



## ***City and County of San Francisco Emergency Response Plan***

# ***ESF #11: Animal Response Annex***







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ESF #11: Animal Response  
Process Flow Chart  
*Planned Event*

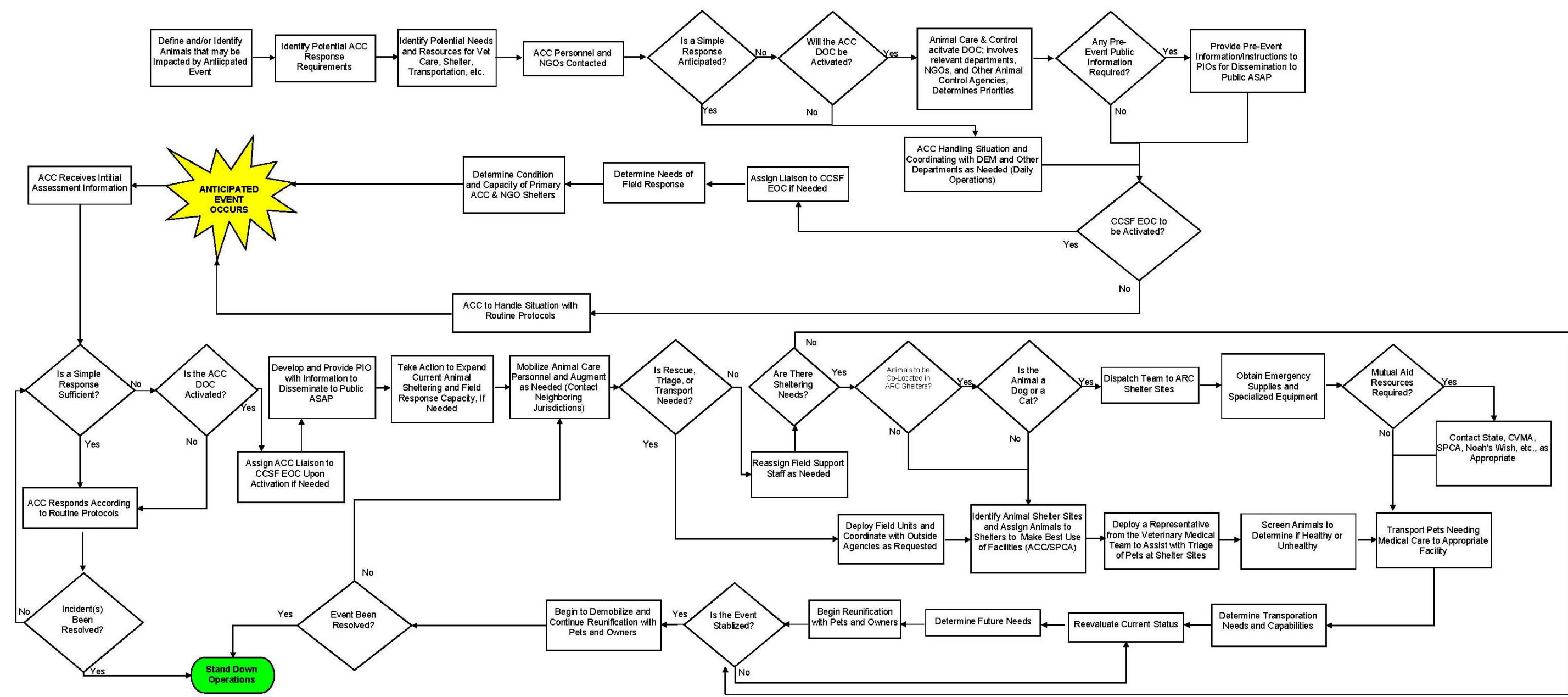


Figure A: Planned Event Process Flow Chart





ESF #11: Animal Response  
Process Flow Chart  
Unplanned Event

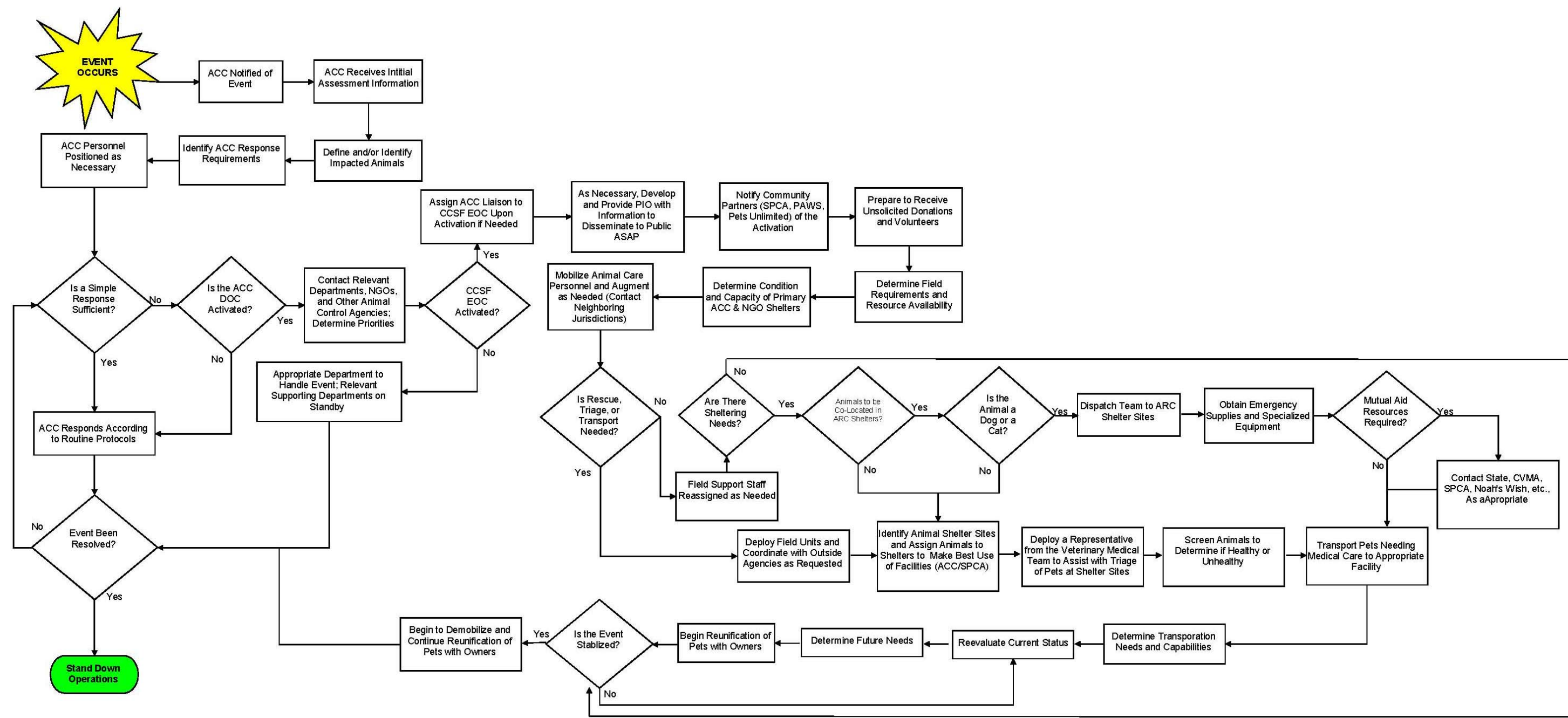


Figure B: Unplanned Event Process Flow Chart







## Section I: Introduction

### 1.1 Coordinating and Supporting Departments

Coordinating Department	ACC
Supporting Departments	311, ARC, DEM, DPH, DPW, HSA, RPD, SFFD, SFPD, SFZoo

### 1.2 Overview of Department Responsibilities

Department	Responsibilities
ACC	<ul style="list-style-type: none"><li>Assess animal care needs.</li><li>Identify animal response requirements.</li><li>Develop and provide PIOs with information to disseminate to the public.</li><li>Coordinate the field response.</li><li>Coordinate rescue and transport of animals from distressed areas.</li><li>Coordinate the search of affected areas for animals.</li><li>Coordinate the sheltering response.</li><li>Staff the Animal Response Unit Leader position in the CCSF EOC Human Services Branch.</li></ul>
DEM	<ul style="list-style-type: none"><li>Support animal response operations as needed.</li></ul>
311 ARC DPH DPW HSA RPD SFFD SFPD SFZoo	<ul style="list-style-type: none"><li>Identify zoonotics where public health may be at risk.</li><li>Provide transport vehicles and personnel; assist with the staging of animal shelters.</li><li>Provide space in greenbelt areas for spontaneous shelter-in-place and animal shelters.</li><li>Communicate plans for evacuation and plans for animal shelters in proximity to human shelters.</li><li>Support search and rescue of abandoned, lost, injured, or sick domestic animals.</li><li>Communicate necessary animal care and shelter information to the public.</li></ul>



## 1.3 Purpose

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Emergency Support Function (ESF) #11: Animal Response provides guidance on the effective conduct of City and County of San Francisco (CCSF) animal care responsibilities prior to, during, and immediately following a significant, large-scale incident. The purpose of this function is to adequately respond to and recover from emergencies involving animals and wildlife, when feasible, within CCSF.

## 1.4 Scope

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ESF #11: Animal Response supports CCSF animal care personnel by providing a structure in which to effectively direct, manage, and control animal response and recovery operations. This annex details the procedures, responsibilities, and concept of operations of ESF #11 during a potential, imminent, or declared emergency. Specific objectives are as follows:

- Coordinate domestic animal response and recovery activities, to include rescue, triage, medical treatment, transport, care, shelter, and domestic animal reunification
- Coordinate wildlife response and recovery activities, mitigating loss of life whenever possible
- Coordinate the identification and documentation of animals for effective reunification



## Section 2: Concept of Operations

### 2.1 General Concepts

The Animal Response function is part of the Human Services Branch in the Operations Support Section, and is additionally tasked with coordinating the control and maintenance of companion animals, wild animals, and potential environmental risks as it relates to animals.

