



Emergency Support Function (ESF) #11
ANIMAL AND VETERINARY SERVICES

Primary Agency
Albuquerque Animal Welfare Department



Purpose:

1. Identify, manage, and organize the response of resources needed for the care and disposition of domestic pets, livestock, wildlife, and exotic animals following a significant emergency, and to coordinate emergency response and relief assistance with municipal, county, state and federal agencies.
2. Provide guidance regarding animal related issues caused by an emergency/disaster.

Primary:

- Albuquerque Animal Welfare Department

Support:

- Albuquerque Fire Department
- Albuquerque Police Department
- Albuquerque Cultural Services Department
- Albuquerque Transit Department
- Bernalillo County Animal Care Services
- Community and Faith Based Organizations
- New Mexico Department of Health
- Veterinary Clinics

Likely Tasks:

- Assess and prioritize animal service emergency needs; coordinate with other EOC Sections and Branches; coordinate public and private sector efforts.
- Activate emergency response teams (evacuation, shelter, medical treatment, search and rescue, etc.) as needed.
- Identify local facilities and resources available for animal concerns.

Likely Tasks Continued:

- Advise, assist the EOC Management with determining priorities.
- Develop and maintain a database of medical and non-medical volunteers and agencies that will provide care assistance..
- Develop plans for the safety of livestock, poultry and companion animals prior, during, and after a natural or human-caused event.
- Develop and maintain a database of locations and contact information for animal shelters, veterinary clinics, and supporting industries.
- Coordinate and manage an animal emergency incident that would affect animal health.
- Track the activities, data and statistics from activated agencies before, during, and after the disaster.



State of New Mexico

Primary:

- Department of Agriculture

Support:

- Department of Health
- Environment Department
- Human Services Department
- Cultural Affairs Department
- Office of the State Engineer
- Department of Game and Fish
- Indian Affairs Department
- Livestock Board
- Bureau of Geology and Mineral Resources

Likely Actions:

- Ensure the protection of the commercial food supply (defense, safety and security);
- Provide nutrition assistance (determine need, obtain supplies, arrange delivery, activate NM Food Stamp program)
- Respond to an outbreak of a highly contagious or economically devastating animal disease or zoonotic disease;
- Respond to an outbreak of an economically devastating plant pathogen or plant pest;
- Protect natural and cultural resources and historic properties resources; and,
- Provide for the safety and well-being of household pets, service animals, large animals and zoo animals during an emergency response or evacuation situation.

Federal Government

Primary:

- Department of Agriculture

Support:

- Department of Commerce
- Department of Defense
- Department of Energy
- Department of Health and Human Services
- Department of Homeland Security
- Department of Justice
- Department of Labor
- Department of State
- Department of Transportation
- Environmental Protection Agency
- General Services Administration
- National Archives and Records Administration
- U.S. Postal Service
- Advisory Council on Historic Preservation
- American Red Cross
- Heritage Emergency National Task Force
- National Alliance of State Animal and Agricultural Emergency Programs
- National Animal Rescue and Sheltering Coalition
- National Association of State Directors of Agriculture
- National Assembly of State Animal Health Officers

Likely Actions:

- Responding to animal and agricultural health issues: Includes implementing an integrated local, state, tribal, territorial, insular area, and Federal response to Emergency Support Function #11 – Agriculture and Natural Resources Annex significant incidents threatening the health of animals, plants, or humans exposed to animals or plants. When mission assigned, ESF #11 ensures, in coordination with ESF #8, that animal/veterinary issues in natural disasters are supported. The U.S. Department of Agriculture (USDA) and Department of Interior (DOI) collaborate with the Department of Health and Human Services (HHS) to deliver effective “one health” response that integrates human, animal, and environmental health.
- Providing technical expertise in support of animal and agricultural emergency management: Includes responding to requests from the Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA) to assist local, state, tribal, territorial, insular area, and Federal jurisdictions to facilitate coordination of the public and private sector and nongovernmental organization (NGO) resources to provide surge response capabilities pertaining to animals. Animals include household pets, service and assistance animals, agricultural animals/livestock, wildlife, and other animals (including exotics, zoo animals, animals used in research, and animals housed in congregate settings, such as shelters, rescue organizations, breeders, and sanctuaries)

