animals, and the public.</li> </ul> </li> </ul> </li> <li>● Supervise Animal Shelter Safety Assistant, Area Leads (Intake, Cat, Dog, Exotics and Other Species, Veterinarians, Animal Documentation, Other), assigned Assistants. Reunification Lead, etc.</li> <li>● Del Oro Shelter Lead Desk: is located in the NW corner of the comm' room.</li> <li>● <b><u>ALL Animal Medication needs</u></b> must be approved by the Shelter Lead. Approval will be on a case-by-case basis. <ul style="list-style-type: none"> <li>○ Encourage owners to board with their established veterinarian or other location to ensure medication is provided appropriately.</li> <li>○ Oral medication only. A <b>Veterinarian</b> must be <u>on site</u> for any injectable medication.</li> <li>○ Maintenance medication only, no stress related illnesses with medication. <ul style="list-style-type: none"> <li>▪ Thyroid, pain, NSAID, nutritional supplements is usually OKAY.</li> <li>▪ Phenbarb (seizure meds), Insulin usually not OKAY.</li> </ul> </li> <li>○ There may be situations for owners to administer medication.</li> </ul> </li> <li>● Assist with Animal Medical, as necessary.</li> <li>● Shelter Donations</li> <li>● Management of Public and Media.</li> <li>● ICS 213 Resource Requests (Electronic) for Animal Shelter.</li> <li>● Assist in Transfers as directed by ABO Chief.</li> <li>● Assist with Reunification as directed by ABO Chief.</li> <li>● Ensuring supplies are available.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Responsible for operating the Small Animal Shelter with animal welfare and human care as priorities.</li> <li>• Follow Small Animal Shelter Lead Job Aids and Protocols / SOG's as approved by Butte County Animal Control (BCAC) and best practices in emergency animal sheltering.</li> </ul>
<b>SMALL ANIMAL SHELTER LEAD REPORTS TO</b>	
	<ul style="list-style-type: none"> <li>• Animal Operations Section Chief – ABO Chief small for medium incident</li> <li>• Shelter Group Supervisor – large incident</li> </ul>
<b>WHO REPORTS TO SMALL ANIMAL SHELTER LEAD (SHELTER LEAD)</b>	
Animal Shelter Safety Assistant, Area Leads (Intake, Cat, Dog, Exotics and Other Specie, Veterinarians, Animal Documentation Lead, Other), assigned Assistants, Reunification Lead etc.	
<b>REPORTS TO MAINTAIN</b>	
	<ul style="list-style-type: none"> <li>• Animal Counts: 1000 and 1700 (times may vary as directed by the ABO Chief).</li> <li>• Availability: of Kennels / Condos / Magnum Kennels / Cages (by room).</li> <li>• Morning Briefings: use Small Animal Shelter Lead Job Aid. See template in Shelter Lead binder and IAP.</li> <li>• NVADG Sign In sheet</li> <li>• ICS 214 Activity Logs</li> <li>• Animal Shelter Briefing Agenda</li> <li>• Incident Injury / Accident Report form. Located Grab &amp; Go</li> <li>• Donations binder: <ul style="list-style-type: none"> <li>○ NVADG Donation, Receiving and Distribution forms.</li> <li>○ Checks and Cash are your responsibility to monitor.</li> </ul> </li> </ul>
<b>FORMS AND GUIDES</b>	
	<ul style="list-style-type: none"> <li>• Incident Action Plan IAP.</li> <li>• Job Aid: Small Animal Shelter Lead, use one per shift, (Tasks (Pending) &amp; Notes). <ul style="list-style-type: none"> <li>○ Document all important information in Tasks (Pending) &amp; Notes.</li> <li>○ Provide for Shift Change, highlight when necessary. <ul style="list-style-type: none"> <li>▪ This information will assist you in Briefings, 'Check-OUT' and completing your ICS 214.</li> <li>▪ At the end of day place in Lead binder.</li> </ul> </li> </ul> </li> <li>• Shelter Lead binder: Small Animal Shelter Lead Job Aid and Protocol / SOG's, Animal <ul style="list-style-type: none"> <li>○ Animal Branch Operations (ABO) Incident Organization Chart - February 2023</li> </ul> </li> <li>• 'Check-IN' and 'Check-OUT' App (Electronic), includes ICS 214, and Mileage Claim.</li> <li>• NVADG Sign In sheet, NVADG Mileage Claim forms, ICS 214 Activity Logs, <ul style="list-style-type: none"> <li>○ Incident Injury / Accident Report form. Located in Grab &amp; Go tote.</li> </ul> </li> <li>• Steps for Intake and Release</li> <li>• ICS 213 to fill out the paper ICS 213's for "Like" items. Then fill out the <u>Resource Requests</u> (Electronic) for "Like" items for the Animal Shelter.</li> <li>• ICS 215 Operational Planning template: Use as a resource for requesting volunteer. <ul style="list-style-type: none"> <li>○ Shelter 48 hr. Resource Guide.</li> </ul> </li> <li>• Small Animal Counts</li> <li>• Veterinary binder with Daily Medical Treatment Logs: Kept in Comms room.</li> <li>• Del Oro Signage Map / Billboards/ Banners (Del Oro: Stored in Cat General).</li> <li>• Butte County Fire Zone Map (Utilize to confirm owner is in evacuation zone)</li> <li>• Donation binder</li> <li>• Safety Data Sheets binder</li> <li>• Forms tub (all forms) at Intake</li> <li>• Shelterly Tutorials at <a href="http://nvadg.org">nvadg.org</a>.</li> </ul>

