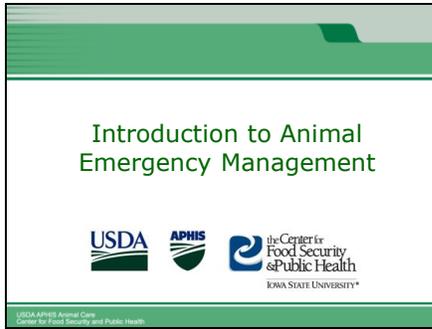


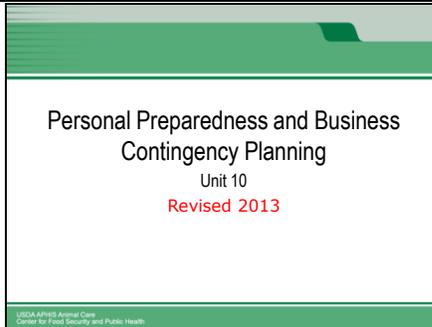
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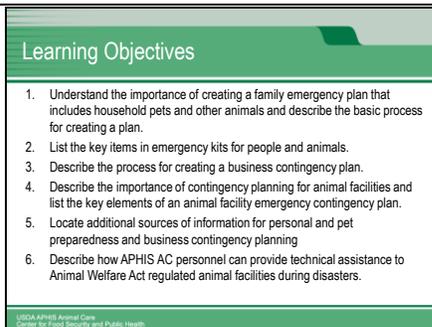
Welcome to the tenth and final installment of the Animal Care Introduction to Animal Emergency Management course. My name is _____ and I will be facilitating this session.

Discuss any housekeeping issues.

Today we are going to discuss Personal Preparedness and Business Contingency Planning. This presentation will introduce you to personal and business emergency planning and will discuss the importance of developing an emergency plan for your household as well as developing a plan for businesses, with a focus on animal facilities. Before we get started, are there any questions?

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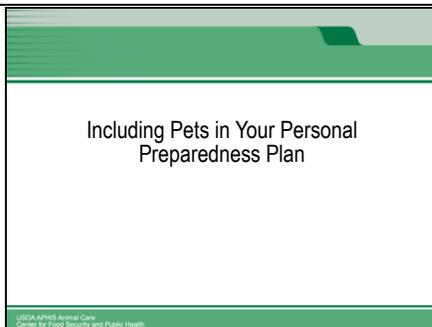


These are the Learning Objectives for the session. By the end of today's session you should be able to:

1. Understand the importance of creating a family emergency plan that includes household pets and other animals and describe the basic process for creating a plan.
2. List the key items in emergency kits for people and animals.
3. Describe, in general terms, the process for creating a business contingency plan.
4. Describe the importance of contingency planning for animal facilities and list the key elements of an animal facility emergency contingency plan.
5. Locate additional sources of information for personal and pet preparedness and business contingency planning.
6. Describe how APHIS AC personnel can provide technical assistance to Animal Welfare Act regulated animal facilities during disasters.

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Importance of Preparedness for People and Their Pets

- Have an emergency plan
- Individuals are the key to pet protection
- Most human shelters do not take pets
- Some communities do not have emergency plans for pets and animals



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Everyone should have an emergency plan. Pet owners are the first line of protection for their animals and pet owners should take responsibility for developing emergency plans for their pets. While some communities are developing plans for collocated sheltering for people and animals, or stand-alone sheltering for animals, other communities may not have adequate emergency plans or shelters for pets and other animals. Whenever possible, animal owners should make direct arrangements with family, friends, kennels, or veterinarians to shelter their animals in case of an emergency. By planning to taking care of yourself and your animals, you allow your community to better manage those who are the most severely impacted. Animals left behind by owners pose a burden on rescue workers, animal shelters and welfare organizations responding to the disaster and can create public health issues.