EMERGENCY SUPPORT FUNCTION #11

ANIMAL AND VETERINARY SERVICES

Primary Agency: Albuquerque Animal Welfare Department

Primary Coordinator: Albuquerque Animal Welfare Department, Operations Manager

Support Organizations:

- Albuquerque Fire Department
- Albuquerque Police Department
- Albuquerque Transit Department
- Albuquerque Cultural Services Department
- Bernalillo County Animal Care Services
- Community and Faith Based Organizations
- New Mexico Department of Health
- Veterinary Clinics

I. Introduction.

A. PURPOSE.

1. Identify, manage, and organize the response of resources needed for the care and disposition of domestic pets, livestock, wildlife, and exotic animals following a significant emergency, and to coordinate emergency response and relief assistance with various municipal, county, state, and federal agencies.
2. Emergency Support Function (ESF) #11: Animal Response provides guidance on the effective conduct of City Albuquerque (CABQ) animal care responsibilities prior to, during, and immediately following a significant, large-scale incident.

B. SCOPE.

1. ESF #11 includes the following primary functions:
 - To identify and meet the veterinary and shelter care needs of animals in the aftermath of a major or catastrophic event. Maintain status of veterinary and

hospital service capabilities. Organize the appropriate personnel and identify equipment and resource needs. Animal capture and return to owners (wherever feasible) and collection and disposal of dead animals.

- Responding to animal and agricultural health issues: Includes implementing an integrated local, state, tribal, and Federal response to significant incidents threatening the health of animals, plants, or humans exposed to animals or plants. When mission assigned, ESF #11 ensures, in coordination with ESF #8, that Animal & Veterinary issues in natural disasters are supported.

C. SITUATION.

1. Any type of disaster may significantly affect the local animal population. A veterinary clinic, pastures, kennels, and other facilities that house animals may be severely damaged or destroyed. Remaining open facilities will likely be overwhelmed by demands for services.
2. Individuals are responsible for knowing the risks they face and developing emergency plans for their families that include emergency preparedness for the animals in their household, whether those animals are owned for pleasure or commercial purposes.
3. Typically, at the local level, the animal welfare department is the authority that has jurisdiction for non-disease animal emergency management issues within the city of Albuquerque. At the state level, the Department of Agriculture, coordinates animal response activities.
4. Most animal and veterinary emergency response resources and assets are owned or controlled by the private sector and NGOs. Animal emergency management is and has always been a whole community effort—a blending of emergency management and animal handling expertise. At the local level, veterinarians, farmers, animal control agencies and humane organizations, breeders, wildlife rehabilitators, and others make up the animal infrastructure within the city. These entities should be encouraged to collaborate with government to meet emergency animal needs in their communities.

D. POLICIES.

1. That in the interest of public health and safety, efforts will be made to identify and attempt to meet the care and emergency needs of animals following emergencies, disasters.
2. Priorities will be directed toward animal care functions after human needs are met.

3. CABQ will continue to rely on existing laws and ordinances regarding animal control, safety and health during times of disaster, and may, if conditions warrant, promulgate emergency declarations that go beyond existing statutes for the duration of the emergency period.
4. Priorities for response by City operations pursuant to this ESF will be as follows:
 - Facilitate the evacuation of pets from impacted areas in coordinate with shelter moperations.
 - Protection of the health and safety of emergency workers and the general public from threats related to animal issues.
 - Minimization of the spread of disease and illness through animal vectors.
 - Compassionate care of animals affected by disasters.
5. CABQ acknowledges both the vulnerability of pets to the impacts of disaster situations and pets' importance to the psychological will being of disaster victims. Therefore, CABQ will endeavor to establish mechanisms for protection of the safety of pets and valuable animals so long as implementation of such mechanisms does not significantly compromise the effectiveness of the City's ongoing emergency operations.