	<ul style="list-style-type: none"> <li>● ICS Whiteboard</li> <li>● Small Animal Shelter Lead (Orange) Vest</li> <li>● Popup Shades: Public Intake, Evac Intake, Donation area. <ul style="list-style-type: none"> <li>○ The two Small Animal Shelter Popups are stored at Richter Warehouse in the break room.</li> </ul> </li> </ul>
<b>TECHNOLOGY – What you need to have</b>	
	<ul style="list-style-type: none"> <li>● ICS 213 Resource Requests (Electronic). <ul style="list-style-type: none"> <li>○ Request your <u>log in</u> information from ABO Chief or via WhatsApp through the NVADG - Key People.</li> </ul> </li> <li>● Connectivity: Del Oro Wi-Fi: BC-Guest-Network <ul style="list-style-type: none"> <li>○ Other: Internet Connection via Hotspot, Starlink, or Satellite</li> </ul> </li> <li>● Tablets and Mobile Hotspot need to be requested.</li> <li>● Laptops, Printers, Tablet, and Cables. Located in the Comms room at Del Oro. Intake Carts contain supplies for Public and Evac Intake.</li> <li>● Shelterly: <a href="https://nvadg.shelterly.org">https://nvadg.shelterly.org</a>. Use Shelterly Tutorial, if necessary.</li> <li>● WhatsApp groups.</li> <li>● Personal Cell Phone and charger.</li> <li>● Family Radio</li> <li>● NVADG Scanner or BK Radio, (LISTENING only to evac teams), can be kept at Intake. <ul style="list-style-type: none"> <li>○ Inform Intake Lead they are responsible for returning at closing. Return to Shelter Lead.</li> </ul> </li> </ul>
<b>COORDINATE WITH</b>	
	<ul style="list-style-type: none"> <li>● ABO Chief</li> <li>● Shelter Group Supervisor in large incident</li> <li>● NAGS - North Valley Animal Disaster Group Supervisor</li> <li>● Animal Shelter Safety Assistant</li> <li>● Shelterly Technical Lead: Contact Shelterly System Administrator through WhatsApp, as necessary.</li> <li>● Dispatch Lead / Comms Lead</li> <li>● Hotline Lead</li> <li>● Evacuation Lead</li> <li>● Animal Documentation Lead</li> <li>● Reunification Lead (In a large incident it will be directed by ABOC.)</li> <li>● ABOC PIO - Public Information Officer for Animals</li> <li>● NVADG PIO Job Aid</li> <li>● On site Veterinary operations</li> <li>● <a href="mailto:VolunteerImpact@NVADG.org">VolunteerImpact@NVADG.org</a></li> <li>● <a href="mailto:DelOroABOC@nvadg.org">DelOroABOC@nvadg.org</a></li> <li>● Butte County Animal Control – Animal Control Officers</li> </ul>
<b>SET UP / START OF INCIDENT (Check Off as Completed)</b>	
	<ul style="list-style-type: none"> <li><input type="checkbox"/> <u>NVADG Sign In (paper forms), Grab and Go - Tote</u> <ul style="list-style-type: none"> <li>○ Volunteers must sign in on the NVADG <b>Sign In</b> before getting their assignment and before leaving <b>Sign Out</b> on NVADG paper sheet.</li> <li>○ At the end of day, take a picture and email to <a href="mailto:volunteerimpact@nvadg.org">volunteerimpact@nvadg.org</a> and Planning Resource Unit. Check IAP for email address.</li> <li>○ Completed (paper) ICS 214 / Mileage Claim forms in Grab &amp; Go - Tote. BCAC will collect these forms at the end of Incident.</li> </ul> </li> <li><input type="checkbox"/> <u>Check IN using electronic Check-IN' and 'Check-OUT' App</u> <ul style="list-style-type: none"> <li>○ Make sure the URL and/or QR code is accessible to all volunteers. (Volunteer Sign In</li> </ul> </li> </ul>

