

HUMANE SOCIETY
OF
MARION COUNTY

DISASTER MANUAL

Updated 12/2020

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EXHIBITS:

- A UNIVERSITY OF FLORIDA VETS TEAM
- B VETERINARY CLINICS IN MARION COUNTY
- C ADDITIONAL RESOURCES
- D FIRST RESPONDER BOARDING FORM

1. INTRODUCTION

The purpose of this Emergency/Disaster Manual is to provide the staff of the Humane Society of Marion County a specific guide to accomplish the following in case of emergency/disaster:

- SHELTER will always fully be prepared to appropriately handle disaster situations faced from natural and man-made disasters through training and monthly preparedness evaluations.
- Provide to employees during hazardous or life-threatening emergencies.
- Protect/prevent/mitigate damage to the animals, properties, and equipment during emergencies.
- Provide an action plan for all staff to follow in preparing for emergencies.
- Provide an action plan for shelter recovery of business operations during an emergency.
- Provide a guide in assessing damages to said animals, properties, and equipment.
- While it is impossible to foresee all that could occur, this manual is to attempt to give guidelines for those emergency situations most likely to occur. Employees are to utilize this manual, as well as common sense, to insure the health and safety of the people and the animals within the shelter.

2. **PRE-HURRICANE MITIGATION**

A. Inventory Checklists – An inventory checklist for SHELTER Emergency Supplies for Hurricanes, Pet Evacuation Shelter Supplies; supplies should be completed May 15th of each year and submitted to the Executive Director. Any items that need to be replaced from, or added to, the existing inventory should be noted and acquired before June 1st of each year.

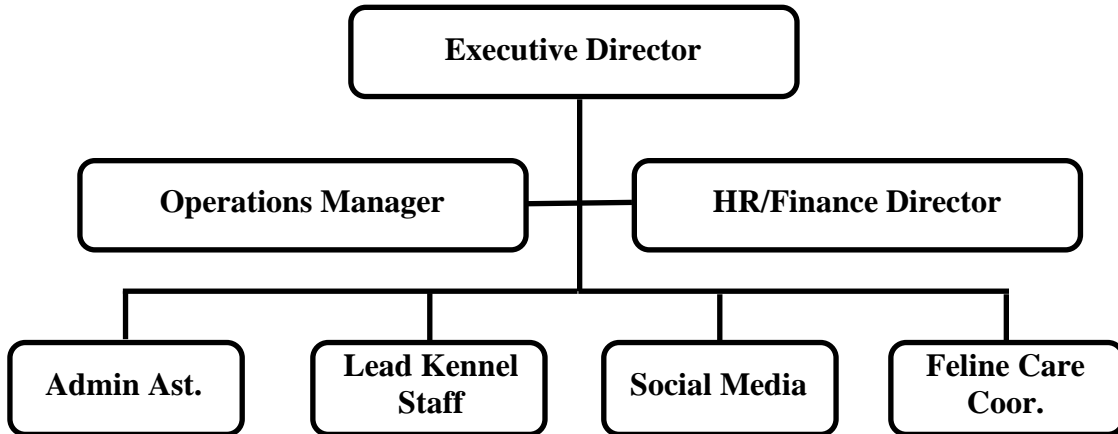
B. Departmental Disaster Plans – Each department director should review their Departmental Disaster Plan on June 1st of each year and submit any changes necessary to the Disaster Project Manager before June 15th.

C. Staff Training - In addition to monthly checklists, the monthly full staff meeting held closest to June 1st each year shall be designated to review the disaster preparedness plan in detail and inform staff of their roles.

SHELTER regularly conducts a Shelter School program for employees. This comprehensive training course will include a workshop of disaster planning during which each staff member will be asked to fill out the Employee Disaster Team Availability Survey. These should be updated each year at the staff meeting held closest to June 1st. Each staff member that shows availability to work during disaster operations must complete the SHELTER Disaster Training Session during which a thorough review and training on the information included in this plan will be presented.

3. INCIDENT COMMAND SYSTEM

In the event of a disaster, SHELTER will utilize the Incident Command System to conduct all disaster related actions. The following organization chart will be used: As Command Structure



4. EMERGENCY CALL LIST

In the event of an emergency, the following staff members are to be notified at once, after first calling 9-1-1 if applicable (fire, HAZMAT, accidents, etc...)