II. Concept Of Operations.

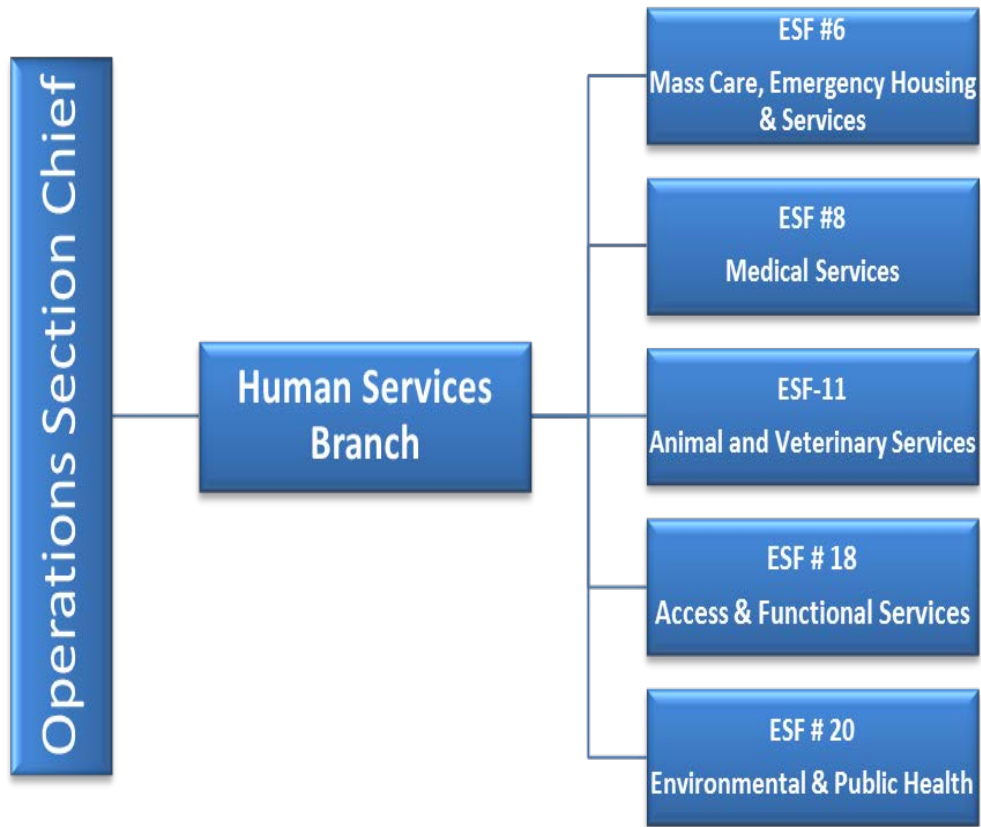
A. GENERAL.

1. Emergency operations for animal services will be an extension of their normal duties. However, during widespread, multiple site disasters animal services resources and facilities may be in short supply.
2. Existing mutual aid agreements may be able to augment and satisfy a temporary increase in local needs. If local capabilities are exceeded, support may be available from state and federal agencies/organizations.
3. Coordination between animal welfare agencies is necessary to ensure emergency operational readiness. Each entity having responsibility for animal welfare and services must develop operating instructions and resource listings to support this plan.

B. RESPONSE ORGANIZATION & STRUCTURE.

1. Organizational Chart.
 - ESF #11 is positioned within the Human Services Branch during an EOC activation, each ESF under Human Services Branch will be led by a CABQ representative carrying out their ESF role.

The Organizational Structure Of The Human Services Branch.



C. ANIMAL SHELTERING.

1. Initially, domestic animals in need of housing will be accepted at and/or transported to an animal and veterinary services animal welfare facility. Depending on the severity of the imminent or actual event, it may be necessary to prepare for and operate additional animal shelters. Once it is determined that temporary animal shelters are needed, the following actions will apply:
 - If co-location is not an option alternative animal shelter sites will be identified and animals will be assigned to the most appropriate shelter. A representative from the animal and veterinary services medical team will be deployed to all shelter sites to assist with the triage and screening of animals to determine if they are healthy or unhealthy, and the transport of pets needing medical care to the appropriate facility.

D. ANIMAL INTAKE.

As animals are received in sheltering or medical facilities, pet owners must fill out appropriate paperwork detailing pet and owner information. The following must be identified:

- Owner/guardian contact information.
- Alternative contact individuals.
- Animal description.
- Digital photograph of the animal (if available).
- Vaccination information.
- Special needs information.
- Bite information.
- Microchip/tattoo information.
- Signed agreement and waiver.