- area.)
  - Request through ABO Chief.
- Volunteers must **Sign IN** first and before leaving **Sign OUT** electronically.
  - Includes: ICS 214, and Mileage Claim, volunteers must check the box to send it to their email, volunteers can update up to 30 days, from the last day of activation.
- ICS Whiteboard, visible for volunteers, but not for public viewing. Post Date and Time.
  - ICS Chart: Post volunteer Names and Positions. (No personal phone numbers!).
  - Animal Counts: by 1000 and 1700 (times may vary)
    - Post by Species, and by Owner and O'unID (Owner Unidentified).
  - Availability by Species: Kennels / Condos / Magnum Kennels / Cages
- Facility Assessment:
  - Document and take pictures of all hazards and/or abnormalities.
    - Animal Shelter Safety Assistant
      - ABOC Safety Officer should also do walk-through; coordinate hazard response with him/her.
      - Use ICS 213 Resource Requests (Electronic), as necessary to address hazards.
- Volunteer Break Area: Post Sign
  - Keep this location away from the Intake and Release traffic flow.
    - Del Oro is to be set up south of the comms room by the shade tree.
- Intake Carts contain all supplies for Public and Evac Intake.
  - Cart: Public Intake Laptops, Printers, and Cables, etc.
  - Cart: Evac Intake Laptops, Printers, and Cables, etc.
- Connectivity: Del Oro Wi-Fi: BC-Guest-Network
  - Other: Internet Connection via Hotspot, Starlink, or Satellite
- Shelterly Technology: <https://nvadg.shelterly.org>. Use Shelterly Tutorial.
  - Fill out a paper ICS 213 and then Resource Request (Electronic).
    - 2 Tablets and (2 Mobile Hotspot if not at Del Oro): For Intake / Area Leads / Animal Documentation Lead.
  - Laptops and Printers are on Public Intake Cart / Evac Intake Cart.
- Shelter Signs and Banners:
  - Del Oro Small Animal Signage Map (Set Up)
- Volunteer Impact: Will collaborate with ABO Chief or Shelter Group Supervisor in large event.
- WhatsApp groups, identify and request access to pertinent groups.
  - Request access: Shelter, Name, AR#, and Phone # by contacting your designated Lead for adding you to the WhatsApp groups.
    - Your position and name of Lead Volunteer assigning you.
- Post all Shelter Protocols in the appropriate areas.
- Isolation / Triage Areas, as necessary: Shelter Lead will determine these areas.
- Donation Area: Post Sandwich Board sign
  - Keep this location away from the Intake and Release traffic flow.
  - Donation binder with all forms and donation envelope.
  - Request access to the NVADG Safe for cash and checks, collect, put in safe and pass on to your NVADG Animal Group Supervisor or NVADG Board Member.
- Plan for potential expansion areas.
- Set up Triage Area/Veterinary Room, if necessary.

**ASSIGNMENTS / DUTIES**

Emergency Animal Shelter operations require a lot of leads and teams. Every day, ensure you have volunteers to fill these positions. If necessary, double up on assignments, and be prepared to assume unfilled duties yourself.

**Area Leads:** Job Aids are in their Area Lead binders. Area leads will train their volunteers.

- Assign: Assistant Shelter Lead

- Assign: Intake Lead
- Assign: Animal Shelter Safety Assistant, if necessary.
- Assign: Cat Lead
- Assign: Dog Lead
- Assign: Exotic and Other Small Species Lead
- Assign: Assistant and / or Logistics Lead, as necessary.
- Assign: Animal Documentation Lead, as necessary.
- Assign: Donation Lead, as necessary.
- Consider setting up a Small Animal Shelter WhatsApp group that includes all users.

**Shelterly:**

- Coordinate with the Shelterly WhatsApp group.
  - Shelterly Technical Lead should be prepared to respond immediately with a fix.

**TRAIN AND SUPERVISE VOLUNTEERS**

**Volunteer Protocol Reminders:**

- All volunteers must have a NVADG badge, Butte County Employee Badge, or a BARC badge (Mutual Aid). **No badge**, Send volunteer directly to ABO Center.
- Train new volunteers on Intake/Release/Transfer Protocols / SOG's.
- Official Dress: Uniforms (Shirts) / Name Tags / Badges / Long Pants / Closed Toed Shoes.
- Remind them to have a plan to shower and wash clothes before interacting with their own animals (to reduce disease transmission).
- Remind volunteers to drink enough water and take breaks.
- No unauthorized Volunteers housed at Operational Sites.

**Staffing: Remember how to schedule your future shifts via 'Sign-UP'.**

- At Activation volunteers are notified of the locations that are requesting volunteers.
- All NVADG volunteer staffing is centralized in the Planning section of the Animal Branch Operations Center (ABOC). NVADG volunteers are coordinated through the VI Tech in the Planning Resource Unit. They need to know where volunteers are working and who is available to help fill volunteer staffing.
- "GO" to the location where they have training / experience.
- After day 2 or 3: Each location will have a link to a 'Sign-UP' form for Volunteers to use.
  - This allows the Planning Resource Unit (staffing) and Area Leads to know what shifts volunteers can work.
- The link to 'Sign-UP' to an active Shelter location is sent out by text and email.
- Or log in to Volunteer Impact portal at myvolunteerpage.com- on homepage.

**Remember WhatsApp, and Radio Etiquette**

- Only respond when appropriate.
- Connect directly for one-on-one conversation.

