

City of Los Angeles EMERGENCY OPERATIONS PLAN



MASS CARE AND SHELTERING ANNEX

LARGE ANIMAL SUPPORT APPENDIX

June 2021



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APPROVAL AND IMPLEMENTATION

This document is a Functional Support Appendix to the City EOP Mass Care and Sheltering Annex. It serves as either a stand-alone plan or as an attachment to the Hazard Specific Response Annex to the Emergency Operations Plan (EOP). The Appendix was developed with input from all applicable City of Los Angeles departments and allied stakeholders. Upon completion, it is reviewed by the City's Emergency Management Committee (EMC). When approved by the EMC, it presents the document to the Emergency Operations Board (EOB) with a recommendation for approval. Upon review and approval by the EOB, the document goes to the Mayor of the City of Los Angeles with a recommendation to approve and forward to the City Council for adoption.

This Appendix was developed with input from all applicable Los Angeles City departments. This Appendix is compliant with the Federal Emergency Management Agency (FEMA), *Developing and Maintaining Emergency Operations Plans*, Version 2.0 (CPG 101. V.2)¹.

Upon formal approval by the Mayor and adoption by the City Council, this document becomes an official Appendix to the City of Los Angeles EOP.

¹*Developing and Maintaining Emergency Operations Plans. Comprehensive Preparedness Guide (CPG) 101*, version 2.0 ed. (n.p.: U.S. Department of Homeland Security, Federal Emergency Management Agency, 2010).

APPENDIX DEVELOPMENT AND MAINTENANCE

The Large Animal Support Appendix is developed in support of the City of Los Angeles Emergency Operations Plan (EOP) Mass Care and Sheltering Annex to facilitate response efforts during incidents that require the support of large animals.

This Appendix is developed cooperatively with input from City departments that participate in primary response or support responsibilities related to the care of large animals during emergencies, as well as from appropriate non-City agencies.

This Appendix is developed to describe overall citywide response functions and capabilities, and is to be used by each department identified within this Appendix to develop their own standardized operating procedures (SOPs) specific to their departmental operation needs. When developing SOPs, each department is to take into consideration all of the activities identified in this plan directly related to their own department, as well as how those activities that interact with, support, or require support from other departments identified within this plan. Departmental SOPs must be inclusive of planning for people with disabilities and others with access and functional needs. If, at any time, a department identifies a conflict in the field response or support activities described in this Appendix, a conflict in how their field response or support activities are performed in comparison to what is described in this Appendix, or a conflict between their listed activities within this Appendix and how they relate to or support another department's listed activities, such conflict is to be immediately reported to the Emergency Management Department – Planning Division.

This Appendix is a living document and will be reviewed biennially by city departments and agencies that are identified within this Appendix. The biennial review process will be led by the Emergency Management Department – Planning Division. Updates to the plan may occur prior to the biennial review if new guidelines or directives are established, after a disaster or emergency, or if there are operational errors or conflicts in the document. In addition, if a department, agency, or stakeholder to this plan changes, develops, or amends any policy, procedure, or operation that will change or affect the contents of this document, that entity is to immediately notify the Emergency Management Department (EMD) – Planning Division.

This Appendix is to be corrected immediately upon notification or observation of any operational error or changes. Such corrections are reflected within the Record of Changes.

RECORD OF CHANGES

All updates and revisions to this plan, excluding minor typographical and grammatical errors, are tracked and recorded in the following table.

Table 1: Record of Changes

Date	Section/Page	Description of Change	Changed By
January 2018	All	Update/major changes as part of cyclical review of Annex	Robbie Spears
August 2020	All	Updated per the 2 year review cycle	Nicole Romo atrick Munongo/Larry Meyerhofer
May 2021	All Plan Stakeholders	Reviewed and edited by all plan stakeholders after the EMD Planning Division reset.	Jon Brown

CITY EMERGENCY OPERATIONS PLAN/ANNEX CROSS REFERENCE

During the response, the following functional support shall be used as deemed necessary:

- Throughout this document, where public information and communication with the public is referenced, see the **Emergency Public Information Annex**.
- Where internal communications systems are referenced, see the **Communications Annex**.
- Where early warning and notification is referenced, see the **Early Warning and Notification Annex**.
- Where sheltering, mass care, mass feeding and the provision of functional needs support services (FNSS) is referenced, see the **Mass Care and Sheltering Annex; Resettlement Processing Center Annex**; and the **Logistics Annex**.
- Where reference is made to evacuations, see the **Evacuation Annex**.
- Where reference is made about Federal, State, Local or Non-Governmental Organizations providing recovery information, see the **Local Assistance Center Annex** and **Recovery Annex**.
- Where reference is made to response and restoration of critical infrastructure, see the **Critical Infrastructure Annex**.
- Hazard Specific Annexes include the **Tsunami Annex, Earthquake Annex, Adverse Weather Annex, Brushfire Annex, Urban Flooding Annex, Off-Airport Major Aircraft Response Annex, Debris Flow Annex, Civil Disturbance Annex, Terrorism Annex** and the **CBRN Annexes (Chemical, Biological, Radiological, and Nuclear)**.
- Where reference is made to Animal Services Responsibilities during an event, see the Standard Operating Procedures (SOPs) **for Animal Services Care**.
- All actions related to fulfilling the purpose of this Appendix will adhere to the City of Los Angeles Citywide American with Disabilities Act (ADA) guides, documents, and checklists.
- Where City departments have tasks assigned relative to this Appendix, please refer to that specific department's SOP.

BACKGROUND

The Large Animal Support Appendix is a Functional Support Appendix to the Mass Care and Sheltering Annex designed to be used during the response and recovery phases of an emergency incident.

It is difficult to accurately predict the location, frequency, and scale of an emergency or disaster. It is also difficult to accurately determine the number of large animals that will require basic care and sheltering assistance before, during, and after an incident. It is possible, however, to plan and manage the mass care support procedures needed to reduce the adverse impact of a threatened or actual event on large animals.