Photo: FEMA; Liz Roll

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AKC Pet Evacuation Survey

- 62% refuse to evacuate if they can't bring their pets
- 61% have evacuation plan
- 52% do not know how to make a plan
- 76% do not have a pet emergency kit



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In 2006 survey conducted by the American Kennel Club, 62% of respondents stated that they would refuse to evacuate if they could not bring their pets. 61% of respondents said they had a pet evacuation plan. Of the respondents who said they did not have an evacuation plan, 22% said they did not have a plan because they live in a location which is neither a likely terrorist target nor is susceptible to natural or other disasters. Over half (52%) of those without plans said they would like to have a plan, but didn't know how to make a plan.

While most pet owners reported that they had vaccination records and extra food and water on hand for their pets, 76% did not have the items assembled in a pet evacuation kit. (AKC Survey Finds Majority of Pet Owners Would Defy Emergency Evacuation Orders and Stay with Pets May 22, 2006 http://www.akc.org/pdfs/press_center/press_releases/2006/Hurricane_Survey.pdf Accessed May 28, 2010.)

Photo: FEMA; Dave Saville

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Making a Plan- Include Your Pets

- Learn about disasters most likely to affect your area
- Arrange for an out of town location
- Prepare an emergency kit
- Subscribe to an alert system



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The first step in developing an emergency plan is to learn about the natural and man-made disasters that are most likely to affect your area. This will enable you to create an all-hazards plan.

Including pets in the family emergency plan involves making a few simple additions to a basic emergency plan.

1. Arrange for an out of town location where you and your pets will be welcome if you need to evacuate. This could be an arrangement with a friend or relative who agrees to house your pets if you need to evacuate or it may be a list of boarding kennels or pet-friendly hotels in other towns. Keep this information with your emergency kit.
2. Prepare an emergency kit for your pets and keep it where you can find it quickly.
3. Subscribe to an alert system which will allow you to monitor conditions and prepare for an emergency. The first decision you need to make in an emergency is whether to evacuate or shelter in place. The more time and information you have about the situation, the better decision you can make.

Photo on left: FEMA; Ed Edahl, Graphic on right: Andrew Kingsbury; CFSPH

Key Emergency Kit Items for People

- Water
- Food
- First aid kit
- Battery powered radio, NOAA weather radio
- Cell phone, charger, flashlight + batteries
- Dust mask, plastic sheeting, duct tape
- Moist towelettes, garbage bags
- Local maps
- Playing cards, games

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Water is one of the most important components of an emergency kit. Plan to have one gallon of water per day per person for at least three days. For pets, the amount of water needed depends on the animal's size, species, and, in some cases, breed. Plan to have one liter of water per day for a 50 pound dog. Plan to have three days' worth of non-perishable food for each person. Don't forget a can opener.

The kit should also include a battery powered or hand-crank radio, flashlight, extra batteries, cell phone and phone charger. Include plastic sheeting, dust masks, and duct tape so that doorways, windows, and vents can be sealed off in case of a biological or toxic emergency. Include garbage bags and moist towelettes for personal hygiene and sanitation. Keep local maps with the kit in case you need to evacuate and need to find alternative travel routes.

Make a list of important documents and valuable items and their location, and store it with your emergency kit. If you need to evacuate on short notice, you will have a prioritized list of items and their location to help speed your evacuation.

Pet Emergency Kits

- Identification items
- Evacuation supplies
- First aid kit



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Pets should also have an emergency kit. A pet emergency kit contains many of the same items found in an emergency kit for people. The contents of a pet emergency kit can be broken down into three categories: Identification items, evacuation supplies, and a first aid kit.

Photo: Mike Howard: FEMA

Pet Identification Items

- Proof of ownership
- Medical records
- Recent photo of you and your pet
- Microchip number and documentation
- Current prescriptions
- Contact information



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Having your pet's identification information with you will aid in efforts to recover your pet if you are separated. Have copies of ownership documents such as adoption, registration, purchase papers, and microchipping documentation.

Include a recent photo of you with your pet and short description of the pet including color, markings, breed, sex, age, etc. Include rabies vaccination certificates and other vaccination information. You may also want to include other relevant information about your pet such as medical conditions, allergies, behavioral issues (aggressiveness), etc. If your pet is on medication, include a list of current medications and dosages. You may also wish to carry a copy of your pet's medical records.