**Remind Volunteers how to check in and forms to complete:**

- 'Check IN using electronic Check-IN' and 'Check-OUT' App
  - Make sure the URL and/or QR code is accessible to all volunteers.
    - Request through ABO Chief.
  - Volunteers must **Sign IN** first and before leaving **Sign OUT** electronically.
    - Includes ICS 214, and Mileage Claim, volunteers must check the box to send it to their email.
      - Email is from: [norcalziggy@gmail.com](mailto:norcalziggy@gmail.com). (Check your spam.)
      - Volunteers can update up to 30 days, from the last day of activation.
- NVADG Sign In sheet (paper), Volunteers must **Sign In** first and before leaving **Sign Out**.
  - At the end of day, take a picture.
    - Email to [volunteerimpact@nvadg.org](mailto:volunteerimpact@nvadg.org) and the ABOC. Email ABO Chief. Check IAP for email address.

- NVADG Mileage Claim form / ICS 214's (paper), located and kept in the Grab & Go tote.
    - Recommend they take a picture for their personal records.
  - Mutual Aid: Red Rover, IFAW, CCC, and Butte County Employees'
    - Must be approved by Planning Resource Unit, have checked in with them, and badge.
- NVADG Incident Injury / Accident Report form:** (Located in ALL Grab & Go – Totes)
- The form is to be filled out by the Area Lead and the injured volunteer.
    - The original report is kept for the ABO Chief. Take pictures and email ABO Chief. Check IAP for email address.
      - Make a copy of the form for the injured volunteer.
    - The Animal Shelter Safety Assistant can assist if this position is active.
    - Serious Injuries: Contact ABO Chief **immediately!**
  - Ensure the area / incident is safe.
  - Provide medical information. Use ICS 206 in IAP as your reference for information.

## SHELTERING SMALL ANIMALS

### **Daily Opening and Closing Safety Inspection:**

- \*Be careful when opening all doors each morning!
- Visual inspection of all animals and shelter facilities.

### **Overheated Animals:** Provide water and shade immediately.

- Owners and/or Evac Teams with multiple animals can and should assist Area Leads.
- Evac Teams and/or Owners need to assist with animals if extreme conditions are present.
- Escalate to Animal Medical aid if appropriate.

### **Wash Station:** Designate a volunteer to Set Up Wash Station when possible.

- Kennels / Water Bowls / Other:
  - Pre-clean heavily soiled areas by removing excess organic debris, paper towels.
  - Use a pre-mixed Rescue Solution prepared by BCAC – ACO.
  - Submerge or thoroughly wet with Rescue Solution for 8 minutes.
    - Spray surface, making sure to visibly wet surfaces thoroughly.
    - Use wash tubs with Rescue (2oz/gallon of water) solution, for scrubbing.
  - Rinse well with clean water.
  - Air dry or dry with a paper towel.
- Magnum Kennels: Use 2 oz. Rescue Disinfectant Concentrate to 1 gallon of water in a bucket.
- Scrub all areas of the magnum kennels with a rag and let dry.

### **Disinfectant:**

- Have BCAC - ACO prepare the pre-mixed Rescue Solution for Spray Bottles.
- Follow directions for the Rescue Disinfectant Concentrate, for Wash Station.

### **Animal Documentation:** These teams work with Area Leads to ensure Animal Documentation.

- Team of 2 or more - Use Animal Documentation – Tote
  - *Document on Animal Care Schedules and in Shelterly (Use Shelterly Tutorial).*
  - Neck Tags for Cats and Dogs
  - Date – Owner Name – Animal #, write on the tag and attach it to the animal.
- Pictures: Animal Documentation team will take ALL pictures.
  - Date – Owner Name – Animal #, write on a small whiteboard, **visible in the first** picture.
  - Memory Card given to BCAC. (Camera: only email if using reader adapter).
  - Shelterly: Take pictures with a tablet, Animal Details / Update Animal.
- Check Animal #'s (Shelterly, Paper, Veterinarian Hospital, Transfers).
- Verify (Room) #'s.
- Scan for Microchips
  - Test microchip reader is properly working. (Use a non-inserted chip)
  - Scan for microchips and document microchip numbers.

- Documentation Team: May include documenting Microchip numbers and Vaccinations.

**Animal Shelter Nightly Routine sheets:**

- Ensure Area Leads: Complete Animal Shelter Nightly Routine sheets each night before closing.
- **Ensure** all medical concerns are documented and attended to.
- The completed Animal Shelter Nightly Routine sheet is returned and remains on the Animal Shelter Nightly Routine clipboard.

**Loose Animal:**

- Three blasts of a whistle signify a loose animal. Close all doors and gates!

**Daily Medical Treatment Log:**

Ensure the Documentation of any new medical assessment findings on:

- Daily Medical Treatment Log in Veterinary binder (kept in Comms)
- Animal Care Schedule and in Shelterly's Medical Notes.
- Kennel Card applied, (Vet Visit Needed)
- Animal Shelter Nightly Routine

**Animal Medical Treatment Procedures:** (Create a Medical Whiteboard as needed.)

- Approved Volunteer Only
- Ensure all animal medical treatment procedures are documented on: Animal Care Schedule and in Shelterly Medical Notes, by the Veterinarian.