Any natural or man-made disaster may cause the displacement of large animals. The Large Animal Support Appendix provides guidance to support large animal mass care and sheltering operations during the response and recovery phase of an incident. The Appendix identifies the available mass care capabilities and resources to care for and shelter large animals.

The operations described in this Appendix are designed to be scalable based on the scope of the event and the support required to support large animals.

I. PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS

A. Purpose

This Appendix details the roles and responsibilities of City Departments and other agencies for the management of a large animal support response. This Appendix can be used in conjunction with other plans and is applicable to all locations, agencies, organizations, and personnel with large animal support responsibilities. Organizations, operational concepts, responsibilities, and procedures regarding large animal support capabilities are defined within this Appendix.

The Appendix has been developed to meet the following objectives:

- Provide a coordinated animal care and sheltering system compliant with California Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and relevant City, County, State, and Federal laws.
- Coordinate animal response and recovery activities including, but not limited to, basic care and sheltering.
- Provide a concept of operations identifying roles and responsibilities for each appropriate City department during disasters.
- Define communication methodologies and procedures necessary for the rapid notification of City departments and the public during an event that requires the care and sheltering of large animals.
- Identify actions that can realistically be accomplished within a few hours to a few days to mitigate any adverse impact.
- Ensure consistency with Federal, State of California, the Los Angeles County Operational Area, and other local governments' emergency response plans and operations.

B. Scope

Effective incident management begins with a host of preparedness activities conducted well in advance of any potential incident. Preparedness involves an integrated combination of: planning, training, exercises, personnel qualification and certification standards, equipment acquisition, certification standards, public and stakeholder outreach, and publication management processes and activities.

This Appendix provides the guidance for large animal rescue and sheltering needs within the City of Los Angeles during a major emergency or disaster through the City's Emergency Operations Center (EOC) coordination.

This Appendix is applicable to Los Angeles City departments with Emergency Operations Organization (EOO) responsibilities and other departments with essential resources. Of particular importance to this document are:

- City departments with emergency public safety functions.
- City departments having routine interaction with the public.
- City departments performing emergency public safety or other critical services.

C. Situation Overview

1. Characteristics

a) Location

The City of Los Angeles covers 498 square miles with approximately 468 square miles of land (214 square miles of which are hills and mountains) and approximately 29 miles of water. The San Gabriel and Santa Susana Mountains bound the City on the North and the Santa Monica Mountains extend across the middle of the City. The Palos Verdes Hills and Pacific Ocean bound the City on the South and West.

b) Demographics

According to the California Department of Demographic Research Unit's "*E-1 Population Estimates for Cities, Counties, and the State*"², the 2020 population estimate for the City of Los Angeles is 4,010,684. This is approximately 8,053 persons per square mile.

The City of Los Angeles is one of the most diverse cities in the world. Angelenos speak nearly 200 languages and are part of many different religious and belief systems. Community members who live, work, and play in Los Angeles include people with disabilities and others with access and functional needs.

This plan will use the phrase people with disabilities and others with access and functional needs to describe both those that meet the definition of disability as well as people who may or may not meet the definitions of civil rights laws or some of the 60 plus diverse definitions of disability³. The definitions for people with disabilities as well as others with access and functional needs are provided below:

People with Disabilities

"Disability" in this context is a legal term rather than a medical one. It refers to a federally protected class under the 1990 ADA. Nationally, people with disabilities make up about 20% of the population. To be in compliance with the law, emergency managers must apply the concepts of accessibility, inclusion, and nondiscrimination in providing services to the general public which includes communication of public information and warnings, transportation, mass care and sheltering, and evacuations.

Others with Access and Functional Needs

"Others with Access and Functional Needs" is a broad definition that includes anyone who might have additional needs before, during, or after a disaster in accessing services. This includes individuals that may or may not meet the definitions of disability under existing civil rights laws, such as people with limited or no English language proficiency, individuals that are institutionalized, women

in late-term pregnancy, or those with limited or no access to transportation. With this broader definition, about 50% of the population is considered to have an access or functional need. Anyone with a disability has an access and functional need, but not everyone with an access and functional need has a disability.

² California Department of Finance Demographic Research Unit, "Report E-1: Population Estimates for Cities, Counties, and the State, January 1, 2019 and 2020." State of California Department of Finance, May 1, 2020.

³ Los Angeles County Department of Public Health Office of Health Assessment and Epidemiology, "Disability Among Adults in Los Angeles County". *LA Health*. Los Angeles County Department of Public Health, September 2019.

c) Large Animal Population

i. Livestock

Although the City of Los Angeles has shifted drastically to an urban environment and nearly eliminated traditional livestock, there are stables housing horses and other large animals prevalent within the City's jurisdiction.

ii. Exotic Animals

Some examples of exotic animals kept privately in the City of Los Angeles include big cats, constrictors, venomous and other non-indigenous snakes, primates, turtles & other reptiles, and raptors.

The Los Angeles Zoo and Botanical Gardens houses a collection of more than 1,400 amphibians, birds, invertebrates, mammals, and reptiles for exhibition and view by the public. There are no reliable estimates available for the total population count of exotic animals in the City kept by individuals or other facilities.

iii. Wildlife

Wild animals exist not only within the City of Los Angeles, but also in adjacent areas of the County and neighboring cities. Wildlife encompasses several species of animals including black bears, mountain lions, bobcats, coyotes, foxes, opossums, raccoons, skunks, squirrels, snakes, deer, and predatory birds. As housing further encroaches into the wildland, the interaction between wildlife and residents grows more frequent. Wildlife may pose a danger to humans in the event of a disaster.

2. Vulnerabilities

The City of Los Angeles has multiple, accessible, redundant warning and notification systems that it will utilize to reach the public for warnings, notification, and support. The primary mode of notification is NotifyLA but other modes will be used such as news releases, public service announcements to the traditional media and social media. Factors to consider are the type of disaster, the population density, and the terrain in areas of Los Angeles. In some instances, the consequences of a disaster along with terrain, and the geographical area, may impact the effectiveness of notification systems.