Name	Position	Cell #
Eddie Leedy	Executive Dir.	843-2566
Kirstin Tanner	Shelter Operations Mgr.	209-6753
Mary Wrye	Finance/HR Dir.	361-7136

(all area code 352 unless otherwise indicated)

Additional Emergency Numbers - Call 9-1-1 FIRST

Fire/Rescue	352-629-8306
Red Cross Disaster Office	800-733-2767
Ocala Police Dept.	352-369-7000
Ocala Electric Utility	352-629-2489
Marion County Sheriff's Office	352-732-8181
MCSO Emergency Management	352-369-8100
Univ. of Fla. Emergency Vets	352-512-0886
Univ. of Fla. VETS Team	352-671-8400 (Gainesville)

In case of a widespread disaster, Jim Sweet, Director of MCAS, oversees coordinating animal rescue efforts for the county. He will be at the Emergency Operations Center.

University of Florida College of Veterinary Medicine – VETS Team, in support of Marion County Fire Service, 24/7 dispatch by the Com Center – Brandi Phillips 727-735-5109 or Dane Anderson 208-880-2041 or Dr Larry Garcia 334-663-9610. (See Exhibit A)

Exhibit B provides a listing of all veterinarian clinics in Marion County. Exhibit D provides a list of additional resources.

5. **SHELTER HURRICANE OPERATIONS**

Hurricane Evacuation Protocols & Timeline

Designation by the National Weather Service of a hurricane expected to affect Marion County will prompt the following action by HSMC:

- Category II:
 - Closing of shelter for normal operations
 - Evacuation of all adoptable animals from Outreach locations
- Category III or above
 - Closing of shelter for normal operations
 - Evacuation of all animals from HSMC

Activation of these actions will occur only after they are declared necessary by the Executive Director based on the following timeline:

96 Hours Prior to Expected Landfall:

- Staff and Volunteers alerted to potential disaster
- Director provides storm updates to staff every 8 hours
- Partnering Organizations alerted
- Vehicles gassed & supplies confirmed
- Communication with executive board of directors commences with updates every eight hours to Board President

72 Hours Prior to Expected Landfall

- All HSMC public service operations suspended
- Evacuation of animals ordered based on expected intensity at landfall
- Foster parents contacted to determine disposition of fostered animals
- Facility preparations made
- Press/Social Media informed of shelter closing

48 Hours Prior to Expected Landfall

- Pet Evacuation set-up begins
- Facility preparations complete
- Evacuation of animals complete if Category III or above
- Category II – remaining animals transferred to HSMC from Outreach locations

24 Hours Prior to Expected Landfall

- Pet Evacuation Shelter set-up complete
- Facility preparations complete

12 Hours Prior to Expected Landfall

- Pet Evacuation Shelter opens

5. SUDDEN IN-HOUSE EVACUATION

Should a sudden disaster strike the shelter such as a major fire, explosion, etc., HSMC will deal with human evacuation and safety first, and then address the evacuation and care of the animals. Any staff member who discovers a fire or other reason for evacuation should immediately dial 911 from the nearest phone.

If possible, the person identifying the need to evacuate the building should alert the staff and public through an evacuation announcement on the P.A. system. All employees will direct any member of the public to the nearest exit in a calm and orderly fashion. After confirming that their work area has been evacuated, employees will leave the building through the nearest exit and proceed immediately to the All-Pets Memorial Park on the opposite side of the HSMC parking lot.

The evacuation alert announcement is as follows and is located near every phone on the premises:

“The Humane Society of Marion County is requesting all staff and public to evacuate the building at this time. Please proceed calmly through the nearest exit, then to the front of the building for further instructions.”

No attempt at animal rescue will be authorized until all staff and public are accounted for. Under NO circumstances is anyone permitted to re-enter the building without expressed permission from the Executive Director or appropriate staff member. The decision to attempt an animal rescue within the shelter or clinic will be made by the E.D. or appropriate staff member.

4. FIRE

Should you experience a fire, remember RACE:

Rescue Leave the building and take others with you.

Alarm Sound the alarm, and have one person call 911

Contain Close the doors behind you as you leave. This helps contain
the smoke and prevents spread of fire.