This Concept of Operations outlines the following elements of the Animal Response function:

- Public Information
- Field Response
- Animal Sheltering
- Animal Intake
- Reunification of Domestic Animals With Owner/Guardian
- Coordination with Other Agencies and Departments
- Organization and Structure
- Notification and Activation
- Deactivation Procedures

#### 2.1.1 Public Information

Public Information is an essential response component during any type of an incident in which domestic animals may be impacted. During an ESF #11 activation, the Department of Animal Care and Control (ACC) will coordinate with its Public Information Officer (PIO) and/or ESF #15: Joint Information System (if activated) to provide public information regarding the following:

<b>Pre-Event</b>	<ul style="list-style-type: none"><li>• Evacuation directions and supplies</li><li>• Sheltering locations</li><li>• Information regarding reunification</li><li>• Survival information</li></ul>
<b>Post-Event</b>	<ul style="list-style-type: none"><li>• Animal care and medical treatment information</li><li>• Volunteer opportunities</li><li>• Lost animals</li><li>• Reunification procedures</li><li>• Unclaimed animal policies</li></ul>

**Table 2-1: Public Information Priorities**



There will be an ongoing need to provide the public with updated information as the incident progresses. For further details about public information dissemination, refer to the *ESF #15: Joint Information System Annex*.

## 2.1.2 Field Response

### Overview

ESF #11 is organized to ensure rapid response to animal care needs in a disaster situation. During an event in which animal rescue, triage, and/or transport is needed, ACC field units will be deployed to the appropriate area to coordinate with supporting agencies, including the San Francisco Police Department (SFPD), San Francisco Sheriff's Department (SFSD), and San Francisco Fire Department (SFFD). Field response will be organized according to the National Incident Management System (NIMS) and the Incident Command System (ICS) to ensure a coordinated response. ACC field units will work with supporting agencies to conduct the following:

- Assess overall animal response needs
- Assess the safety of deploying units to rescue domestic animals
- Deploy units to rescue domestic animals from affected, evacuated, and/or otherwise unsafe areas
- Set up staging areas, field/mobile incident command, and support units deployed to rescue domestic animals
- Determine resource needs and submit resource requests, as appropriate
- Screen and triage animals
- Provide and/or coordinate basic emergency medical care for injured animals
- Arrange transportation to an appropriate facility for domestic animals needing advanced medical care, sheltering, and boarding
- Assist with containment and surveillance efforts

### Triage

Triage is the process of sorting animals for emergency care, transportation, impoundment, euthanasia, and disposal. Animals may be triaged in the field to determine which animals must be evacuated to secondary triage areas. Animals may then be triaged a second time in a triage treatment area where a veterinarian and/or a registered veterinary technician is available. If not possible to triage, injured and sick animals will be transported for further treatment as soon as possible. An animal's primary triage category may change at any time. Stabilizing treatment may be initiated while awaiting transportation; however transport should not be delayed for treatment. When veterinary medical staff or ACC staff deems euthanasia necessary and humane, appropriate actions will be taken.