E. REUNIFICATION OF PETS WITH OWNERS.

1. Identification and tracking process will be used during the animal's stay in the emergency shelter. When the animal has been treated or no longer has sheltering needs, owners will be contacted to reunite them with their pets. Upon arrival at the facility, owners/guardians will be required to present proper personal identification and affirmatively identify their animal by providing an accurate description of their pet, viewing and identifying their pet in photos, or by being escorted through existing shelter areas to identify their pet. If an owner is unable to provide the primary, identification needed to claim his or her pet, a secondary means of Identification—such as vet records, photos of owners with the pet, microchip information, or a letter from a veterinarian with a description of the animal—is acceptable. If the owner is unable to find his or her pet, a lost animal report will be filed with the Animal Welfare Department detailing the description of the animal, its last known location, and the owner's current contact information.
2. For owners or pets needing reunification after temporary shelters have been closed, the following policies apply:
 - Those looking for lost animals will fill out a detailed lost animal report prior to viewing stray animals.
 - Owned and stray animals not reclaimed within a reasonable period time will be considered abandoned and may be placed for foster care or adoption.

- An alternate process for proving ownership will be developed for those instances when personal identification may have been lost during a disaster. If possible, deceased or euthanized animals will be photographed for discreet viewing by persons looking for their lost animals

F. COORDINATION WITH OTHER AGENCIES AND DEPARTMENTS.**1. EOC Coordination.**

- During an event requiring an EOC activation, ESF #11 responsibilities will be managed by the Animal Services Unit Leader through the EOC Human Services Branch. The Animal Services Unit Leader will maintain communication and coordination with all departments and ESF's relevant to the situation, and will be the primary conduit of information between the field units, shelters and the EOC. Within the EOC, the Animal Services Unit Leader will ensure that any activities potentially impacting domestic animals, such as human evacuation and sheltering, are taken into consideration and properly coordinated. ESFs that the Animal Services Unit Leader will commonly coordinate with are as follows:
 - ESF #6: Mass Care, Housing, and Human Services
 - ESF #8: Public Health and Medical Services
 - ESF #9: Urban Search and Rescue
 - ESF #13: Law Enforcement
- It is particularly imperative that channels of communication exist among all response agencies involved in search, rescue, and evacuation related to domestic animals.

2. Mutual Aid Coordination.

Due to the limited number of resources that exist within any single department there may be a need to obtain additional resources, supplies, and/or personnel, from other agencies outside the city through the execution of mutual aid agreements. If additional resources are needed, the following are only a few of the organizations that may be contacted through mutual aid or formal state requests for assistance:

- National Disaster Medical System/National Veterinary Response Team
- National Animal Rescue and Sheltering Coalition
- American Society for the Prevention and Cruelty to Animals

G. PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
ALBUQUERQUE ANIMAL WELFARE DEPARTMENT	
Pre-Emergency	<ul style="list-style-type: none"> • Coordinate and collaborate with the Office of Emergency Management (OEM) to: <ul style="list-style-type: none"> – Maintain this Emergency Support Function (ESF). – Prepare a resource list that identifies the agencies/ organizations that are responsible for providing the supplies (medical, food, and other necessary items) needed to treat and care for injured and sick animals during large-scale emergencies and disasters. • Liaison with EOC on animal evacuation and shelter plans. • Maintain inventories of resources and facilities. • Participate in drills, exercises. • Develop emergency action checklists. • Primary and support departments will coordinate with the Office of Emergency Management to: <ul style="list-style-type: none"> – Maintain this Emergency Support Function (ESF). – Prepare a resource list that identifies the agencies/ organizations that are responsible for providing the supplies (medical, food, and other necessary items) needed to treat and care for injured and sick animals during large-scale emergencies and disasters.
Emergency	<ul style="list-style-type: none"> • When notified of an emergency situation send a representative to the EOC • Coordinate with supporting agencies to search for, rescue and capture animals that have escaped confinement and displaced wildlife. • Coordinate with supporting agencies to evacuate, shelter, and care for injured, sick, and stray animals. • Work with the appropriate organizations to properly dispose of dead animals
Emergency Operations Center (EOC)	<ul style="list-style-type: none"> • Staff ESF #11 position inside of the EOC • Assess and prioritize animal service emergency needs; coordinate public and private sector efforts. • Identify local facilities and resources available for animal concerns. • Activate emergency response teams (evacuation, shelter, medical treatment, search and rescue, etc.) as needed. • Prepare a resource list that identifies the agencies/organizations that are responsible for providing the supplies (medical, food, and other necessary items) needed to treat and care for injured and sick animals during large-scale emergencies and disasters.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