The City of Los Angeles recognizes that disasters may exhaust local resources. The City continues to develop, update and/or maintain memorandum of understandings (MOUs), memorandums of agreement (MOAs), and contract amendments with private vendors to increase response capability and available resources. In addition, the City of Los Angeles' Business Operations Center (BOC) maintains communication channels with the private sector who may provide donations in an event of an emergency or disaster.

Due to the population density and terrain of the City of Los Angeles, the City recognizes that, despite its best effort, it may not have the capabilities or resources to reach every individual in terms of public warnings, notification and/or support.

D. Assumptions

This Appendix was created to integrate the concepts and structure defined by NIMS, SEMS, and the Incident Command System (ICS).

- All City, State, and Federal processes, procedures, and protocols reflected or referenced in this document were current as of the date of approval of this Appendix. Before implementing this Appendix, confirm that the processes, procedures, and protocols are unchanged. If necessary, before implementing, modify the Appendix to reflect updated processes, procedures, and protocols.
- Only departments that have a role in large animal functional support are included in this document. The departmental roles listed are limited to those applicable to the functional support.
- In any disaster, primary consideration is given to the preservation of life, then incident stabilization, and property preservation. Additionally, time and effort must be given to providing critical life-sustaining needs.
- In a catastrophic incident, damage control and disaster relief will be required from the State, Federal, and other local governments, as well as private organizations.
- EOC activation is dependent on the scope and scale of the incident.
- Electronic communications utilizing information technology systems will be compliant with Section 508 of the Rehabilitation Act.
- All printed public education material produced to support this Appendix for distribution to the general public shall be available in accessible formats.
- Many residential, commercial and institutional structures could be damaged; requiring a large Urban Search & Rescue/Heavy Rescue mobilization.
- Residents could be displaced; requiring shelter and social services needs. Sheltering activities could be short term or long term depending on the severity of the incident.
- Vital infrastructure such as potable water supplies, electrical power, natural gas, and sewer services could be compromised. Re-establishment of these vital resources will be critical.
- Transportation infrastructure could be damaged and in limited operation. Vital vehicle and rail corridors could be damaged and impassible. Re-establishment of transportation infrastructure will be critical.
- Communications infrastructure could be damaged; causing disruption in land-line telephone, cellular telephone, radio, microwave, computer, and other communication services. Re-establishment of communications infrastructure will be critical.
- Natural or human-made disasters could affect the wellbeing of domesticated and non-domesticated animals.

- The sheltering and protection of animals is the primary responsibility of the animal owners.
- The owners/managers of zoos and wild/exotic animal sanctuaries are responsible for having an emergency response plan in place, including evacuation arrangements for these animals.
- The Los Angeles Zoo and Botanical Gardens currently have an emergency plan that will be activated during an event or disaster that may affect the zoo and its animals.
- Wild animals will normally be left to their own survival.
- The City will respond to emergencies utilizing local resources first.
- All appropriate City departments with animal response responsibilities will be involved in emergency operations consistent with their functions during an emergency or disaster.
- Planning for the evacuation and sheltering of large animals will ensure the proper care and recovery of animals affected during an emergency, including shelter location, public information, and proper animal release and disposition.

II. CONCEPT OF OPERATIONS

Animal owners are responsible for the basic care and sheltering of their large animals, including exotic animals, during a major disaster or emergency. If an evacuation warning is released for an approaching emergency or disaster, it is assumed that owners of large animals and exotic animals will take necessary precautions to evacuate and care for their animals. If owners are unable to care for their large animals and exotic animals, the City of Los Angeles Department of Animal Services (Animal Services) will provide assistance through available resources as outlined in the Animal Services Department Emergency Plan (DEP). If City resources are overwhelmed, the LA County Department of Animal Care and Control may be available to provide assistance via mutual aid. In addition, the California Department of Fish and Wildlife (CDFW) will provide assistance in responding to the needs of wildlife.⁴

This Concept of Operations outlines the following elements of large animal support:

- Notification and shelter activation
- Public information
- Temporary Emergency Large Animal Shelter Sites⁵
- Shelter layout
- Staffing
- Registration and tracking
- Large animal care
- Redemption
- Demobilization
- Lost or escaped animals

⁴ State of California Emergency Plan, 2017.

http://caloes.ca.gov/PlanningPreparednessSite/Documents/California_State_Emergency_Plan_2017.pdf

⁵ Attachment 1 – Temporary Emergency Large Animal Shelter Sites.

- Wildlife and exotic animals

A. Terminology

Animal – “Animal” in this Appendix refers to equine, exotic animals, livestock, and wildlife.

Equine – Refers to animals of, relating to, or characteristic of a horse, such as a pony, mule, burro, or donkey. Equines are included in the definition of livestock animals, although they are raised as pets and/or working animals, including assistance animals.

Exotic Animal –Includes non-domesticated animals maintained in an enclosed space by its owner for personal, educational, rehabilitative, and/or commercial purposes. This definition includes native and non-native species to the City of Los Angeles and its surrounding physical environment.

Livestock – According to the United States Department of Agriculture, livestock includes cattle, sheep, swine, goat, horse, mule, or other equine animals.⁶

Wildlife – Refers to non-domesticated, free-roaming animals, which include both native and non-native species.

For a list of acronyms, see Attachment E-1

B. Shelter Activation

- The Incident Commander (IC) at the Incident Command Post (ICP) will notify the Animal Services Emergency Management Director or the Emergency Management Department (EMD) Duty Officer that there are large animal issues evident in the emergency response.
- If the IC establishes an Evacuation Branch, or determines evacuations are necessary, the Animal Services Emergency Management Director will assign an Animal Services Emergency Management Coordinator (EMC or designee), who will support the Evacuation Branch Director and/or evacuation operations.
- If the Animal Services Department Operations Center (DOC) is activated, then the Animal Services General Manager or other designee will assign staff to the Animal Services DOC. The Animal Services DOC will support the IC objectives involving large animals during field response efforts.
- The Animal Services EMC or DOC will notify the staff at the Temporary Emergency Large Animal Shelters to initiate preparations for spontaneous evacuees prior to Animal Services staff arrival. Animal Services and Recreation and Parks have agreements with the sites to cover any gap in time where animals arrive but City resources are not yet on scene.