### Transport

ACC and supporting ESF departments will coordinate transportation of animals from the field to triage areas, field hospitals, and/or operational animal facilities. Ongoing assessment will be



made to determine the type and number of transportation vehicles needed. This information will be relayed to the ACC Department Operations Center (DOC) or the ESF #11 (Animal Response Unit Leader) representative in the Emergency Operations Center (EOC), as appropriate.

### ***Medical Treatment***

Medical treatment of animals will be supported by the ACC Shelter Veterinarian with the aid of the San Francisco Society for the Prevention of Cruelty to Animals (SF/SPCA), the local San Francisco Veterinary Medical Association (SFVMA), and the regional disaster liaison from the California Veterinary Medical Association (CVMA). The ACC Operations Branch at the DOC will coordinate triage, staging, and transport needs of sick and injured animals; medical supplies and equipment will be acquired through the ACC Logistics Branch with cooperation from the SF/SPCA, SFVMA, CVMA, and EOC, if necessary.

### ***Deceased Animals – Mass Fatality***

Follow current procedures to the available capacity for the documentation and storage of deceased animals and the rendering of animal remains.

## **2.1.3 Animal Sheltering**

Initially, domestic animals in need of housing will be accepted at and/or transported to the ACC and SF/SPCA compound at 15<sup>th</sup> Street and Harrison Street or 16<sup>th</sup> Street and Alabama Street in San Francisco. 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:

<b>Shelter Location</b>	<ul style="list-style-type: none"> <li>• Select shelter locations with the intention of serving those most impacted by the event by communicating with the Care and Shelter Branch at the Human Services Agency [HSA] DOC to determine where shelters for displaced persons may be opening.</li> <li>• Inspect shelter facilities and grounds for feasibility, size of animal containment areas, safety, and security.</li> </ul>
<b>Supplies</b>	<ul style="list-style-type: none"> <li>• Ensure adequate supplies are available to support the shelters.</li> <li>• Obtain appropriate intake forms and office supplies.</li> </ul>
<b>Staffing</b>	<ul style="list-style-type: none"> <li>• Identify, orient, and assign shelter staff to work in 12-hour shifts.</li> <li>• Identify shelter manager and assign shelter positions to staff and credentialed volunteers.</li> <li>• Create work and rest schedules for staff and credentialed volunteers.</li> <li>• Create ongoing task lists.</li> </ul>
<b>Special Needs</b>	<ul style="list-style-type: none"> <li>• In accordance with legal directives, house service and assistance dogs with their owners/guardians in human shelters. Support for these owners and animals may be requested through the ACC DOC or the Animal Response Unit Leader in the EOC.</li> </ul>

**Table 2-2: Animal Sheltering Priorities**



If American Red Cross (ARC) shelters are open for human evacuees, a determination will be made regarding the feasibility of co-locating animals at shelters. If co-location is an option, animal response teams will be dispatched to ARC shelter sites and arrangements will be made to obtain emergency supplies and any specialized equipment needed to care for the animals.

If co-location is not an option, or if the animal is neither a dog or cat, alternative animal shelter sites will be identified and animals will be assigned to the most appropriate shelter. A representative from the ACC veterinary 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.

Shelters where animals may be co-located are shown in the below figure. A complete listing of each shelter can be found in *Appendix A: Animal Co-Location Shelter Sites*.

### 2.1.4 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

### 2.1.5 Reunification of Pets with Owners

An 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 ACC detailing the description of the animal, its last known location, and the owner's current contact information.



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. Depending on the nature of the event, this period may range from 30 – 180 days.
- An alternate process for proving ownership will be developed for those instances when personal identification and animal intake forms 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.

## 2.1.6 Coordination With Other Agencies and Departments

### *EOC Coordination*

During an event requiring an EOC activation, ESF #11 responsibilities will be enacted by the Animal Response Unit Leader through the EOC Human Services Branch. The Animal Response Unit Leader will maintain communication and coordination with all departments and ESFs relevant to the situation, and will be the primary conduit of information between the ACC DOC and the EOC. Within the EOC, the Animal Response 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 Response 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
- ESF #14: Recovery and Mitigation

It is particularly imperative that channels of communication exist among fire, law enforcement, and ACC under ESF #9 involving search, rescue, and evacuation related to domestic animals. A cadre of Neighborhood Emergency Response Team (NERT) volunteers who are committed to domestic animal issues has been put into place on a district-by-basis to ensure communication to the ACC DOC at the neighborhood level.

### *Mutual Aid Coordination*

Due to the limited number of resources that exist within any single department and CCSF animal-related NGOs (e.g., SF/SPCA, Pets Unlimited Hospital, Pets Are Wonderful Support [PAWS], San Francisco Community Clinic Consortium's Veterinary Street Outreach Services [SFCCC/VET SOS], SFVMA) during an event impacting animals within the San Francisco, 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. In the instance that mutual aid resources are needed, the following organizations may be contacted:

Local	State / National
Contra Costa Animal Services	American Humane Association
Los Angeles County Animal Services	American SPCA
Marin Humane Society	California Animal Response in an Emergency System
Peninsula Humane Society and SPCA	Humane Society of the United States
Sacramento County Animal Services	Noah's Wish
San Diego County Animal Services	
San Jose Animal Services	

### 2.1.7 Volunteer / Donations Management

During a sizeable event affecting San Francisco, volunteer interest will be high. The following are categories of volunteers that may be available to assist with ESF #11 operations:

- **Trained Volunteers:** Several animal-focused organizations either have members or have access to individuals who are skilled in veterinary services and are familiar with appropriate animal handling methods. During an emergency, these volunteers may be called upon to assist with animal response operations by their respective organizations. Local organizations that have access to trained volunteers are the SF/SPCA, Pets Unlimited, PAWS, NERT, SFVMA, and SFCCC/VET SOS.
- **Disaster Service Workers:** All CCSF employees are designated by both State and City law as Disaster Service Workers (DSWs). In the event of an emergency, public employees may be assigned to serve as DSWs to perform activities that promote the protection of public health and safety or the preservation of lives and property.
- **Convergent Volunteers:** It is anticipated that concerned citizens will spontaneously volunteer to assist with animal care services. In order for these convergent volunteers to be utilized, all must be registered through the Emergency Volunteer Center. In the event that unregistered volunteers arrive at ACC, a shelter site, or any other such area, they will be directed to the Emergency Volunteer Center. If the Emergency Volunteer Center has not yet been established, convergent volunteers will be directed to [helpbayarea.org](http://helpbayarea.org).

For further information about volunteer coordination activities, refer to the *City and County of San Francisco Volunteer Management Plan*.