Photo: Dr. Brenda Rivera

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Microchipping

- 75% of microchipped stray dogs and cats are reunited with their owners
- Keep your contact information updated on microchip registry



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Microchipping is a way to permanently identify an animal and helps to reunite pets with their owners. A small microchip containing coded information is injected below the surface of the animal's skin. The information on the microchip is readable with a scanner and links to a registry containing the owner's contact information.

A study of stray dogs and cats entering animal shelters showed that shelters were able to find the owners of over three fourths of microchipped dogs and cats.

Dogs with microchips were returned to their owners at a much higher rate (52.2%) than the average rate for all dogs returned to their owners (21.9%). Cats with microchips were also returned to their owners at a much higher rate (38.5%) than for all cats returned to their owners (1.8%). Lord, L.K., Ingwersen, W, Gray, J.L. and Wintz, D.J. *Characterization of animals with microchips entering animal shelters*. JAVMA vol. 235 no 2, July 15, 2009 p. 160

Microchipping only helps reunite people and pets if the owner data in the microchip registry is kept up to date. If you move or change telephone numbers, be sure to update that information with the microchip registry.

Photo: Bob McMillian: FEMA

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Pet Evacuation Supplies

- Well fitted harness or collar with I.D. and rabies vaccination information
- Carrier
- Leash
- At least a 3 day supply
 - of food, water, medications
- Bowls
- Cat litter, litter box
- Towels, blankets, toys



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If you need to evacuate, make sure your pet is wearing a well fitting harness or collar with identification and rabies vaccination information. Each pet should also have its own carrier and leash.

Include a three day supply of your pet's regular food and a minimum of three days' supply of water, bowls, and any medications. Include cat litter and a litter box, if you have a cat. You may also want to include a towel, blankets, toys, and other things to make your pet more comfortable.

Photo: Dr. Brenda Rivera

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Pet First Aid Kit

- Number and name of clinic and veterinarian
- Bandage materials
- Muzzle
- Eye dropper
- Leash
- Blanket
- Nylon/latex gloves
- Thermometer



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The materials in a pet first aid kit are similar to those found in a human first aid kit. Include the name and number of your veterinary clinic, bandage material such as gauze, non-stick bandages, and adhesive cloth tape or vet wrap. Also include a digital thermometer and an eye dropper or syringe without a needle in case administration of medication is necessary.

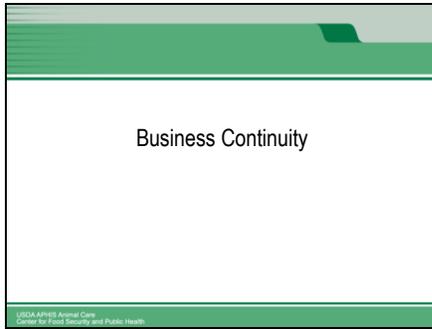
Even the most docile pet can bite when injured. Include a muzzle or material to make one (roll gauze, neck tie, stockings, etc). Know how to make a muzzle and put it on your pet. The kit should also have a leash, blanket, and nylon or latex gloves. The items listed here are the basics. More detailed lists can be found at the AVMA's Disaster Preparedness site.

<http://www.avma.org/firstaid/supplies.asp>,

http://www.avma.org/disaster/saving_family.asp#essentials

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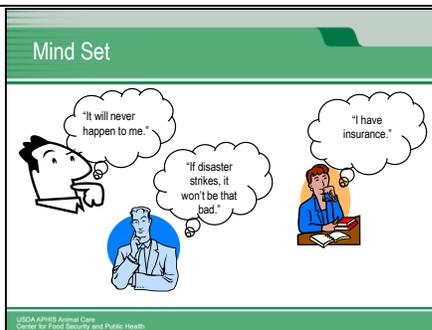
This section is a general discussion of business contingency planning and not meant to provide training on the implementation of the contingency planning regulations under the Animal Welfare Act for facilities regulated by APHIS Animal Care.