⁶ United States Department of Agriculture, Census of Agriculture.

https://agcensus.usda.gov/Publications/2012/Online_Resources/Ag_Atlas_Maps/Livestock_and_Animals/

- The Animal Services EMC will contact the City EOC, if activated, to have the Los Angeles Department of Transportation (LADOT) establish traffic control at the Temporary Emergency Large Animal Shelter sites if needed. If the EOC is not activated, the Animal Services EMC will contact the EMD Duty Officer.
- If a Temporary Emergency Large Animal Shelter is needed, the Animal Services EMC will notify the EOC or IC of its location. The EOC or Animal Services DOC will notify the large animal shelters of any evacuation that may impact them.
- The Animal Services EMC or DOC and the Animal Care Technician Supervisor (ACTS) will determine what supplies are needed at the temporary shelters.
- The ACTS and the Animal Services EMC or DOC will forward the shelter location information to the Animal Services EMDD and EOC or EMD Duty Officer who will request the Public Information Officer (PIO) to publish shelter information.

C. Public Information

Public information is an important response component during any type of incident where large animals may be impacted. Public information messages will include Temporary Emergency Large Animal Shelter locations, owner responsibilities, and other pertinent information.

- The Animal Services Unit Leader in the EOC will coordinate with the Animal Services designated PIO to disseminate information via various media outlets.
- Animal Services will coordinate with the PIO to provide ongoing messaging during response and recovery. Messaging will be conveyed using multiple forms of communication.
- The PIO will coordinate news releases with the Mayor's Office or the Management Section of the EOC when the EOC is activated.
- During the response and recovery phases of an emergency, public information topics will include, but are not be limited to:
 - Logistical information regarding transportation and shelter locations for equine and livestock during emergencies.
 - Animal owners will be encouraged to bring some form of animal identification, immunization papers, handling equipment (e.g. halters and lead ropes, water, feed, buckets, and any required medication).
 - Information encouraging owners to assist with the care of their animals while housed in Temporary Emergency Large Animal Shelters
 - Link to web-based bulletin boards, or other update systems, where owners separated from their large animals can find information regarding visiting/care hours where applicable.
- 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 EOP Emergency Public Information Annex.

D. Temporary Emergency Large Animal Shelter Sites

Animal Services has identified three shelter sites (See “Attachment E-2: Temporary Emergency Large Animal Shelter Sites” in the Attachments section of this Appendix) within the City limits for the sheltering of equine and livestock in case of a disaster. They include the following:

- Hansen Dam Equestrian Center
- Los Angeles Equestrian Center
- Pierce College Equestrian Center

The three large animal facilities are not owned by the City of Los Angeles and will not be opened until activated by Animal Services. Site selection and activation is based on the following factors: the location of the emergency, the area to be evacuated, and the number of equine and/or livestock in need of temporary sheltering. Department of Recreation and Parks (RAP), Animal Services, Hansen Dam, and Los Angeles Equestrian Center have developed an SOP to determine roles and expectations (Reference Plan here).

Animal Services has agreements with equestrian sites to shelter equine and livestock when space is available. Each facility has corrals or stables that can be used as shelters. The Animal Services Unit Leader in the City EOC or designee will contact the large animal facilities for possible usage and authorization. While there are no formal agreements with any facilities to shelter exotic animals, Animal Services will work the Zoo Department and other stakeholders to identify resources needed.

E. Shelter Layout

- Animal Services will establish a secure perimeter with controlled access to the area. If activated by the EOC, LADOT Parking and Traffic Control staff will facilitate the ingress and egress of traffic movement through the Temporary Emergency Large Animal Shelter facilities.
- Equine and livestock owners will deliver their animals in their own trailers to the available shelter. Animal Services staff and volunteers will deliver rescued animals to the nearest shelter site.
- A registration area will be designated for intake and stocked with supplies necessary for registration. A separate first aid area, decontamination area, and triage area will be designated as appropriate.
- Animal Services will implement established safety guidelines and protocols to ensure the public is protected from animal danger.

F. Staffing

- Animal Services will staff the Temporary Emergency Large Animal Shelters. Temporary Emergency Large Animal Shelter staff may include:
 - Animal Services Supervisor(s)
 - Animal Care Technicians

- Animal Control Officers
- Registered Veterinary Technicians
- Veterinarians
- Training for shelter staff and volunteers will be provided on site as needed.
 - Animal Services Volunteers
 - Clerical Staff
- Animal Services assumes large animal owners will assist with the care of their own equine and livestock.
- Animal Services has established relationships with animal care groups including the American Humane Society and the American Society for the Prevention of Cruelty to Animals (ASPCA) and other animal welfare groups. These groups can provide trained animal care personnel and volunteers.
- Animal Services also maintains a list of volunteers and their contact information who can support the sheltering operations.
- Animal Services has a group of specialized large animal registered volunteers referred to as the Volunteer Emergency Equine Response Team (VEERT). The VEERTs will be contacted by the Animal Services Specialized Mobile Animal Rescue Team Leader (SMART) or Animal Services Department appointed person, as needed.
 - VEERT volunteers will be placed on shifts as needed to complement or supplement on-duty personnel.
 - VEERT volunteers assist with trailering and transporting of large animals out of evacuation zones.