## 2.2 Animal Response Organization and Structure

### 2.2.1 Organization

The animal response function encompasses support from a variety of CCSF departments and outside agencies to ensure that animal needs are addressed in a coordinated manner. Figure 2-1 depicts the relationship between ESF #11 and the various CCSF departments and outside entities involved with animal response.

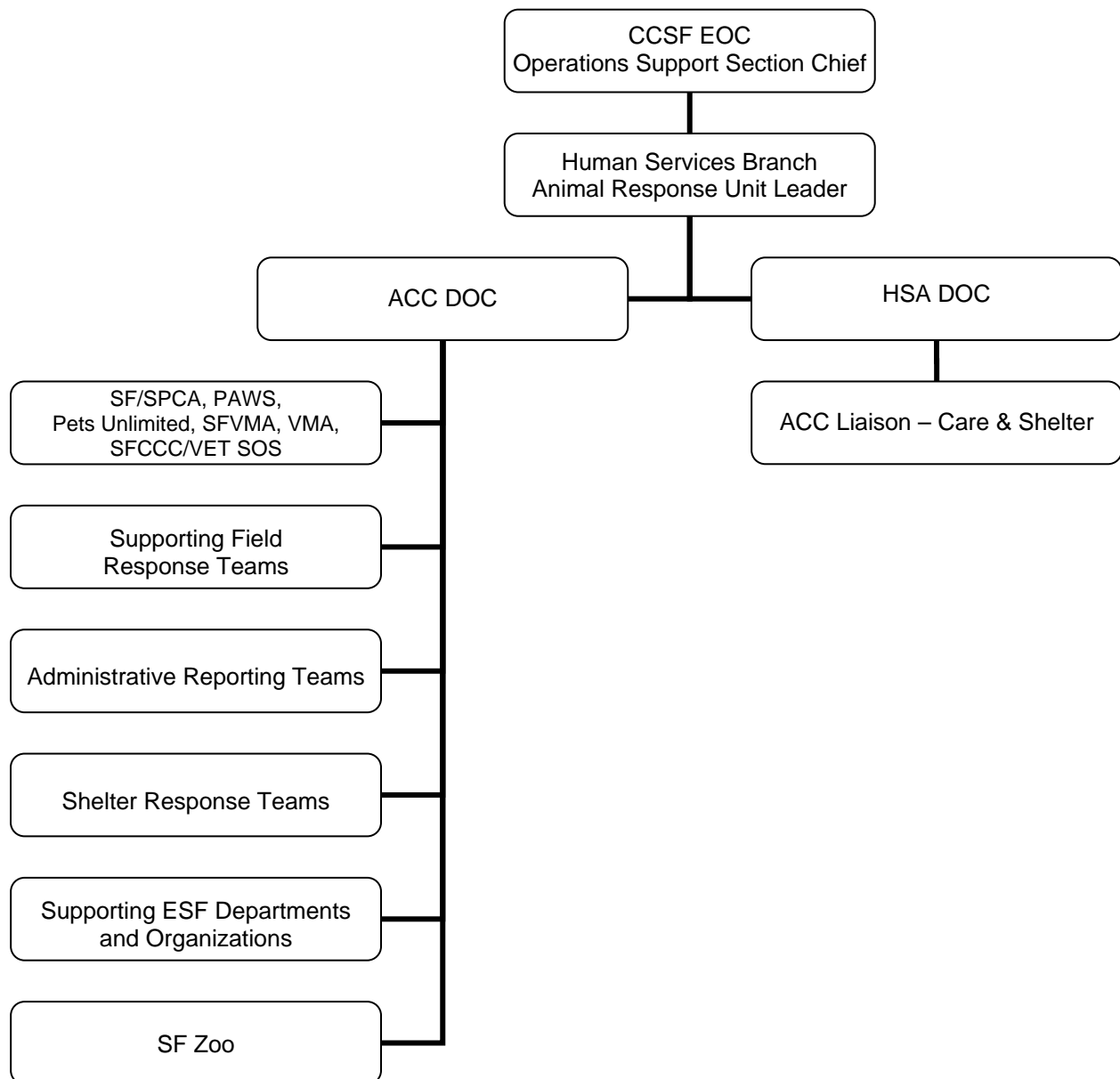


Figure 2-1: ESF #11 Organization



## 2.2.2 Animal Response Roles and Responsibilities

Table 2-1 details the overall roles and responsibilities of each entity involved with ESF #11.

Entity	Roles and Responsibilities
<b>ACC</b>	<ul style="list-style-type: none"> <li>• Coordinate the response to animal-related issues</li> <li>• Communicate response status updates and needs to the EOC</li> <li>• Provide information to the public through the PIO</li> <li>• Ensure the NGO involvement follows FEMA guidelines</li> <li>• Expand animal sheltering capacity, as needed</li> <li>• Expand field search and rescue, as needed</li> </ul>
<b>ARC</b>	<ul style="list-style-type: none"> <li>• Request support from ACC when pet sheltering needs arise</li> </ul>
<b>DEM</b>	<ul style="list-style-type: none"> <li>• Support ACC efforts in responding to animal needs</li> <li>• Communicate the availability of resources toward animal efforts</li> <li>• Assist with identification of storage for spontaneous donations</li> <li>• Provide community situation status information</li> </ul>
<b>DPH</b>	<ul style="list-style-type: none"> <li>• Determine the impact of animal issues on public health</li> <li>• Communicate concerns to ACC</li> <li>• Plan a unified response to public health concerns</li> </ul>
<b>DPW</b>	<ul style="list-style-type: none"> <li>• Provide resources, vehicles, supplies, and equipment for the maintenance of multiple field operations: including staging areas, field veterinary hospitals, field animal shelters, and transport of supplies and equipment to these outposts</li> </ul>
<b>HSA</b>	<ul style="list-style-type: none"> <li>• Communicate needs for animal shelters in mass care shelters to the ACC DOC or EOC Human Services Branch</li> <li>• Communicate needs for ongoing or planned evacuations to the ACC DOC or EOC Human Services Branch</li> <li>• Provide vehicles and support personnel for the movement of animals from one part of CCSF to another</li> </ul>
<b>SFFD</b>	<ul style="list-style-type: none"> <li>• Assist with search, rescue and evacuation related to domestic animals</li> <li>• Provide NERT volunteers to ensure communication to the ACC DOC on a neighborhood level during an event</li> </ul>
<b>SFPD</b>	<ul style="list-style-type: none"> <li>• Assist with search, rescue and evacuation related to domestic animals</li> </ul>
<b>SF Zoo</b>	<ul style="list-style-type: none"> <li>• Communicate situation status and resource requests through the ACC DOC to the EOC</li> </ul>