Business continuity is the ability to continue key business operations in the face of adverse conditions. These conditions could range from a hard drive failure to a global disaster. Organizations with good business continuity plans have defined processes that help them recover from such events.

Photo: Carla Huston

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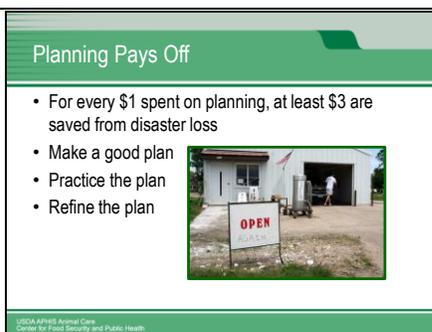


Prior to a disaster, business owners may think "It will never happen to me", "If disaster strikes, it won't be that bad", "I have insurance" and "The government will take care of me."

As we know, disasters can and do happen. The predictable thing is that disasters are unpredictable. By definition a disaster involves a catastrophe, calamity, great loss, and destruction. Preparation and planning are essential to business survival. Insurance policies and the government will not always provide enough assistance to ensure a full recovery. Business owners need to take responsibility for their businesses by establishing a business continuity plan.

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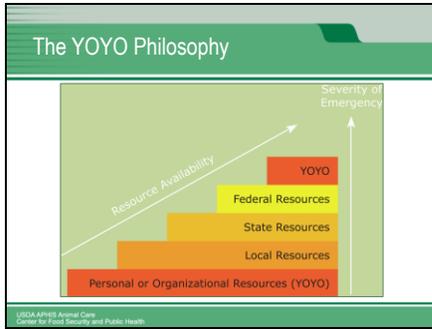
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No plan or a poor plan increases your risk of loss. FEMA estimates that for every dollar spent on planning, at least \$3 are saved from disaster loss (Congressional Budget Office, 2007). The key is to make a good plan, practice it and refine it. This greatly increases the chances of full recovery following a disaster. Good plans may even enable the business to grow post-disaster.

Photo: FEMA; Greg Henshall

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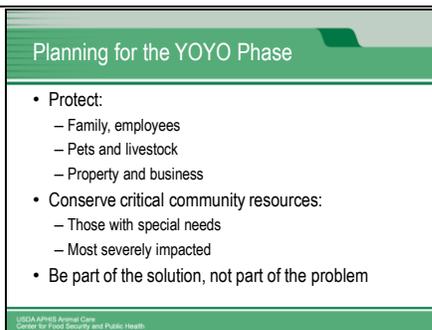
The YOYO philosophy is used to explain the need for emergency planning. YOYO stands for **You're on Your Own**. The diagram on the slide explains how the YOYO philosophy works. Starting at the bottom of the slide, the colored blocks show the order in which resources typically become part of a response. The arrow going up the left side of the diagram is the increasing severity of the emergency. The diagonal arrow from the right side tracks the point in the emergency when particular resources would become available.

Here are a couple of examples of how the YOYO philosophy works. In a small emergency, such as a burst water pipe that floods your home or business, the emergency would be handled using your own resources and private homeowners or business insurance. Planning for such an event involves periodic inspection of your plumbing, knowing where the water shut-off valves are, purchasing insurance, and having savings to tide you over. This type of emergency fits into the big red block at the bottom of the graph: **YOYO**.

Larger emergencies require local or state assistance. For example, if your business caught on fire, the local fire department would be called to help. In another example, suppose that severe storms and torrential rains knock out electric power, overwhelm the city's sewer system and cause widespread flooding. In this case, both local and state resources might be utilized. If the flooding is so severe that local and state resources are overwhelmed, federal authorities and resources are used in the response. This moves the response up to the yellow box near the top. In a severe situation such as a major earthquake or large hurricane, there might be a period of time where local, state and federal resources are either overwhelmed due to demand or unable to reach you due to the extent of the emergency. Again, **You're On Your Own**. This is the block at the top of the diagram.