**Isolation Areas:** Ensure the following.

- Use Isolation Time Check form.
- Use designated tubs, garbage cans and post protocols, and signage.
- Follow ISO Protocols, consult with the ABOC, if necessary.
- Cat ISO in room 2 in the Dog General Hallway at Del Oro.
- Determine the Dog ISO area.
- Area Leads are to identify and designate alternate volunteers for ISO Areas. Use alternate species volunteer.

**Zoonoses:**

- Specific Procedures: Work with Veterinarian to be decided on a case-by-case or room by room situation.
- See Standard Operating Guidelines in your Lead binder.

**Animal Location Inventory:**

Ensure Area Leads are completing the:

- Animal Location Inventory forms after PM feeding.
  - Completed forms are put in the Animal Location binder, kept at Intake.
- Any movement of animals must be updated by Leads on Animal Location Inventory form.
  - Return form to Animal Inventory binder, kept at Intake. Update Shelterly.

**Animal Grooming:**

- No animal services by volunteers and/or personal Veterinarians as in Nail Trimming, Grooming, Bathing, etc.
- Seek approval of ABO Chief, for very special cases.

**Contacting Owners:** Use Owner Contact protocol concerning Medical or Behavioral Issues.

- Appoint volunteers that can contact owners, work with Intake Lead.
- Document the Date, Time, your Name, AR#, and Outcome of the call.
  - Animal Intake form: Write on the back of the **WHITE Intake form** with clear details.
- Shelterly: Log contact information on Owner Details page. Use Shelterly Tutorials.

**Owner Visiting Hours:**

- Coordinate with the ABO Chief to establish the Owner Visiting Hours.
- Follow Owner Visiting Protocols: **NO Visiting the first 48 hours.**
  - Owner must use the **Owner Sign In / Out** sheet.
  - **ONLY** one owner, 18 years or older, must be accompanied by a shelter volunteer.

**Kennels stored in Dog Calm:** Del Oro Only

- In a large event, move stacked kennels out of Dog Calm, stack in driveway storage area.

- Request additional volunteers, if necessary.
- Restage kennels in their place that are two high. Stay away from all electrical panels!

**Waste Disposal:**

- Proper decontamination of equipment and facilities.
- Personal decontamination.
- Consider proper handling of general, contaminated waste and recycling.
- Monitor the dumpster, for extra dumping if necessary.
- Contact ABO Logistics Chief. See IAP

**Microchipping Animals:** Determined by Butte County Animal Control. Not required to release animals at emergency animal shelters.

**Ensure the Following:**

- Test Microchip Reader is properly working. (Use a non-inserted chip)
- Scan for microchips and document Microchip Number on the Animal Care Schedule.
- No Microchip: Butte County Animal Control determines and delegates administering Microchips.
  - Scan a new microchip before inserting it into the dog to ensure number accuracy.
  - Once the microchip is inserted, verify that it can be scanned and numbers match.
  - Document Microchip Number on the Animal Care Schedule and in Shelterly.
  - Attach the microchip information strip to the Animal Care Schedule. (Intake makes copy)
- **Only Use:** Microchip Number Data by Incident list form in a mass event if Butte County Animal Control has determined that the shelters are microchipping.

**Vaccinations:** Determined by Butte County Animal Control.

- ABOC will appoint an individual to vaccinate.
  - Assign a volunteer to assist and document.
  - Intake makes a copy of the Animal Care Schedule, with vaccination information at time of release for the owner.
  - Ensure information is on the Animal Care Schedule and Use Shelterly Tutorial.

**GENERAL PROCESSES**

**Morning Briefings:** Cover daily updates, highlights from ABO IAP.

- Morning Briefing Agenda template is in Shelter Lead binder.
- Post time on ICS Whiteboard for Area Leads.
- Area Leads: Ensure they report out how things are going and state any needs or concerns.
- Review ABO IAP which should be posted to WhatsApp.
- Take note of concerns that will require action.
- If ABO Chief is available, they can make their report.

**Animal Counts:** Post completed animal counts on the ICS Whiteboard at 1000 and 1700 (times may vary).

- Area Leads / Room Managers will post Animal Counts on Room Whiteboard.
  - Post by Species, and by Owner and O'unID (Owner Unidentified).
- Pull Shelterly report and Intake's count to cross reference your physical data.
- Complete the Small Animal Counts form, post a picture on WhatsApp.
- Update ICS Whiteboard with Date, Time, Animal Count, post a picture on WhatsApp.