Entity	Roles and Responsibilities
<b>CARES</b>	<ul style="list-style-type: none"> <li>Bring State resources to the event</li> <li>Activate the California Department of Fish and Game</li> </ul>
<b>PAWS</b>	<ul style="list-style-type: none"> <li>Coordinate the use of trained volunteers during animal response operations (PAWS volunteers and those who are sent by ACC)</li> </ul>
<b>Pets Unlimited</b>	<ul style="list-style-type: none"> <li>Provide emergency medical care, hospitalization , and medical sheltering</li> <li>Coordinate the use of Pets Unlimited trained volunteers</li> </ul>
<b>SF/SPCA</b>	<ul style="list-style-type: none"> <li>Provide emergency shelter, as needed</li> <li>Provide emergency veterinary care</li> <li>Identify, train, and issue credentials to spontaneous volunteers</li> <li>Participate in the ICS command structure and leadership during an event</li> <li>Coordinate veterinary triage teams both at SF/SPCA and ACC</li> </ul>
<b>SFVMA/CVMA</b>	<ul style="list-style-type: none"> <li>Provide veterinary medical personnel, equipment, supplies, and the use of private practice veterinary hospitals, if necessary, for housing animals impacted by an event</li> <li>Coordinate the use of trained volunteers during animal response operations</li> </ul>
<b>SFCCC/VET SOS</b>	<ul style="list-style-type: none"> <li>Assist with animal rescue, feeding and veterinary care during animal response operations</li> <li>Assist ACC in the coordination of veterinary triage teams</li> <li>Coordinate the use of SFCCC/VET SOS trained volunteers and/or highly skilled veterinary medical volunteers</li> </ul>
<b>Mutual Aid from Neighboring Communities</b>	<ul style="list-style-type: none"> <li>Respond with trained personnel, vehicles, and equipment, as needed</li> <li>Transport supplies and equipment from outside the area</li> <li>Transport domestic animals to neighboring communities for sheltering following established protocols</li> <li>Provide leadership relief, if necessary</li> </ul>
<b>Human Services Branch Coordinator</b>	<ul style="list-style-type: none"> <li>Coordinate the number and type of adjunct animal shelters set up near human shelters</li> <li>Coordinate food and water to personnel, staff, and volunteers</li> <li>Coordinate the co-location of human sheltering and pet sheltering with ARC</li> </ul>



Entity	Roles and Responsibilities
<b>Animal Response Unit Leader<sup>1</sup></b>	<ul style="list-style-type: none"><li>• Lead representative for ESF #11 in the EOC</li><li>• Coordinating and communicating with ACC DOC and providing information to the Operations Support Section Chief regarding animal related issues</li><li>• Coordinating with the Joint Information Center (JIC) and providing public information needs</li><li>• Coordinating with Logistics Section regarding needed resources</li><li>• Coordinating with Planning Section to obtain overall situation status</li><li>• Providing situation status reports to the Human Services Branch Coordinator</li></ul>

**Table 2-3: Animal Response Responsibilities**

<sup>1</sup> EOC Human Services Branch Position



## 2.3 Notification and Activation

### 2.3.1 Notification

In the event of an impending or actual event impacting animals within San Francisco, ACC in coordination with DEM will determine the activation needs of ESF #11. Notification will then be issued to all relevant supporting ESF #11 departments, and to any additional departments or agencies as required. Notification will be issued through the most appropriate communications equipment for the event requirements, and will detail event information, reporting instructions, and any relevant coordination information. Upon notification of an event, ACC will begin planning efforts, to include:

- Defining impacted animals
- Identifying potential response requirements and needs
- Placing all ACC personnel on standby and/or staffing appropriate positions, as necessary
- Determining ACC DOC activation and staffing requirements

### 2.3.2 Activation

ESF #11 may be activated by the DEM Duty Officer, ACC, or EOC Manager when an event affecting the CCSF animal population is anticipated or has occurred. The level of activation will be determined according to the requirements of the event. If the determination is made to activate the ACC DOC, notification to the following departments, NGOs, and community partners may be necessary:

- SF/SPCA, Pets Unlimited Hospital, PAWS, SFCCC/VET SOS, CVMA
- Peninsula Humane Society, Marin Humane Society, San Jose Animal Services, Contra Costa Animal Services
- Standby: Sacramento County Animal Services, Los Angeles County Animal Services, San Diego County Animal Services
- Standby: Berkeley Humane Society, Oakland Animal Services, Sonoma County Animal Services, Santa Cruz Animal Services, Monterey SPCA
- Standby: In an expanding incident, beyond region and State control, national organizations may be notified

#### ***Scalable Activation***

ESF #11 operations will increase or decrease based on the type and nature of the emergency and the magnitude of the event. The type and level of activation is generally based on an event's resource or staffing requirements and the impact on the community. The below table illustrates a scalable emergency response activation according to event type.



Emergency Situation	Examples	Coordinating Department	Placement of ESF #11 Staff
<b>Planned Event (Simple)</b>	Notification of a potential impact to CCSF animal population	Animal Care and Control	<ul style="list-style-type: none"> <li>• Field</li> <li>• DOC</li> </ul>
<b>Planned Event (Complex)</b>	Notification of a potential large-scale event requiring ACC resources and personnel, involving support agencies and EOC activation	Animal Care and Control	<ul style="list-style-type: none"> <li>• Field</li> <li>• DOC</li> <li>• EOC</li> </ul>
<b>Unplanned Event (Simple)</b>	Notification of an actual event requiring ACC coordination	Animal Care and Control	<ul style="list-style-type: none"> <li>• Field</li> <li>• DOC</li> </ul>
<b>Unplanned Event (Complex)</b>	Notification of a large-scale event requiring ACC resources and personnel, involving support agencies and EOC activation	Animal Care and Control, Department of Emergency Management, Mayor's Office	<ul style="list-style-type: none"> <li>• Field</li> <li>• DOC</li> <li>• EOC</li> </ul>

**Table 2-4: Scalable Animal Response Activation**

### 2.3.3 Response Actions

#### ***Step 1: Secure Incident Site***

When notified of an event affecting the CCSF animal population, ACC will perform the following actions:

- Assess and determine impacted animals
- Identify animal response staffing and resource requirements
- Alert and deploy appropriate field units as necessary

#### ***Step 2: Activate DOC; Alert EOC (as Necessary)***

Activation of the DOC and/or the EOC involves, but is not limited to, the following:

- If activated, send departmental representatives to EOC
  - Assign Animal Response Unit Leader responsibilities to the most appropriate personnel
- Determine mutual aid needs
  - Contact the State, CVMA, ASPCA, Noah's Wish, etc., as appropriate
- Notify and request assistance from supporting departments, NGOs and other agencies