G. Registration and Tracking

- Greeters at the reception center will direct clients with their animals to the Animal Services Check-In Area. Animal Services staff and volunteers will deliver animals to the Check-In Area.
- Animal Services staff will provide PPE as necessary to animal owners, register owner information, issue a paper receipt of intake, and band the animal. Microchip information will be recorded where applicable.
 - Animal Services will assign a number to the animal with the address of their rescue location, owner/custodian information, and enter all acquired information into the Animal Services database.
- Paper receipts will be issued to the owner/custodian and Animal Services. Animal Services will record the following information if available on paper receipts:
 - Name of owner/custodian and prior address
 - Name and type of animal
 - Owner and animal identification information
 - Microchip information where applicable
 - Medical and behavior information on animal that owner is able to provide
 - Owner supplies (handling equipment and other important items)
 - Animal Services Department contact information
- Digital photos of animals will be taken with owners at time of check-in for future identification purposes and entered into Animal Services database.

- All animals will be taken to corrals or stables. Individual pens may be set up to separate stallions.

- A master list is prepared at the Check-In Area indicating where the animal is placed in the holding area according to their assigned animal number.
- Animal Services staff will request the PIO to communicate with the public to bring some form of animal identification, immunization papers, handling equipment (e.g. saddles, reins, halters, nose leads), water, feed, buckets, and other important items with them.

H. Large Animal Care

Animal Services will provide security and basic care for animals at the large animal shelters.

1. Security

- Animal Services staff will provide security at Temporary Emergency Large Animal Shelters and will coordinate requests for security assistance through the EOC or EMD Duty Officer as necessary.

2. Feeding

- Animal Services is in charge of ordering and dispensing animal feed during disasters.
- Animal Services has contracts in place for purchasing animal food appropriate for equine and livestock.
- Animal Services will accept food donations during emergencies at any of its facilities.

3. Medical and Health

- Trained Animal Services staff will triage and provide first aid to animals. Animal care prioritization will be according to the severity of the animal's conditions.
- Animal Services staff will monitor animals for zoonotic⁷ diseases and infections to prevent transmission and minimize the threat to human and animal health.
- Animal Services staff will isolate and quarantine diseased animals to protect human safety and animal health.
 - Under California law the Los Angeles County Public Health Officer has the authority to order the imposition of animal quarantine to prevent the spread of disease.⁸ Local law enforcement officials are authorized to enforce quarantine, and other measures to protect the public's health, as directed by local health officers.⁹
- Animal Services staff will provide appropriate mortality management. The City of Los Angeles Department of Public Works, Bureau of Sanitation will remove waste and carcasses.

⁷ Zoonotic diseases are diseases caused by infectious agents that can be transmitted between animals and humans.

⁸ California Health and Safety Code Section 125085. <http://law.onecle.com/california/health/120585.html>

⁹ California Government Code Section 26602 and 41601, and California Health and Safety Code 101029. <http://law.onecle.com/california/>

I. Redemption

- Owners must provide proof of ownership (i.e. license, microchip, photos, medical records, etc.) upon animal redemption.
- Owners must provide some sort of positive identification for address verification for rescued animals.
- If the license information is not on file, the animal will be released, the owner's information will be stored and a follow-up investigation will be conducted at a later date.

J. Demobilization

- Temporary Emergency Large Animal Shelters will be demobilized when the need for animal sheltering has either diminished or ceased. Animal Services EMDD will contact the Logistics function within the Animal Services DOC to authorize demobilization.
- At the conclusion of the disaster reunifying many animals may require the Animal Services Director of Field Operations (DFO) to assign a Reunification Unit Leader.
- Animal Services staff will decontaminate and disinfect the facility and all supplies to prevent the transmission of disease and return the facility to its original configuration and order.
- Animal Services staff will return equipment and supplies to their owners and/or to supply stockpiles, or properly dispose of remaining supplies through the EOC Logistics Section.
- Animal Services staff will organize and secure all appropriate documentation.
- If an animal is not redeemed, Animal Services will hold the animal for the legally obligated time period before it is put up for adoption.

K. Lost or Escaped Animals

Livestock and exotic animals that are displaced and are roaming "at large" (i.e. lost or escaped) may endanger themselves or the public. Large animal escapes can threaten public safety by disrupting commuting lanes or impacting public health through a possible exposure to zoonotic diseases.

- SMART members are trained and certified to specifically respond to large animal issues. Additionally, all animal control officers and animal care technicians receive training with respect to large animal handling.
- Their capture, transportation, and housing of exotic animals have historically been left to the permittees (owners).
- The CDFW will consult on issues regarding roaming exotic animals, communicate with local operation efforts, and coordinate with other regulatory agencies including Animal Services.

L. Wildlife and Exotic Animals

Wildlife and exotic animals are the responsibility of regulatory agencies that oversee the possession of wildlife and exotic animals. All private facilities housing exotic animals are responsible for having an emergency response plan and evacuation arrangements in place for these animals. Wild animals will normally be left to their own survival.

- All responses related to wildlife and exotic animals will be coordinated with Animal Services as staff and other resources allow.

- The CDFW will consult on issues regarding roaming exotic animals and wildlife situations and will communicate and coordinate with other regulatory agencies. CDFW enforcement may be involved if the public is endangered by an exotic animal or the actions of its keepers.
 - a) CDFW officers are equipped and trained for the chemical immobilization of native wildlife species that can become involved in semi-urban incidents requiring CDFW intervention. This is almost exclusively deer, bears, and mountain lions.
 - b) Emergencies caused by or closely related to an oil spill in the marine environment, or threatening the marine environment, will be responded to by the CDFW's Office of Spill Prevention and Response (OSPR) unit. OSPR may assist with the assessment of oiled birds and wildlife.
- The City Zoo Department is responsible for the safety and well-being of Zoo staff, visitors, and Zoo animals in the event of an emergency. In general, the Zoo Department does not provide direct services to other City departments as a part of its core services.
- The Zoo Department may have resources, including staff and equipment that may be useful in emergency response or recovery efforts involving non-Zoo animals. Such aid would be made available as provided for in the Mayor's Executive Directive No. EP-1 (EDEP-1).¹⁰
- The City of Los Angeles Police Department (LAPD) may provide support to other City departments and outside agencies responding to incidents involving wildlife and exotic animals. Assistance by LAPD includes the protection of life and property.