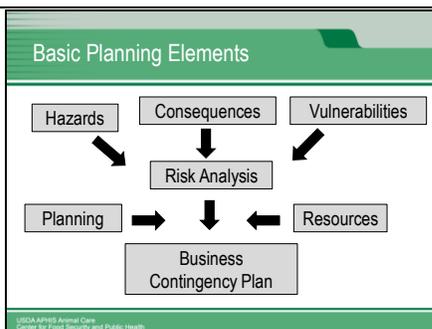
Graphic illustration by: Dani Ausen: Iowa State University, CFSPH

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To get through the YOYO phase, you must have a plan. Planning will help protect your family, employees, pets, livestock, property, and business survive and also help conserve critical community resources so they will be available to others with greater needs, including individuals with special needs or people who are more severely impacted. Planning allows you to be part of the solution rather than part of the problem.

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The basic elements in developing business continuity plans involve conducting a risk analysis to identify hazards likely to affect the business (e.g. floods, blizzards, etc.). Next, determine the effects these hazards could have on the business. Identify parts of business operations which are vulnerable to the hazards. Using this information and the resources and plans which the company may already have, you can develop an effective business contingency plan.

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Creating a Business Continuity Plan

- Things to consider:
 - Know what disasters are most likely to affect you (e.g. storms, biological, animal disease emergencies)
 - Assess business functions
 - Emergency supplies
 - Shelter-in-place or evacuate
 - Medical emergencies

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There are certain basics every business should consider when creating a business continuity plan. Business owners should know what type of hazards, natural or man-made, are most likely to affect the facility. Additionally, business owners should assess their vulnerabilities (how a hazard might impact them) and consequences (which scenarios would be the most damaging to their business operation). Together assessment of hazards, vulnerabilities, and consequences define risk. Knowing the overall risk will help focus business preparation efforts.

It is important to understand how the business functions externally and internally so that it can maximize its capability to continue to operate during and after a disaster. Business emergency plans should include both an evacuation plan and a shelter-in-place plan. Include basic emergency supply kit including food, water, first aid, etc.

One type of emergency that businesses often neglect to plan for is a medical emergency such as a flu outbreak. A widespread disease outbreak can drastically reduce the workforce and seriously disrupt business operations. Plans should recognize essential staff members, positions and the number of staff necessary keep essential business operations running and develop a plan to maintain staffing at a level that will allow the business to operate.

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FEMA's Ready Business

- Create an emergency management team
- Risk assessment

Ready Business
Prepare. Plan. Stay Informed.

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How do you get started making a business continuity plan? The Federal Emergency Management Agency (FEMA) has outlined the process in its Ready Business materials. I'm going to give you a brief overview. For additional information, please see the list of references in your course materials.

Create an emergency management team. The team should include people from all levels of the operation.

Assess what natural and man-made disasters are likely to occur in your area. Next, determine how each of these disasters would affect your business. For example, an ice storm resulting in a power outage might shut down the building's heat and result in broken pipes. A generator could provide an alternate source of electricity and heat.

Examine business operations and determine which operations would be affected in a disaster and how they would be affected. Identify the personnel, positions and operations essential to keeping the business running. This analysis should include essential raw materials and other supplies, vendors, shippers, customers and other businesses your company works with.

Photo: <http://www.ready.gov/business/index.html>

Making a Plan

1. Emergency Planning for Employees
2. Emergency Supplies
3. Evacuation and Shelter-in Place Plans
4. Preparedness
5. Practice



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Developing a contingency plan takes into account all aspects of the business operation. I’m going to highlight a few of the main topics here.