- Notify community partners (SF/SPCA, PAWS, Pets Unlimited, SFCCC/VET SOS) of activation

**Step 3: Gather Information**

- Determine the condition and capacity of primary ACC and community partner animal shelters
- Determine whether rescue, triage, and transport requirements are needed
- Determine animal sheltering needs
- Determine whether or not animals will be co-located in American Red Cross shelters once activated
  - Divide animals into dog or cat categories
  - Dispatch a team to the ARC shelter sites
- Determine transportation needs and capabilities

**Step 4: Analyze Information and Coordinate Response**

- Take action to expand current animal sheltering and field response capacity, if needed
- Mobilize animal care personnel and augment staff, as needed (contact neighboring jurisdictions)
- Prepare to receive unsolicited donations and volunteers
- Deploy a representative from the veterinary medical team to assist with triage of pets at shelter sites

**Step 5: Obtain Resources, Release Public Information**

- Request emergency supplies and specialized equipment through the DOC, EOC, and/or supporting departments as necessary
- Identify animal shelter sites and assign animals to shelters to make the best use of facilities (e.g., ACC, SF/SPCA)
- Disseminate emergency information and guidance to the public, private, and government organizations

**Step 6: Continue to Monitor, Track, and Inform**

- Receive and respond to requests for information
- Provide situation updates, as necessary
- Re-evaluate the current situation status
- Determine future needs, as appropriate



### 2.3.4 Deactivation

ESF #11 will be deactivated when the need for advanced animal response coordination has either diminished or ceased. ESF #11 functions may be deactivated or scaled back at the discretion of the ACC Director, EOC Manager, or Operations Support Section Chief, as appropriate. After the decision to deactivate has been determined, the following activities may be necessary:

- Complete or transfer remaining ESF #11 responsibilities to the appropriate department(s)
- Provide deactivation information to all involved supporting ESF departments
- Inventory, return to owner, or properly dispose of remaining supplies
- Issue a final status report to the Operations Support Section Chief
- Coordinate deactivation with the Operations Support Section Chief, to include staff release, equipment return, and inventory
- Coordinate deactivation with the ACC DOC
- Ensure that a debrief is held between key staff, volunteers, and involved CCSF departments
- Continue ongoing efforts for reunification as necessary



## Section 3: Planning Assumptions

The following planning assumptions apply to ESF #11: Animal Response:

- All appropriate CCSF agencies and departments will be involved in emergency operations consistent with their functions and responsibilities with respect to emergency/disaster domestic animal issues.
- Coordination with CCSF departments, supporting ESF departments, outside agencies and/or volunteers, will be critical to successfully meet emergency needs of domestic animals.
- The definition of a “domestic animal” is “a companion animal of any sort.”
- The San Francisco Zoo currently has its own emergency plan that will be activated during an event that affects the zoo.
- Because there are more domestic animals per capita in San Francisco than in most other urban areas, by nearly two to three times, there is a public expectation that the CCSF will provide care, shelter, and treatment for domestic animals impacted by an emergency event.
- Information contained in this annex is consistent with other local animal care plans such as the Bay Area Urban Area Security Initiative (UASI) Animal Care and Shelter Disaster Planning Operations Guide.
- Large amounts of convergent volunteers and donations will be expected during a major event in San Francisco. Detailed volunteer and donations management procedures may be found in the *San Francisco Volunteer Management Plan*.

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## List of Abbreviations and Acronyms

The following abbreviations and acronyms are used in this annex:

ACC	Animal Care and Control
AHA	American Humane Society
ARC	American Red Cross
ASPCA	American Society of the Prevention of Cruelty to Animals
CARES	California Animal Response in Emergency System
CBO	Community-Based Organization
CCSF	City and County of San Francisco
CVMA	California Veterinary Medical Association
DEM	Department of Emergency Management
DOC	Departmental Operations Center
DOE	Department of the Environment
DPH	Department of Public Health
DPW	Department of Public Works
DSW	Disaster Service Worker
EMS	Emergency Medical Services
EOC	Emergency Operations Center
ERD	Emergency Response District
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSA	Human Services Agency
ICS	Incident Command System
JIC	Joint Information Center
NERT	Neighborhood Emergency Response Team
NGO	Non-Governmental Organization
NIMS	National Incident Management System
PAWS	Pets Are Wonderful Support
PIO	Public Information Officer
RPD	Recreation and Parks Department
SF/SPCA	San Francisco Society of the Prevention of Cruelty to Animals
SFCCC/VET	San Francisco Community Clinic Consortium's Veterinary Street Outreach
SOS	Services
SFFD	San Francisco Fire Department
SFPD	San Francisco Police Department
SFSD	San Francisco Sheriffs Department

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SFUSD	San Francisco Unified School District
SFVMA	San Francisco Veterinary Medical Association
SFZoo	San Francisco Zoo
UASI	Bay Area Urban Area Security Initiative