Extinguish Use the fire extinguisher on small fires.

To use a fire extinguisher, remember PASS:

Pull the pin.

Aim the nozzle.

Squeeze the handles.

Sweep the nozzle from side to side

5. HURRICANE PREPAREDNESS

Hurricane season officially runs from June 1 thru November 30.

Terms of importance:

TROPICAL STORM: A named storm with stronger circulation, wind speeds from 39 -73 mph.

TROPICAL STORM WARNING: Tropical storm conditions are expected within 24 hours.

HURRICANE: A named storm with very strong, pronounced circulation. Winds of 74 mph or more.

HURRICANE WARNING: Hurricane conditions are a real possibility for the area, usually within 36 hours.

Hurricane Hazards: There are 4 major hazards:

- 1) Storm Surges (*tidal surges can reach more than 20 ft*)
- 2) High Winds (*Hurricane Andrew brought winds up to 175 mph*)
- 3) Heavy Rains / Flooding
- 4) Tornadoes

TORNADOES

TORNADO WATCH: issued by the National Weather Service when conditions which may produce tornadoes or severe thunderstorms are developing. Continue normal activities, but have a safety plan in mind, and be ready to implement it if a warning is issued.

TORNADO WARNING: issued when a tornado or severe thunderstorm has been detected or sighted. The warning will tell you the location and movement of the severe weather. If you are in or near the path of the storm implement your safety plan immediately.

SUSPENDED SERVICES

The following services will be suspended until the hurricane has passed and the shelter is able to resume normal operations:

- Adoptions: in-house, satellite and mobile
- Community Outreach
- Spay/Neuter services (in-house and clinic)
- Receiving Appointments
- Behavior Counseling
- Fund Raising Events

Information will be posted on the HSMC Facebook page and website as it becomes available.

Yearly Assessment Meeting

At least once per year, key members of the HSMC staff will meet to discuss changes and necessary updates to the disaster manual.

BASIC HURRICANE PROCEDURES

- * When a hurricane warning has been issued by the National Weather Service, the facility will be considered on alert.
- * The Executive Director will decide when the HSMC will cease normal operations. Based on the strength and direction of the storm, a decision will be made whether to move the shelter animals away from the area or to stay here during the storm.
- * The Administrative Office Manager or the E.D. will begin back-up on the computer.
- * When the E.D. decides to close the facility and prepare for the storm, the Shelter "A" Team will go to their homes to secure their supplies and provide for their families and/or pet(s). The E.D. will assign the "A" Team. The Shelter "B" Team consists of all other staff.
- * While the "A" Team is gone, the "B" Team will prepare the buildings for the approaching storm. Specific duties are detailed separately.
- * Upon return of the "A" Team, all other employees will leave to join their families and/or pets.
- * In case of a severe hurricane, the E.D. will decide whether it is appropriate if another staff member is to remain on premises
- * After the storm passes, **all** employees are to check-in by phone to find out when to return to work. If the HSMC phones are not working, try the cell phone of the E.D., Shelter Operations Manager, or the H.R. Director.

OFFICE PREPARATIONS

Office Staff

E.D. or H.R. Director will be in charge and responsible for making sure that the following duties are carried out and the Preparations List checked and initialed.

* One staff member will take the van to fill any empty gas cans in the shed and then proceed to grocery store to buy the following:

- 10 Bags of Ice

* All locations that may have some of our animals should be picked up

* All fosters should be called and see if they will take care of their animals during the emergency or if they would need assistance.

* All computers are to be shut down & unplugged.

* All equipment should be stacked in the shelter up off the floor on the desks.

* Windows taped and all doors secured.

* Make sure the bathroom is well stocked with toilet paper, paper towels and plastic trash bags.

* When office preparations are completed, ½ of office personnel will help the kennel staff and ½ will assist with the clinic as needed.

* When **all** preparations are completed, the 2 Lead staff in charge of kennel and office preparations will let everyone else leave. These 2 people will stay until the "A" Team arrives. All employees will receive a copy of Post-Disaster Instructions when they leave.