**Availability:** of Kennels / Condos / Magnum Kennels / Cages: By Room

- Post Updates on ICS Whiteboard

**Animal Shelter Safety Assistant:** Appointed by the Small Animal Shelter Lead

- The ABO Center will have a Safety Officer assigned, who should visit the Small Animal Shelter site every day.
- Shelter Lead is responsible for all areas until you assign this position.
  - Animal Shelter Safety Assistant can assign other team members, as necessary.
  - Be aware of unsafe conditions that can cause injury, illness, and death.
  - Include: Spills, tripping hazards, blocked areas, and cords etc.
- Area Leads should bring concerns to Shelter Lead and the Animal Shelter Safety Assistant.
- Coordinate with the ABO Safety Officer, if necessary.

**Donations:**

- Appoint a Donations Lead, if necessary.



- Checks and Cash are your responsibility to monitor.

**Media:** Be prepared to host Reporters / Camera Operators, ideally escorted by ABO PIO.

- Shelter Lead is responsible unless directed by ABO Chief or Media/PIO
  - If there is no ABO PIO, see NVADG PIO Job Aid.
- If media appears without ABO PIO, check with ABO PIO / NVADG PIO to see if they want to come for an interview. Check IAP for email address.
- Media can access shelter, no picture of personal information, always accompanied by a designated volunteer.

**Shelterly:** Follow up on Shelterly program to be sure there are no issues. Check with Intake, and ABOC.

- Check Shelterly throughout the day for accuracy of data.

**WhatsApp Groups:**

- Key People
- Shelterly
- Shelter

**Intake:** Refer to Intake/Release/Transfers NVADG Protocols - [nvadg.org](http://nvadg.org) (Tools / General Forms).

- Plan for Transfer of animals to Long Term shelters.
  - Use the Transportation Manifest with two-person verification, assist or assign.
  - Intake is to ensure O'unID animals paperwork is ready for transfers.
  - Ensure you are given all pertinent documentation: including microchip, vaccinations, Veterinary care discharge instruction from transport driver.
- Plan for Transfer In of animals.
  - Use the Transportation Manifest with two-person verification, assist or assign.
  - Ensure you are given all pertinent documentation: including microchip, vaccinations, Veterinary care discharge instruction from transport driver.

**Intake Feed/Unique Species:**

- Remind Intake Lead to get feed and/or feed information for animals with Special Needs.
  - Label the animal feed with: Date – Owner Name – Animal #.
- Unique Species: Gather very specific information for type of feed and amount to be fed.
- Special Housing: Get information on specifics of housing.

**Expansion of Small Animal Shelter:** Coordinate with the ABOC.

- Monitor Shelter capacity / availability. Keep ABO Chief or Shelter Group Supervisor informed of expansion needs.
- Shelter Lead approval, as directed by ABO Chief or Shelter Group Supervisor.
- Identify alternate and auxiliary locations for expanded operations within your facility.

**Satellite Shelters:**

- **Expansion:** If another location has been secured as an emergency Small Animal Shelter, it will be determined by Butte County Administration and the Emergency Operations Center (EOC) Logistics section.
  - Coordinate through the ABOC regarding how to set it up.
  - If possible, assign a project manager to handle the expansion, supplies, etc.
- **Animals Taken Directly to Veterinary Hospital from the Field:**
  - Usually taken by Evac Teams and/or First Responders.
  - Paper Process: Dispatch Lead takes a picture of RAS, gets it to Shelter Lead or Intake Lead.
  - Ensure: All animals need a signed Liability Release (on Animal Intake form or Shelterly printed form) ensure Intake Lead is to contact owner to come into Intake at the Shelter to sign.
    - File in Transfer binder, document on Tracking Index and Animal Intake Master list.
    - If Owner has other animals at NVADG's shelters, note in 'Remarks' on the Intake Master list.

**Owner Alternate Pick Up Procedures:** Follow the ICS chain of command, directed by Shelter Lead, approved by Shelter Group Supervisor. Follow Protocols.