## Appendix A: Animal Co-Location Shelter Sites

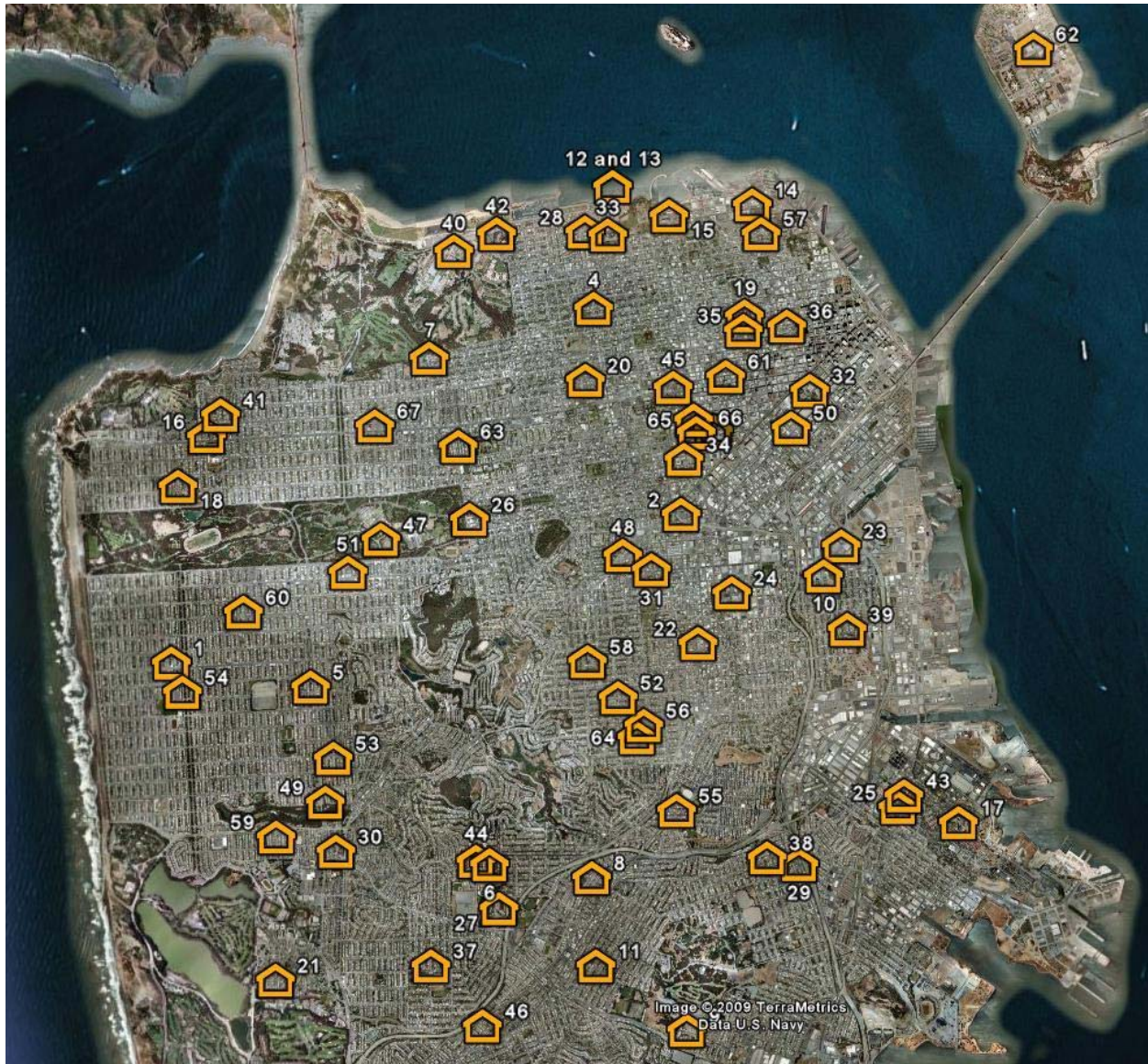


Figure A-1: Animal Co-Location Shelter Sites



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#	Site Name	Address	Zip Code	ERD
1.	A. P. Giannini Middle School	3151 Ortega Street	94122	8
2.	Annunciation Greek Orthodox Cathedral	245 Valencia Street	94103	2
3.	Bill Graham Civic Auditorium	99 Grove Street	94102	2
4.	Calvary Presbyterian Church	2515 Fillmore Street	94115	4
5.	Christ Church Lutheran ELCA	1090 Quintara Street	94116	8
6.	City College of San Francisco	50 Phelan Avenue	94112	9
7.	Congregation Emanu-El	2 Lake Street	94118	7
8.	Corpus Christi Church	62 Santa Rosa Avenue	94112	9
9.	Cow Palace	2150 Geneva Avenue	94014	9
10.	Enola Maxwell Middle School of the Arts	655 De Haro Street	94107	10
11.	Epiphany Elementary	600 Italy Avenue	94112	9
12.	Fort Mason Center Festival Pavillion Pier 3	Buchanan Street & Marina Boulevard	94123	4
13.	Fort Mason Center Herbst Pavillion Pier 2	Pier 2 Buchanan Street & Marina Boulevard	94123	4
14.	Francisco Middle School	2190 Powell Street	94133	1
15.	Galileo High School	1150 Francisco Street	94109	4
16.	George Washington High School	600 32nd Avenue	94121	7
17.	Gloria R. Davis Middle School	1195 Hudson Avenue	94124	10
18.	Golden Gate Park Senior Center	6101 Fulton St	94121	7
19.	Grace Cathedral	1100 California Street	94108	1
20.	Hamilton Rec Center	1900 Geary	94115	4
21.	Holy Trinity Greek Orthodox Church	999 Brotherhood Way	94132	8
22.	Horace Mann Middle School	3351 23rd Street	94110	6
23.	Jackson Clubhouse	17th and Arkansas St	94107	3
24.	John O'Connell High School	2355 Folsom Street	94110	6
25.	Joseph Lee Rec Center	1395 Mendell St.	94124	10
26.	Kezar Pavilion	755 Stanyan St	94117	5
27.	Lick-Wilmerding High School	755 Ocean Avenue	94112	9
28.	Marina Middle School	3500 Fillmore Street	94123	4
29.	Martin Luther King Middle School	350 Girard Street	94134	10
30.	Mercy High School	3250 19th Avenue	94132	9
31.	Mission High School	3750 18th Street	94114	2
32.	Moscone Center North & South	747 Howard Street	94103	3
33.	Moscone Rec Center	1800 Chestnut	94123	4
34.	NCIS (French-American International School)	150 Oak Street	94102	2

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#	Site Name	Address	Zip Code	ERD
35.	Nob Hill Masonic Auditorium	1111 California Street	94108	1
36.	Notre Dame Des Victoires Church	566 Bush Street	94108	1
37.	Ocean View Rec Center	650 Capitol Ave	94112	9
38.	Palega Recreation Center	500 Felton	94134	9
39.	Potrero Hill Rec Center	801 Arkansas Street	94107	10
40.	Presidio Community YMCA	63 Funston Avenue	94129	11
41.	Presidio Middle School	450 30th Avenue	94121	7
42.	Presidio YMCA Letterman Gym	1152 Gorgas Street	94118	11
43.	Providence Baptist	1601 McKinnon Avenue	94124	10
44.	Riordan High School	175 Phelan Avenue	94112	9
45.	Sacred Heart Cathedral Preparatory	1055 Ellis Street	94109	2
46.	San Francisco Christian Center	5845 Mission Street	94112	9
47.	San Francisco County Fair Building	9th Ave & Lincoln Way	94122	7
48.	Sanchez Elementary School	325 Sanchez Street	94114	2
49.	Scottish Rite Masonic Center	2850 19 <sup>th</sup> Ave	94132	8
50.	SOMA Eugene Friend Rec Center	270 6th Street	94103	3
51.	St. Anne's Church	850 Judah Street	94122	8
52.	St. Anthony's Church	3215 Cesar Chavez Street	94110	6
53.	St. Cecilia Church	2555 17th Ave	94116	8
54.	St. Ignatius College Preparatory	2001 37th Ave	94116	8
55.	St. Mary's Rec Center	95 Justin Dr.	94112	6
56.	St. Paul's Catholic Church	221 Valley Street	94131	6
57.	St. Peter and Paul Church	666 Filbert Street	94133	1
58.	St. Philip's Church	725 Diamond Street	94114	6
59.	Stonestown Family YMCA	3333 Eucalyptus Drive	94132	8
60.	Sunset Rec Center	2225 Lawton St.	94122	8
61.	Tenderloin Rec Center	570 Ellis Street	94102	2
62.	Treasure Island Nimitz Conference Room	Treasure Island	94130	13
63.	University of San Francisco - Koret Center	222 Stanyan Street	94118	5
64.	Upper Noe Rec Center	295 Day St	94131	6
65.	Veteran's Building (War Memorial)	401 Van Ness Avenue	94102	2
66.	War Memorial Opera	301 Van Ness Avenue	94102	2
67.	Zion Lutheran Church	495 9th Avenue	94118	7