M. Documentation and Time-Keeping

During an emergency situation or incident, it is important to keep specific records related to staff assignments and costs related to the response to and recovery from the emergency or incident. Each department has their own internal processes for ensuring proper documentation of actions, incident specific cost tracking, personnel time keeping, and record retention guidelines of these documents.

In accordance with standard cost accountability practice for unique events, human- made and/or natural disasters, all City departments are required to document their financial costs of labor, materials, and equipment in addressing the event.

Each City department, proprietary, and Council controlled agency operates their respective accounting operations/practices within the guidelines of the Mayor's Executive Directives, the California Natural Disaster Assistance Act and the Federal Code of Regulations Title 44 of the Stafford Act to maximize potential reimbursement eligible costs and minimize ineligible costs.

¹⁰ City of Los Angeles, Zoo Department. Department Emergency Plan, Revised January 31, 2012, p.29.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Emergency operations in the State of California occur within the context and under the authority of mandated plans and response systems that describe coordination within and between multiple levels of government response. Large animal support requires the City to effectively bring every available resource (public and private) to the forefront. Accomplishing this task requires multifaceted interdepartmental and inter-agency cooperation. Departments, agencies, and organizations listed within this document will be contacted to provide services if they have not already responded to the incident.

A. City of Los Angeles

1. Animal Services, Department of (Animal Services)

- Responsible for staffing the Animal Services Unit when the City EOC is activated.
- The Animal Resources Unit coordinates care and shelter for animals as required.
- Coordinate the provision of emergency shelters for equine and livestock at Large Animal Shelters.
- Identify critically damaged department facilities and relocate staff and animals to pre-designated alternate locations.
- Activate the facilities necessary for the continued housing of displaced animals, both wild and domestic.
- Determines and requests animal medical and food needs at sites.
- Provides temporary corrals and/or trailers for equine and livestock.
- Establish and maintain liaisons with community groups that can provide support to the Department's field operations and expertise in the handling and the maintenance of wildlife, exotic animals, and livestock.
- Provide controls on wildlife and exotic animals that may be anticipated to appear in urban areas and threaten public safety.
- Provides assistance to those with service animals to reduce difficulties for persons and animals.
- Notifies the Department Public Relations Officer or PIO in the EOC of affected areas and where animals can be taken for temporary care and sheltering.
- Provides a representative to the ICP/Unified Command (UC) as required.
- Provides protection to residents threatened by animal-related conditions.
- Provides safe facilities for equine and livestock in need of confinement.
- Provide security at Temporary Emergency Large Animal Shelters.
- Provides shelter-in-place capability for guests, workers, and volunteers.
- Coordinate with volunteers on evacuations and sheltering of animals.
- Continue service for the care and treatment of sick and/or injured animals.
- Establish and maintain procedures that will provide for the health and safety of the public in records to zoonotic diseases following a major disaster.
- Identify and maintain a contemporary inventory of facilities, both public and private, for the housing of wild and domestic animals.
- Mobilize department personnel for response teams.

- Assist owner who cannot handle their large animals, when the situation warrants.
 - Respond to calls from people who are not home, but who have animals at home.
 - Support the evacuation of wildlife, as necessary to the incident.
 - Establish tracking of animals under the care of the Department.
 - Reunify animals with owners.
- 2. Emergency Management Department (EMD)**
- Coordinate the City's emergency planning and response efforts between City departments and outside agencies, including animal support planning and response.
 - Initiate local emergency declarations.
 - Activate the City EOC if necessary.
 - Provide safety guidelines and relay public health messaging.
- 3. Fire Department, Los Angeles (LAFD)**
- Gather information on evacuation shelters for situational awareness. Process information through LAFD DOC.
- 4. General Services, Department of (GSD)**
- Provide logistical support when materials are needed.
- 1. Police Department, Los Angeles (LAPD)**
- As necessary or requested and as resources allow, provide security for sheltering, temporary distribution centers, and other emergency facilities.
 - If LAPD resources are not available, LAPD will facilitate contract security for the requesting agency.
- 5. Recreation and Parks, Department of (RAP)**
- Recreation and Parks staff may support or augment sheltering operations until Animal Services is on scene.
- 6. Sanitation, Bureau of**
- Removal of animal waste and carcasses.
- 7. Transportation, Los Angeles Department of (LADOT)**
- Provide traffic control at existing Temporary Emergency Animal Shelter sites.
- 8. Zoo Department (Zoo)**
- Ensure the safety and well-being of Zoo staff, visitors, and/or animals.
 - Provide communication and emergency response information to staff and visitors at the Zoo.
 - Deploy staff for assistance in the evacuation of patrons from the Zoo.

- Provide first aid and/or other assistance to injured and displaced Zoo visitors and staff.
- Protect the public and staff from escaped Zoo animals.
- Contain and protect Zoo specimens.
- Provide available staff and equipment that may be useful to other City departments in emergency response or recovery efforts that would not compromise visitors or animal safety at the Zoo.
- Supports the City EOC as required.

B. County of Los Angeles

Although the City of Los Angeles has no authority to assign responsibilities to County agencies and departments, many County departments are the primary agencies responsible for providing certain services to the City of Los Angeles. Those County departments are listed in the following, along with the services they are responsible for providing during a large animal support incident.

1. Animal Care and Control, Los Angeles County Department of (LACDACC)

- Supports the feeding of animals by coordinating with Animal Services.
- Provides resources through the Standardized Emergency Management System (SEMS)
- Patrols unincorporated areas of the City of Los Angeles and contract cities to rescue domestic animals displaced by catastrophic events during disaster response operations in the operational area.
- Provides emergency animal housing at its shelters and, depending on the circumstances, may also set up temporary emergency animal shelters to assist persons who have taken their animals from evacuated areas during disaster response operations in the operational area.
 - The LACDACC Volunteer Equine Response Team augments department resources through the evacuation of livestock from areas experiencing or at risk of a disaster or emergency in the operational area.