- Owner has a non-owner pick up their animal. Follow Intake Protocols

	<ul style="list-style-type: none"> <li>• Alternative for Release Liability Signature. Follow Intake Protocols</li> <li>• Surrender of Animal: BCAC Surrender form, directed by Shelter Lead, approved by the ABOC.</li> </ul>
<b>REQUESTING RESOURCES</b>	
	<p>ICS 213 Animal Operations Resource Requests (Electronic): (Area Leads should Check the 48-hour Resource Lists)</p> <p>Orders are to sustain the shelter for <u>48 hours</u> at current operations. Confirm with each incident how this position is staffed and how to submit request.</p> <ul style="list-style-type: none"> <li>• <u>Request your log in</u> information from the ABO Logistics Chief. Check IAP for email address. <ul style="list-style-type: none"> <li>○ Include Shelter, Your Name, AR#, and Phone #.</li> <li>○ Your position and name of Volunteer Lead assigning you.</li> </ul> </li> <li>• <u>Resource Site:</u> <ul style="list-style-type: none"> <li>○ Enter very specific details: amount, size, specialist.</li> <li>○ Use Area Leads handwritten ICS 213's, keep in ICS 213 binder. Document items when delivered.</li> </ul> </li> <li>• <u>Conformation Email:</u> <ul style="list-style-type: none"> <li>○ Del Oro: General appointed email is <a href="mailto:DelOroADOC@nvadg.org">DelOroADOC@nvadg.org</a> <ul style="list-style-type: none"> <li>▪ You will receive a confirmation email.</li> <li>▪ Confirm with ABO Planning Section Chief Resource</li> </ul> </li> </ul> </li> <li>• <u>Meal Counts:</u> <ul style="list-style-type: none"> <li>○ Must be submitted AT LEAST a meal ahead. (i.e., Lunch orders must be submitted before breakfast arrives). Use Sign In sheet for volunteer count.</li> <li>○ Meals: Estimate the counts for breakfast, lunch, dinner, and following morning.</li> </ul> </li> <li>• <u>Technology:</u> Computers or Laptops, Printers, and Cables. (The Technology Basket has 8 - Tablets for Intake and 5 -Mobile Hotspot). Share with Camelot.</li> <li>• <u>Equipment:</u> Fencing, Air Scrubbers, Port-A-Potties, Handwashing Stations, Tools, etc.</li> <li>• <u>Consumable Supplies:</u> Feed, cat litter, paper food trays, disposable gloves, paper towels, etc.</li> <li>• <u>Volunteers:</u> Shelter Staffing. <ul style="list-style-type: none"> <li>○ Use: ICS 215 template to fill out form, ABO Resource Request</li> <li>○ Area / Barn Leads: Submit a handwritten ICS 213 specifics on volunteer needed.</li> </ul> </li> <li>• <u>Over Night Security and Additional Volunteers:</u> <ul style="list-style-type: none"> <li>○ Use: ICS 215 template to fill out form, ABO Resource Request.</li> <li>○ <u>*All Volunteer forms Submitted:</u> Send email notification, with the same details entered on the ICS 213. Resource Request to Planning Section Resource Unit, Volunteer Impact.</li> </ul> </li> <li>• <u>Area Leads:</u> Separate handwritten ICS 213's form to Shelter Lead by different categories. <ul style="list-style-type: none"> <li>○ Ensure Leads first check their immediate facility before submitting any ICS 213's.</li> <li>○ With specifics on volunteer needed. 2- pig specialist</li> <li>○ With specifics on consumable supplies and feed needed. 3 wire - bale of Grass Hay</li> <li>○ With specifics on what Equipment and Tools. <ul style="list-style-type: none"> <li>▪ One - copy of form stays with Area Leads. Document items when delivered.</li> </ul> </li> </ul> </li> </ul> <p>Resources to Return:</p> <ul style="list-style-type: none"> <li>• <u>Label</u> ALL "Return Required" attach associated Resource Request # written on duct tape.</li> </ul>
<b>SHIFT CHANGE/TRANSFER OF DUTIES</b>	
	<p><u>Shelter Lead Job Aid:</u> Use one per shift.</p> <p>Check binder for prior sheets to ensure accurate transition.</p> <ul style="list-style-type: none"> <li>• Provide turnover briefing to position replacement if possible. <ul style="list-style-type: none"> <li>○ If possible, position replacement should shadow you for better transition.</li> </ul> </li> <li>• <u>Tasks (Pending) &amp; Notes:</u> (At end of your Job Aid). <ul style="list-style-type: none"> <li>○ Document all important information and highlight it when necessary.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Provide details regarding ongoing activities and planned activities to be accomplished during the upcoming operational period.</li> <li>○ This information will assist you in 'Check-OUT' and completing your ICS 214.</li> <li>● Shelter Lead binder: <ul style="list-style-type: none"> <li>○ Completed Job Aid is kept in the Small Animal Shelter Lead binder.</li> <li>○ Submitted ICS 213 are kept in ICS 213 binder, document when items are delivered.</li> </ul> </li> </ul>
<b>MEETINGS TO ATTEND / LEAD</b>	
	<p><b>Morning Briefings:</b></p> <ul style="list-style-type: none"> <li>● The ABOC or designee will come on site and update everyone on the day's situation, objectives and tactics. This is when Leads can share what they are hearing, seeing, and any issues. Post the time of the meeting on the Shelter Whiteboard so all volunteers know when to assemble.</li> </ul> <p><b>ABOC Tactics Meeting:</b> (Conference Call): *PM,</p> <ul style="list-style-type: none"> <li>● Time to be determined and will be announced in ABO IAP. This is a general update to hear next period tactics and hear any issues from groups/units. Be prepared to do a brief (10 seconds) overview of what happened at the Small Animal Shelter and any issues of importance.</li> <li>● Tactics Meeting (Conference Call): *PM, Time to be determined. <ul style="list-style-type: none"> <li>○ General Update: Use your Shelter Lead Job Aid.</li> <li>○ Animal Counts: by 1000 and 1700 (times may vary as directed by Shelter Group Supervisor)</li> </ul> </li> <li>● Know Availability of Kennels / Condos / Magnum Kennels / Cages (by room).</li> </ul> <p><b>Safety/Security Meetings:</b> Host and attend regular Safety/Security meetings.</p>
<b>THINGS TO CONSIDER</b>	
	<ul style="list-style-type: none"> <li>● ICS System: Chain of command, 'Report To' system is proven to be effective in saving lives. <ul style="list-style-type: none"> <li>○ Report To: Shelter Lead.</li> </ul> </li> <li>● Everything is dependent on the size of the incident and the number of volunteers you have available. <ul style="list-style-type: none"> <li>○ Area Leads are to determine their needs for volunteer staffing numbers to allow them to handle lead responsibilities.</li> </ul> </li> <li>● ASK FOR HELP IF YOU NEED IT!</li> </ul>
<b>TRANSFERS</b>	
	<ul style="list-style-type: none"> <li>● ABO Chief will contact Shelter Leads about transfers of animals.</li> </ul> <p><b>Intake:</b> Refer to Intake/Release/Transfers NVADG Protocols - <a href="http://nvadg.org">nvadg.org</a> (Tools / General Forms).</p> <ul style="list-style-type: none"> <li>● Plan for Transfer of animals to Long Term shelters. <ul style="list-style-type: none"> <li>○ Use the Transportation Manifest with two-person verification, assist or assign.</li> <li>○ Intake is to ensure O'unID animals paperwork is ready for transfers.</li> <li>○ Ensure that Intake is contacting owners. See Owner Contact protocol.</li> <li>○ Ensure you are given all pertinent documentation: including microchip, vaccinations, Veterinary care discharge instruction from transport driver.</li> <li>○ Update Shelterly to document movement of animals. See Shelterly Tutorial.</li> </ul> </li> </ul>
<b>DEMOBILIZATION (Check Off as Completed)</b>	
	<p><b>ABOC will contact Shelter Leads of Closing Date.</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Intake is to contact owners of shelter closing date, Use Contact Owner Protocol. <ul style="list-style-type: none"> <li>○ Shelter Lead or Intake Lead will approve the individuals that will contact owners.</li> <li>○ Document date, time, your name, AR# and the outcome of call on white Animal Intake form.</li> </ul> </li> </ul>