## Appendix B: Veterinary Hospitals

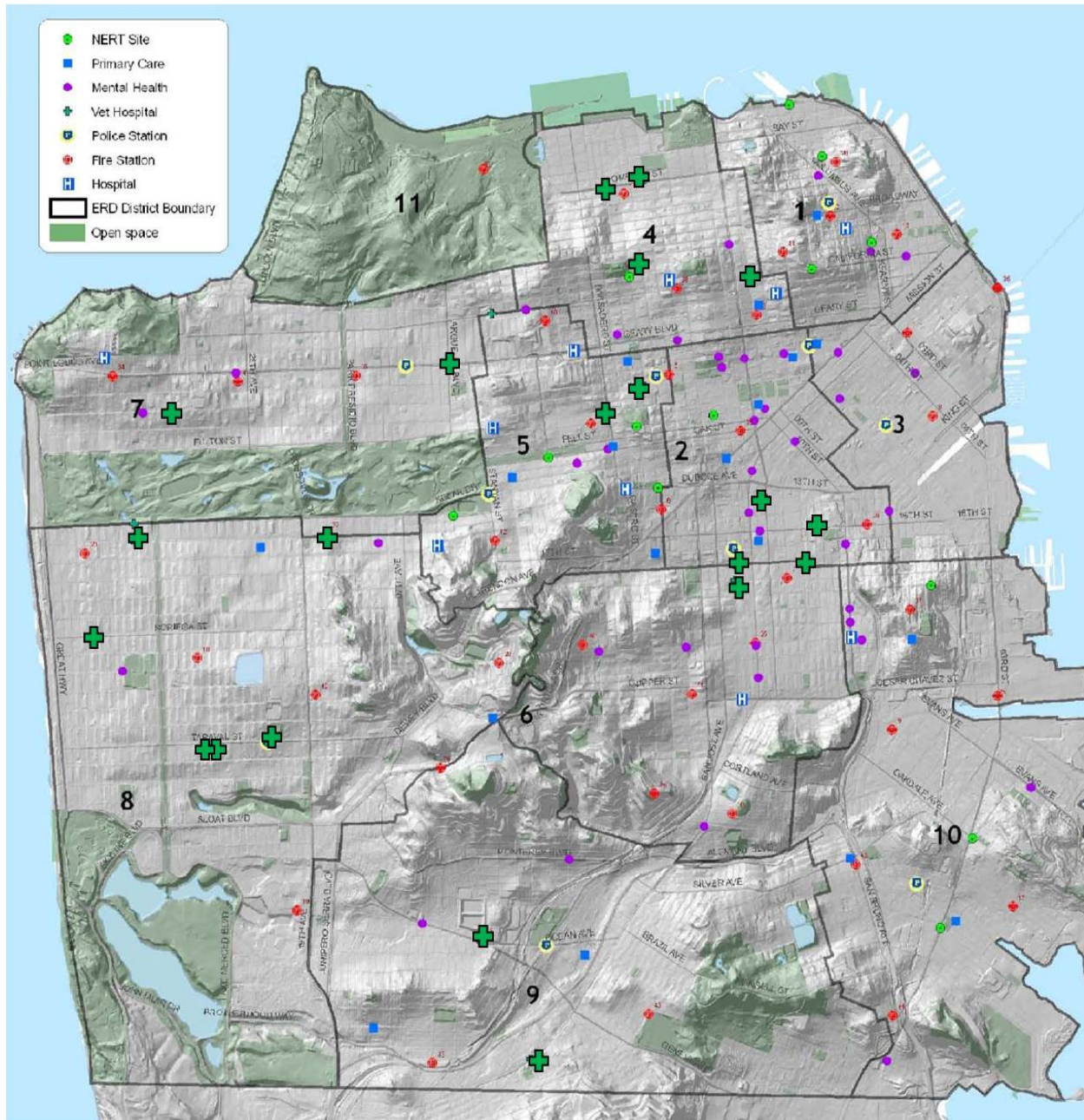


Figure A-2: Veterinary Hospital Locations

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Hospital	Address	Phone
All Animals Emergency Hospital	1333 9 <sup>th</sup> Ave	837-1011
All Pets Hospital	269 So. Van Ness	861-5725
Animal Farm Pet Hospital	5601 Mission St	333-0813
Animal Hospital of Diamond Heights	5264 Diamond Heights	920-6980
Arguello Pet Hospital	530 Arguello Blvd	751-3242
Avenues Pet Hospital	2221 Taraval	681-4313
Balboa Pet Hospital	3329 Balboa	752-3300
Bay Area Bird Hospital	2145 Taraval	566-4359
Blue Cross Pet Hospital	1386 Golden Gate Ave	931-5550
Especially Cats Veterinary Hospital	1339 Taraval	681-5553
Irving Street Veterinary Hospital	1434 Irving St	664-0191
Lombard Pet Hospital	2308 Lombard	567-1550
Marina Pet Hospital	2024 Lombard	921-0410
Mission Pet Hospital	720 Valencia	552-1969
Nob Hill Cat Clinic & Hospital	1540 California	776-6122
Ocean Ave Veterinary Hospital	1001 Ocean Ave	586-5327
Ocean Beach Veterinary Clinic	3619 California	422-0107
Park Animal Hospital	1207 9 <sup>th</sup> Ave	753-8485
Pets Unlimited	2343 Fillmore St	563-6700
Presidio Way Veterinary Hospital	3619 California	387-6752
San Francisco Pet Hospital	1371 Fulton	931-8312
San Francisco SPCA	2500 16 <sup>th</sup> St	554-3030
San Francisco Veterinary Specialist	600 Alabama	401-9200
Sunset Veterinary Hospital	3741 Noriega	753-2884
Valencia Veterinary Clinic	855 Valencia	648-1222