OFFICE PREPARATIONS

Check off

Initial

_____ Van Gassed	_____
_____ Grocery Store Supplies	_____
_____ Computers Stored	_____
_____ Front Office Loose Materials Stored/Secured	_____
_____ Bathroom Stocked	_____
_____ Help Kennel Staff	_____

ADMINISTRATIVE OFFICES CHECKLIST

Check Off

Initial

_____ Administrative Computers Stored	_____
_____ Hand out Post Disaster Instructions	_____
_____ Help Kennel Staff	_____
_____ Help Clinic Staff	_____
_____ Checklist submitted to E.D.	_____

SHELTER PREPARATIONS

- * Collect all designated water containers and fill with water. This water will only be used for cleaning and sanitation purposes.
- * Fill empty water jugs with water and store in the shelter. This water will only be used for drinking purposes.
- * E.D. or H.R. Director shall be in charge and responsible for making sure that the following duties are carried out and the Preparations List is checked and initialized.
- * Unplug all electrical equipment after they are shutdown. (Washer/dryer, individual radios, microwave, kennel pressure washer, etc.) Leave refrigerator plugged in.
- * All food containers are to be filled and moved into the food prep room, along with additional bags of dry cat/dog food and canned cat food.
- * Any outside equipment, such as tables, chairs, carriers, etc. are to be stored in the storage shed.
- * Cats are to remain in cat rooms with outside pass throughs appropriately secured.
- * Close and lock all exterior windows and doors,
- * Turn off natural gas at main shut off valve.
- * Release staff and hand out Post-Disaster Instructions as they leave.
- * Feed & water all animals on regular schedule
- * Remove all trash to dumpster.
- * Police outdoor area for potential projectiles and remove.
- * Prepare to tape all glass windows including the Thrift Store
- * Verify all gasoline containers are full. All chain saws, saw blades, and other needed equipment is ready and available.
- * Secure the front gate when it is determined that the shelter will not be accepting community traffic.
- * Turn off power at main breaker.

THRIFT STORE

- * Secure cash register, all necessary paperwork, computers, etc. in a secured container to include all computers for relocation.
- * Secure dumpsters and arrange for them to be emptied if applicable.
- * Thrift Store Manager will report to the Executive Director when tasks are complete for further instructions.

CHECKLIST

- _____ Attend to health/medications
- _____ Food containers filled
- _____ Water containers filled
- _____ Litter containers filled
- _____ Extra food (dry & canned), litter
- _____ Store outside equipment
- _____ Test generator
- _____ Feed/Water on schedule
- _____ Secure doors and windows
- _____ Hand out post-disaster instructions
- _____ Release staff

SURGERY SUITE CHECKLIST

Check off	Initial
_____ Cease surgeries	_____
_____ Equipment secured in cabinets	_____
_____ Attend to health/medications	_____
_____ Computers/equipment secured	_____
_____ Controlled substance/money secured	_____
_____ Yard secured	_____
_____ Desktop items/pictures secured	_____
_____ Medical records secured	_____
_____ Trash removed	_____
_____ Vaccines transferred/Electricity turned off	_____
_____ Checklist submitted to E.D.	_____

POST DISASTER INSTRUCTIONS

- * After the storm/disaster passes, all employees must check-in by phone within 8 hours. Not only do we want to let you know when to return to work, but we want to know that you and your families and/or pet(s) are safe.
- * First try the HSMC phones 873-7387, 387-0737. If they are not working, try the Executive Director's (Eddie Leedy) phone number, (352)-843-2566.
- * If we have not gotten in touch with you within 8 hours after you have left a message, come to the HSMC, if possible, prepared to work.
- *Prior to leaving, employees will receive authorization letter to return to HSMC.

Authorization letter

April 8, 2021

To Whom It May Concern:

Please allow the bearer of this letter to travel to the Humane Society of Marion County (HSMC) at 701 NW 14th Road, Ocala. The bearer is an employee of the HSMC and is involved in Disaster Relief and Recovery.

If you have any questions, please call on cell phone (if possible) Eddie Leedy, the Executive Director at (352)-843-2566 or Kirstin Tanner, the Shelter Operations Manager at (352)-209-6753.

If you are unable to contact us, you can check with Jim Sweet (Director-Marion County Animal Services) manning the ESF-17 desk at the Emergency Operations Center, 369-8100, or with Emergency Management Director Preston Bowlin or Deputy Director Erin Miller 352-369-8185.