- Shelterly (owner) Contact Log. Use Shelterly Tutorials.
- All Shelter Paperwork: Collect for BCAC.
  - Binders – Intake will put all documents in separate manila folders for BCAC.
    - Completed Animal Intake forms with Animal Care Schedules.
    - Animal Master Intake Lists, Daily In and Out Tracking.
  - Collect from Area Leads.
    - Animal Shelter Nightly Route and Isolation Time Check forms.
  - Ensure Intake is restocking binders and Forms tub, as necessary.
  - Completed NVADG Sign In sheets, Completed NVADG Mileage Claim forms, and Completed ICS 214's.
- Inform ABO Logistics Chief of “Returned Requisitions”.
- Leave only canned food inside the Cat or Dog shelter.
  - Contact ABO Logistics Chief for other leftover feed.
- Clean the refrigerator in the comms room.
  - Clean all the freezers and refrigerators in the hallway.
- Do **NOT** leave any Gatorade out because of rats.
- Cleaning, Disinfecting, and Restaging: Clean and restage the Shelter if possible before volunteer leave.
- Remove all used Kennels / Water Bowls / Other and take items to the Wash Station. Condos are pulled out of Cat General at Del Oro.
  - Pre-clean heavily soiled areas by removing excess organic debris, paper towels.
  - Use a pre-mixed Rescue Solution prepared by BCAC - ACO.
  - Submerge or thoroughly wet with Rescue Solution for 8 minutes.
    - Spray surface, making sure to visibly wet surfaces thoroughly.
    - Use wash tubs with Rescue Solution for scrubbing,
  - Rinse well with clean water.
  - Air dry or dry with a paper towel.
- Magnum Kennels: Use 2 oz. of Rescue Disinfectant Concentrate / 1 gallon of water in a bucket. Scrub all areas of the magnum kennels with a rag and let dry.
- Floor: Mop with a similar Rescue Solution and let dry.
- Carpet: Vacuum, then spray with pre-mixed Rescue Solution.
- Make sure all the County Signs and Sandwich Boards are collected and stored.
- Document what shelter consumable supplies need to be reordered. (They will not be reordered until the next activation.)
- Distribute donations, when possible, to animal owners.
  - ABOC will determine what happens to consumable donations.
- Turn off all NVADG laptops, desktops, printers, and monitors.
- Return all Electronic Resources to NVADG and Butte County.
- Turn the Comms Room copy machine, printer, desktops, and monitors off.
- Return the NVADG Scanner or BK Radio to the Comms trailer.
- Other NVADG Resources are to be returned to their designated areas.
- Complete and submit 214s and mileage forms.
- Submit any other required documentation.
- Prepare input for After-Action report.
- Thank all the volunteers profusely.

TASKS (PENDING)	
NOTES	

Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_ am / pm

Name of Shelter: \_\_\_\_\_

Revised 9/22/2023 RS-BCAC