1. **Emergency Planning for Employees** – employees are essential to business operations. Encourage employees to develop their own emergency plans. Establish a call-in procedure so employees can communicate with the business following a disaster.
2. **Emergency supplies** – Make sure the business has emergency supplies, such as water, food, first aid kits, blankets, etc. so that employees can stay at the site, if necessary. The emergency kit should include building or site maps, employee contact information, banking and financial information, computer backups, law enforcement contacts. A second set of essential business documents and computer files should be securely stored off-site.
3. **Plans - Evacuation and Shelter-in-Place plans** – Depending on the situation, one must be prepared to either evacuate or stay at the facility. A contingency plan must include plans for both situations.
4. **Preparedness - Review insurance coverage** on a regular basis to make sure the business has adequate coverage for physical losses, specific types of disasters (e.g., hurricanes, floods, earthquakes), and business interruption. Prepare for disruptions to electricity, water, gas and other utilities. Prepare for other events by having fire extinguishers, alarm systems, and detectors. Make sure computer files are backed up regularly and a copy of the back ups are stored off-site. Make sure you can restore the critical data on a new system from those backups if your computers are destroyed.
5. **Practice** – Practice the plan frequently, making sure that all employees know their responsibilities under the plan. Make sure new employees receive training on the evacuation plan. Review the plan regularly and revise it to account for any changes in the facility.

Taking the time to plan, practicing and revising the plan, will help keep the business running in times of disaster or help speed recovery and resumption of business following a disaster.

Photo: Carla Huston

Contingency Plans for Animal Facilities

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Contingency Plans for Animal Facilities

- Animal health and welfare
- Public health and safety
- Protection and conservation
- Decrease impact on resources



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Animal facilities also need contingency plans. In addition to ensuring survival of the business, animal facilities need contingency plans for several other reasons:

- Animal health and welfare
- Public health and safety
- Protection and conservation of rare or endangered species
- Decrease impact on local, state, tribal and federal resources in the event of an emergency

Photo: Carla Huston

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Animal Welfare Act

<ul style="list-style-type: none"> • Regulated facilities: <ul style="list-style-type: none"> – Commercial dog breeders – Exhibitors – Zoos – Marine mammal facilities – Circuses 	<ul style="list-style-type: none"> • Non regulated facilities: <ul style="list-style-type: none"> – Private collections – Animal rehab facilities – Sanctuaries – Shelters – Boarding kennels – Vet hospitals
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While AC personnel most readily associate animal facilities with those that they routinely inspect, there are many other types of animal facilities. All animal facilities can potentially benefit from having a contingency plan for emergencies. Currently, or in the near future, the AWA Regulations require contingency plans for all licensees or registrants. In addition, there is a specific requirement for marine mammal on backup power and water quality systems.

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Key Issues for Animal Facilities

<ul style="list-style-type: none"> • Adequate food, water, ventilation, heating, cooling • Disease prevention/mitigation • Public safety 	<ul style="list-style-type: none"> • Health record tracking • Adequate staff • Veterinary care • Evacuation plans • Shelter-in-Place
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This is a list of some of the planning issues specific to animal facilities. These issues are in addition to the general issues that all businesses should consider when developing contingency plans. Dealing with things such as the care and transportation of large numbers of animals or exotic species under adverse conditions requires considerable planning. Developing and practicing an emergency plan is essential.

Photo: FEMA: Leif Skoogfors

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Proposed Contingency Planning Regulation

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Animal Welfare Act Contingency Planning Regulation

- USDA-APHIS 9 CFR Part 2:
 - Prepare contingency plans for all animals regulated under the Animal Welfare Act
- Regulation includes:
 - Humane handling, treatment, transportation, housing and care
 - Who, when, what, how information
 - Training and annual review
- http://www.aphis.usda.gov/animal_welfare/awa_contingency_plan.shtml

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USDA-APHIS 9 CFR Part 2 [Docket no. APHIS-2006-0159], “Handling Animals; Contingency Plans”

The rule will require licensees to develop a plan to provide for the humane handling, treatment, transportation, housing and care of animals in the event of an emergency. The plan should include a risk assessment identifying situations that would trigger the need for a contingency plan, outline a response plan including evacuation and shelter-in-place plans, develop a chain of command or responsible parties and identify resources to assist in carrying out the plan. Contingency plans will be maintained by the facilities on site and available for review by Animal Care inspectors.