ALBUQUERQUE ANIMAL WELFARE DEPARTMENT

	<ul style="list-style-type: none"> • Coordinate the rescue of injured or endangered animals with fish and game departments, wildlife organizations, county cooperative extension office, veterinarians, etc. • Develop a plan for collection and disposal of dead animals. • Coordinate the securing and identifying of lost and stray animals. • Liaison with community based organizations regarding evacuation and shelter plans. • Coordinate animal related advisories with the Human Services Branch. • Coordinate animal related disease advisories with ESF #20 Environmental and Public Health and the EOC Public Information Officer. • Provide information and/or services for the disposal of deceased animals. • Establish, maintain contact with County and State EOC: <ul style="list-style-type: none"> – Provide information on need for animal care services, facilities. – Request animal care resources, as needed. • Maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/ Administration Section Chief. • Rescue and capture of animals that have escaped confinement, and displaced wildlife. • Evacuate, shelter, and care for injured, sick, and stray animals.
<p>Recovery Actions</p>	<ul style="list-style-type: none"> • Develop and prioritize strategies for supporting recovery operations by providing animal and pet control support services, as needed. • Continue to coordinate with State counterparts as needed, as well as with other governmental and volunteer organizations involved in animal and pet control issues. • Serve as the point of contact for the public and City agencies for ongoing pet and animal control issues, and arrange for corrective actions as needed. • Develop recommendations regarding hazard mitigation actions or developments, from the perspective of pet and animal control operations within the City that could enhance the operational capabilities of the City emergency response personnel, facilities, and equipment in the event of another disaster of similar type and scope.

H. SUPPORT ORGANIZATION'S RESPONSIBILITIES AND TASKS.

SUPPORT ORGANIZATIONS' RESPONSIBILITIES AND TASKS	
Albuquerque Cultural Services Department	<ul style="list-style-type: none"> • Coordinate with animal services ESF regarding loose domestic or wild animal sheltering and care.
Albuquerque Fire Department	<ul style="list-style-type: none"> • Provide initial emergency care to people who have sustained animal related injuries.
Albuquerque Police Department	<ul style="list-style-type: none"> • Coordinate with animal services regarding loose domestic or wild animals.
Albuquerque Transit Department	<ul style="list-style-type: none"> • Provide support and resources for the transportation of animals. • Provide logistical support as requested.
Bernalillo County Animal Care Services	<ul style="list-style-type: none"> • Provide assistance and coordination for evacuation and sheltering. • Coordinate with ESF #18 Access and Functional Needs for the care of service animals. • Coordinate with animal services regarding loose domestic or wild animals. • Provide assistance in the capture and control of animals.
Community and Faith Based Organizations	<ul style="list-style-type: none"> • Provide assistance and coordination for evacuation and sheltering. • Coordinate with ESF #18 Access and Functional Needs for the care of service animals.
New Mexico Department of Health	<ul style="list-style-type: none"> • Assist or coordinate the development and distribution animal related health advisories. • Provide zoonotic prevention, surveillance, detection, and intervention functions in support of community health. • Consults and advises staff and administrators on maintaining safe, sanitary environments in compliance with health/sanitation regulations and requirements related to animal shelters.
Veterinary Clinics	<ul style="list-style-type: none"> • Assist with animal health, identification, and shelter related issues.

I. LIFE SAFETY ASSESSMENT.

An initial EOC priority is to gather as much information about the extent of damage as soon as possible. As soon as possible, animal control and services personnel will submit situation and damage reports to the EOC..