Thank you,

Eddie Leedy
Executive Director

April 8, 2021

To Whom It May Concern:

Please allow the bearer of this letter to travel to the Humane Society of Marion County (HSMC) located at 701 NW 14th Road, Ocala FL 34475. The bearer is an essential employee of the HSMC and is involved in Covid-19 Emergency Care Plan.

If you have any questions, please call on cell phone (if possible) Eddie Leedy 352-843-2566 the Executive Director, Kirstin Tanner 352-209-6753 the Shelter Operations Manager, or telephone main office line 387-0737.

Thank you,

Eddie Leedy
Executive Director

BOARDING DOGS & CATS FOR FIRST RESPONDERS

A first responder is defined as follows: A person, such as a police officer, firefighter, or EMT, trained in urgent medical care and other emergency procedures and prepared to move quickly to the scene of an accident or disaster.

HSMC will provide free boarding of dogs and cats for first responders from one week prior to a hurricane to up to two weeks after a disaster.

A separate boarding agreement is available at HSMC (See Exhibit D) that obtains all necessary information and will include a photograph of the animal.

If there is a challenge with kennel availability, HSMC personnel may double up dogs based upon temperament to free up additional kennel space. If further kennel challenges arise, the 4-H facility on Baseline/Maricamp Road has a 14' cargo trailer with 150 cages, leashes, etc. for use. There is also another cargo trailer set up in Starke, and another in a nearby county, in case it is needed. These additional crates will be obtained via the Marion County Division of Emergency Management (Robert Johnson, 352-369-8100 or rrjohnson@marionso.com)

RE-ENTRY

DOCUMENTATION

1. Once it is safe to enter the building, make a preliminary tour of all affected areas. Wear protective clothing.
 2. Do not move objects without documenting their conditions.
 3. Take pictures to record conditions of objects and structures. Make sure images clearly record damage.
 4. Assign staff to keep written records of contracts with insurance agents and other investigators, and staff decisions on retrieval and salvage.
 5. Make visual, written and voice records for each step of salvage procedures.
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RE-ENTRY

STABILIZE THE BUILDING AND ENVIRONMENT

1. Some building contents may be contaminated. Do not enter without a current tetanus shot, protective gloves, clothing, hard hats, and NIOSH-approved respiratory masks.
 2. Identify and repair structural hazards. Brace shelves. Remove debris from floor areas.
 3. Reduce temperature and relative humidity at once to prevent mold outbreak. Ideal targets are less than 70 degrees F/45% humidity.
 4. If warm outside, use coldest air-conditioning settings, cover broken windows with plastic.
 5. In cool-low humidity weather, open windows and use circulating fans. If mold is already present, do not circulate air.
 6. Do not turn on heat unless required for human comfort.
 7. Remove standing water and empty items containing water, remove wet carpets and furnishings.
 8. If everything is soaked, use commercial de-humidification.
-

RE-ENTRY

RETRIEVAL AND PROTECTION

1. Check outside before you go into building. Look for loose power lines, foundation cracks, or other damage. If you see damage, a building inspector or contractor should check the building before you enter.
2. Turn off the electricity. Even if the power company has turned off electricity to your area, make certain your power supply is disconnected.
3. If you smell gas or suspect a gas leak, leave immediately and call the gas company.
4. Enter carefully. If the door sticks at the top, it could mean your ceiling is ready to fall. If you force the door open, wait outside the doorway in case of falling debris.
5. Check the ceiling for signs of sagging. Wind, rain, or deep flooding may wet plaster or wallboard. It is very heavy and dangerous if it falls.
6. Make sure the electricity is off and hose down the building to remove health hazards left behind by flood water mud. Shovel out as much mud as possible. Remove water quickly using a mop or squeegee.
7. Leave undamaged items in place if the environment is stable and area secure. If not, move them to a secure, environmentally controlled area.
8. If no part of the building is dry, protect all objects with loose plastic sheeting.
9. When removing objects, give priority to undamaged items and those on-loan. Separate undamaged from damaged items.
10. Until salvage begins, maintain each group in the same condition you found it in. Keep wet items wet, dry items dry, and damp items damp.
11. Retrieve all pieces of broken objects and label them.
12. Check items daily for mold. If mold is found, handle objects with extreme care and isolate them.