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AC Technical Assistance

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APHIS AC Technical Assistance

- Provide limited technical assistance to regulated facilities during disasters
- AC's expertise:
 - Housing large numbers of animals
 - Exotic species



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One of ACEP's potential response missions is to provide limited technical assistance to regulated facilities during disasters. While there is not statutory mandate for this, AC recognizes the importance of providing such support when feasible.

Animal Care's expertise in working with facilities housing large numbers of animals and with the Incident Command System can be of assistance to these facilities during disasters. In some circumstances, AC could get a mission assignment from FEMA to support AWA regulated or other animal facilities. When working to support an AWA regulated facility in the absence of a mission assignment, coordination with ESF 11 is still important.

Specific AC resources that could provide assistance to animal facilities include:

- AC Field Specialists expertise on big cats, marine mammals, birds, elephants, primates, and biophysiology.
- Veterinarians with a wide array of individual expertise
- Emergency management and Incident Command System expertise

Photo: W. Anson Eaglin: USDA

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Conclusion

1. Understand the importance of creating a family emergency plan that includes household pets and other animals and describe the basic process for creating a plan.
2. List the key items in emergency kits for people and animals.
3. Describe the process for creating a business contingency plan
4. Describe the importance of contingency planning for animal facilities and list the key elements of an animal facility emergency contingency plan.
5. Locate additional sources of information for personal and pet preparedness and business contingency planning
6. Describe how APHIS AC personnel can provide technical assistance to Animal Welfare Act regulated animal facilities during disasters.

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You should now have information about:

- The importance of creating a family emergency plan that includes household pets and other animals and the basic process for creating a plan.
- The key components of emergency kits for people and animals.
- The general process for creating a business contingency plan.
- The importance of contingency planning for animal facilities and list the key elements of an animal facility emergency contingency plan.
- Where to find additional sources of information for personal and pet preparedness and business contingency planning.
- How APHIS AC personnel can provide technical assistance to Animal Welfare Act regulated animal facilities during disasters.

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Questions ?

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Acknowledgements

This course was developed by the Center for Food Security and Public Health at Iowa State University College of Veterinary Medicine under a cooperative agreement with USDA APHIS Animal Care Emergency Programs.



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This resource list is found in the course materials.

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Resources for Pet Preparedness

- Making an Emergency Plan
<http://www.ready.gov/america/makeaplan/index.html>
- Pet Disaster Preparedness-ASPCA
<http://www.aspca.org/pet-care/disaster-preparedness/>
- Planning for Pet Disaster Needs- FEMA
<http://www.fema.gov/plan/prepare/animals.shtm>
- Basic Disaster Supplies
<http://www.fema.gov/plan/prepare/basickit.shtm>

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Resources for Pet Preparedness

- Community Disaster Planning
http://www.ready.gov/america/toolkit_pets/index.html
- AVMA Disaster Preparedness Site
<http://www.avma.org/disaster/default.asp>
- Saving the Whole Family – AVMA Disaster Preparedness Series
<http://www.avma.org/disaster/default.asp>
- FEMA: Information for Pet Owners: Plan for Disaster Needs
<http://www.fema.gov/plan/prepare/animals.shtm>

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Business Continuity Resources

- AVMA Emergency Preparedness and Response
http://www.avma.org/disaster/emerg_prep_resp_guide.pdf
- FEMA: Ready Business
<http://www.ready.gov/business/>
- FEMA: Business Emergency Plan – This is a fillable form to help you create a business continuity and disaster preparedness plan
<http://www.ready.gov/america/downloads/sampleplan.pdf>

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Contingency Planning Resources for Animal Facilities

- Compliance Assessment Question Set – for regulated Commercial Dog Breeders under proposed contingency planning rule
http://www.aphis.usda.gov/animal_welfare/downloads/em/final_compliance_assessment_question_set_11feb.doc
- Disaster Preparedness for Veterinary Practices – AVMA Disaster Preparedness Series
http://www.avma.org/disaster/vet_practices_brochure.pdf

USDA APHIS Animal Care
Center for Food Security and Public Health