J. EVACUATION.

Evacuation will be coordinated with the EOC to ensure that animals are moved to an appropriate shelter. The “Animal/Veterinary Services Unit” will ensure appropriate animal control and veterinary support.

K. FIELD OPERATIONS.

1. Emergency actions may include:

- Search for, rescue, evacuate, and shelter animals.
- Treat and care for injured and sick animals.
- Collect and dispose of dead animals.
- Secure and identify lost and stray animals.

2. Hazardous Materials Response.

- Animal control and services units responding to a hazardous material incident will ensure that they have a full understanding of the Incident Commander’s assessment of the situation and that they take full and proper precautions to protect themselves, and the animals within their care.
- Only personnel having proper training should be deployed to a hazardous material incident.

III. Response Actions.**A. NOTIFICATION.**

Upon notification by CABQ OEM Director or designee of an incident, the ESF coordinator will notify support departments and organizations of potential need for ESF #11 response in accordance with ESF #11 procedures and checklists. Notification may occur via landline, cell phones, electronic means, and/or two-way radios.

B. ACTIVATION.

Activation of ESF #11 will be determined by the OEM Duty officer, by the OEM Director or by request of the ESF responding agent based on the needs of the incident.

C. ONGOING ACTIVITIES.

1. ESF #11 departments and organizations participate in activities throughout the emergency management cycle:
 - Rescue, capture displaced animals and wildlife that have escaped confinement
 - Evacuate, shelter, and care for injured, sick, and stray animals.
 - Dispose of dead animals.
 - When notified of an emergency situation; may send a representative to the CABQ EOC, if requested.
 - Assess and prioritize animal service emergency needs; coordinate public and private sector efforts.
 - Identify local facilities and resources available for animal concerns.
 - Activate emergency response teams (evacuation, shelter, medical treatment, search and rescue, etc.) as needed.
 - Prepare a resource list that identifies the agencies/organizations that are responsible for providing the supplies (medical, food, and other necessary items) needed to treat and care for injured and sick animals during large-scale emergencies and disasters.

D. DEACTIVATION.

1. The EOC will be deactivated or the response level will be lowered when the event needs have decreased. Deactivation or change in response level may also occur as a result of a transition of the EOC mission from response to recovery. EOC activation status may be changed when determined appropriate by the EOC Manager.
2. Upon EOC deactivation, ESF #11 responsibilities will either be deactivated or assumed by an appropriate department. Once the decision to deactivate the EOC has been reached, the following activities may be necessary:
 - Complete or transfer remaining coordinating activities to the appropriate department operation center ESF(s).
 - Coordinate the physical closing of the EOC, to include staff release, equipment pack up, return and inventory.
 - Coordinate the release of a public deactivation announcement with the JIC.
 - Provide deactivation information and a final status report to all involved response departments and/or coordinating and supporting ESF departments.

IV. Attachments And References.

A. ATTACHMENTS.

None.

B. REFERENCES.

1. CABQ Animal Services Animal/Veterinary Services Operating Guide.
2. FEMA Disaster Assistance Policy DAP 9523.19. Sections 403 and 502 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act. The purpose of this policy is to identify the expenses related to State and local governments' emergency pet evacuation and sheltering activities that may be eligible for reimbursement following a major disaster or emergency declaration.
3. The Pets Evacuation and Transportation Standards Act of 2006 (PETS); Public Law 109-308. The PETS Act requires that the State and local emergency preparedness authorities include how they will accommodate households with pets or service animals when developing emergency plans

C. PROVISIO.

1. This support annex has been prepared in accordance with the standards of the National Incident Management System and other Federal and State requirements and standards for emergency plans applicable of the plan's preparation date.
2. The plan provides a broad planned framework for response and recovery; it is intended for use in further development for response capabilities, implementation of training and exercises, and defining the general approach to incident response. The actual response to an incident is dependent on:
 - a. The specific conditions of the incident, including incident type, geographic extent, severity, timing, and duration;
 - b. The availability of resources for response at the time of the incident;
 - c. Decisions of incident command staff and political leadership;
 - d. Actions taken by neighboring jurisdictions, the State, and the Federal Government.
 - e. These and other factors may result in unforeseen circumstances, prevent the implementation of plan components, or require actions that are significantly different from those described in the plan.