2. Emergency Management, Los Angeles County Office of (OEM)

- Coordinate with Animal Services on care issues, including care, shelter, and possible public health concerns.
- Coordinate evacuation transportation needs for people and animals.
- Coordinate with Los Angeles County Department of Public Health (LACDPH) on potential public health impacts on people and animals.
- Activate the LA County Operational Area EOC to support larger-scale mass care and sheltering activities.
- Coordinates requests for resources in accordance with SEMS.

3. Public Health, Los Angeles County Department of (LACDPH)

- Provides and coordinates public health services during disaster response conditions.

- Public health services may include the control of communicable diseases; coordinating inspection of health in damaged buildings; inspection of vital foodstuffs, water, drugs, and other consumables; mosquito and other vector control; and detection and identification of possible sources of contamination dangerous to the general physical and mental health of the community.
- Addresses the County’s veterinary public health and animal health emergencies specific to the identification, control, and eradication of animal diseases.
 - Protect, prevent, and detect threats and incidents involving wildlife or domestic animals.
 - Insure immediate and humane eradication.

C. State

Although the City of Los Angeles has no authority to assign responsibilities of State of California agencies, many state agencies have primary or support responsibility for providing certain services to the City of Los Angeles. Those state agencies are listed in the following, along with the services they are responsible for providing during a large animal support incident.

1. California Department of Fish and Wildlife (CDFW)

- Coordinates and communicates with other regulatory agencies to address wildlife and exotic animal shelter and rescue needs in the event of an emergency
- May be available to assist permitted facilities in the location of suitable alternative housing for exotic animals as staff resources allow.
- May conduct warnings and assist in the evaluation of confined wildlife and exotic animals including, but not limited to, those held under CDFW permits as staff resources allow.¹¹
- May coordinate the use of specialized personnel and equipment to recapture potentially dangerous escaped exotic animals as staff resources allow.
- May assist with the assessment of lost or escaped exotic animals as deemed appropriate and as staff resources allow.
- May assist with the assessment of oil-soaked birds or other animal species as deemed appropriate by the CDFW’s OSPR unit and as staff resources allow.

D. Federal

Although the City of Los Angeles has no authority to assign responsibilities to Federal agencies and departments, many Federal agencies and departments have primary or support responsibility for providing certain services to the City of Los Angeles. Those Federal agencies and departments are listed in the following, along with the services they are responsible for providing during a large animal support incident.

¹¹ AZA (Association of Zoos and Aquariums) accredited facilities (mainly zoos) are outside CDFW jurisdiction.

1. Federal Emergency Management Agency (FEMA)

- a) Provide Public Assistance to support State and Local government recovery including reimbursements for emergency animal evacuation and animal sheltering activities.
- b) Provide Individual Assistance to individuals impacted by the disaster.

E. Others

Although the City of Los Angeles has no authority to assign responsibilities to other organizations, many organizations have primary or support responsibility for providing certain services to the City of Los Angeles. Those who provide services are listed in the following, along with the services they are responsible for providing during large animal support incidents.

1. California Veterinary Medical Association

- Provide veterinary services in support of Animal Services animal health-related services during disaster response operations.

2. Emergency Network Los Angeles (ENLA)/Voluntary Organizations Active in Disaster (VOAD)

- Coordinate emergency assistance through non-governmental organizations (NGOs) within the operational area (e.g., faith-based organizations, community-based organizations).
- Coordinate care and shelter services.
- Provide agency representation at the City EOC, as necessary.

3. Equestrian Centers: Hansen Dam Equestrian Center, Los Angeles Equestrian Center, and Pierce College Equestrian Center

- Provide facilities for the stabling of large numbers of equine and livestock when activated by Animal Services.

IV. DIRECTION, CONTROL, AND COORDINATION

This Large Animal Support Appendix may be activated when the Mayor declares a local emergency, or if there is an automatic activation. An automatic activation follows a disaster or event that the City has identified, in advance, as one that requires an immediate response. Disasters requiring automatic activation are those events that pose an immediate threat to public safety.

Some portions of the Appendix will go into effect immediately following a disaster event. The remainder of this Appendix is only activated when the incident grows in scope to a point where activation of the EOC is warranted. Activation of the EOC is not necessarily automatic or necessary for all incidents involving small animal mass care and sheltering.

In advance of or simultaneous with the activation of the City Emergency Operations Plan, city departments and agencies will activate their Departmental Emergency Plans as necessary.

A. Command Responsibility for Specific Action

- Incident Command Structure
 - The local command structure is responsible for directing on-scene emergency operations and maintaining command and control of on-scene incident operations. If an incident affects multiple, distanced facilities, separate incident command operations and an area command may be set up.
- Unified Command
 - In a large-scale incident, it is anticipated that a transition will be made from a single Incident Commander to a Unified Command operation. In a Unified Command structure, multiple lead agencies agree on general objectives, priorities, and strategies for resolving the emergency situation.
- Area Command
 - A disaster may cover an extensive geographic area or multiple areas. Accordingly, the creation of an inter-jurisdictional Area Command should receive early consideration.
- Assistance
 - If the jurisdiction's resources are insufficient or inappropriate to respond to the emergency situation, a request will be made for assistance from other jurisdictions. Assistance may be provided through automatic or pre-established mutual-aid agreements, or through a request for assistance through the Los Angeles Operational Area (OA).
 - If the City EOC is activated, the Logistics Section will work to request City resources through internal assets. If internal resources are not available, the Logistics Section and the Administration and Finance section will work with existing contracts and vendors to enact an emergency contract for personnel and resources. Should these contracts not be able to meet the operational need, the City EOC will reach out to the County EOC and request additional resources through SEMS.
- Coordination Structure
 - Inter-jurisdictional coordination will be conducted through EMD or the EOC as the incident dictates.
- Information Collection, Analysis, and Dissemination
 - This task will be conducted by the field planning section, in conjunction with the City EOC and appropriate DOC planning sections, as the incident requires. This information will be used for conducting incident action planning, obtaining situational awareness, and other planning activities.
 - Information collection, analysis, and dissemination should focus on:

- Identifying large animal support information collection and dissemination requirements for the inter-jurisdictional and intra-jurisdictional planning sections
- Describing critical large animal support information collection needs and priorities
- Describing information collection and dissemination methods (e.g., reports, verbal, electronic, graphics, and geographic information systems [GIS]) and protocols
- Describing long-term information collection and dissemination strategies within this section that include plans to continue such efforts in the event that information management efforts are degraded during a catastrophic disaster
- Identifying information needs from agencies with intelligent traffic systems

B. Communications

- Inter-jurisdictional and inter-agency coordination will be conducted using available communications equipment and infrastructure.
- Three major radio systems are used for inter-city communication: LAPD has 400/500 MHz UHF; LAFD has 800 MHz UHF; and citywide has 900 or 800 trunked.
- The ICP/UC will establish a communications plan when assessing needs during an incident. Each agency will be responsible for establishing a communications unit and information will be relayed through personnel at the ICP/UC.
- The City does have interoperable communication capability by dispatching an interoperable vehicle to the ICP/UC.

C. Public Information

- Public information will be coordinated according to the EOP Emergency Public Information Annex.
- Messaging should include information on large animals. Animal considerations for messaging include:
- Information on large animal shelter locations for equine and livestock and owner responsibilities
- Owners should be encouraged to bring some form of animal identification, immunization papers, handling equipment (e.g. saddles, reins, halters, nose leads), water, feed, buckets, and any required medication.
- Uncontrolled animals can be denied access. Animal Services can impound and manage the animals if they are not adequately controlled.

V. ADMINISTRATION, FINANCE, AND LOGISTICS

Each department is required to have documented internal administrative procedures in place to track financial costs related specifically to the response and/or recovery of an incident. These procedures must include tracking all expenditures specifically related to the incident, including personnel costs such as straight and overtime payroll costs related specifically to the incident. Departments are also required to document internal administrative procedures for requesting, fulfilling, and tracking internal, department to department (DOC-to-DOC), field to department (field-to-DOC), and department to EOC (DOC-to-EOC) resource requests. Each department is responsible for the tracking of their own resources, including the tracking of personnel.

If an incident meets designated thresholds for Proclamation or Declaration of a State and/or Federal Emergency or Disaster, the Department of the Chief Administrative Officer (CAO), acting as the City's Authorized Agent, will develop a method for collecting financial documentation from departments as needed for submission as part of the City's reimbursement application process.

VI. AGREEMENTS AND UNDERSTANDINGS

Department of Recreation and Parks SOP, Activation of Large Animal Shelter

DEPARTMENT OF RECREATION AND PARKS STANDARD OPERATING PROCEDURE

ACTIVATION OF THE LARGE ANIMAL SHELTER

I. PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to provide guidance and procedures for the activation of Hansen Dam Horse Park (HDHP) or Los Angeles (LA) Equestrian Center as a Large Animal Shelter during an emergency.

II. SCOPE/APPLICABILITY

These procedures shall be followed whenever HDHP is requested to activate as a Large Animal Shelter. This SOP will be activated to mobilize the prompt opening of the Large Animal Shelter.

III. ROLES AND RESPONSIBILITIES

The following agency and department positions are required to fulfill this SOP when the Emergency Operations Center (EOC) is not activated:

- **EMD Duty Officer**
 - Notify appropriate agencies and departments of impending activation of large animal shelter(s).
- **RAP Duty Officer**
 - Notify appropriate agencies and departments of impending activation of large animal shelter(s)
- **Equestrian Operations Manager**
 - Notify appropriate departments of the request for activation of large animal shelter.
- **Animal Services**
 - Notify appropriate agencies, make appropriate arrangements for identifying, staffing, and activation of the large animal shelter.

IV. PROCEDURE

Hansen Dam Horse Park and Los Angeles Equestrian Center

All requests for the activation of Hansen Dam Horse Park and Los Angeles Equestrian Center must be forwarded to the RAP Duty Officer. (See Attachment F)

1. Upon the request for the activation of Large Animal Shelter (**See Attachment A**) RAP will contact and verify the availability of HD and/or LA Equestrian Center. (**See Attachment B**)
2. Animal Services will dispatch a representative to "intake and register" any animals from the mandatory evacuation area.
 - Upon arrival of representatives from Animal Service and/or Recreation and Parks, they will access and utilize Check-In Position Checklist in the designated storage container. (**See Attachment C**)
 - Animal Service Representative will check in animals first that are being received from the mandatory evacuation area, and will advise animal owners/custodians

with animals from voluntary evacuation areas to standby and / or attempt to make alternative arrangements to shelter their animals at privately owned facilities

- Priority will be given to animals that are from “mandatory” evacuation areas (depending on the scale of evacuation). *This would not apply if the evacuation is not on a large scale.

2a. HDHP and/or LA Equestrian Operations Manager may begin the intake process with the approval of the RAP Duty Officer until the arrival of a representative from Animal Services and/or Recreation and Parks.

- Animal Services will provide HDHP and LA Equestrian Center staff basic training/information on the City’s intake process.
- City will provide access to City supplies onsite in the event HDHP and/or LA Equestrian Center staff is responsible for initial intake.

3. A \$500 activation stipend will be awarded to the equestrian park during the initial setup of an evacuation center with the following parameters:

- Only when Animal Services has not deployed to the site
- It would not apply to pre-planned events

4. At the end of the activation, the activated equestrian center will complete the Equestrian Center Expenditure Form (**See Attachment H**) and submit to the RAP Concessions Unit for credit toward monthly rent, upon verification of approved reimbursable expenses.

Reimbursable Expenses:

1. Staff Labor-outside of normal operating hours (must be approved by RAP Duty Officer).
2. Tractor and facility expenses
3. Repairs if damages occur (before and after photos needed)

***ALL reimbursements are subject to review and verification**

V. IMPLEMENTATION & TRAINING

By February 1 of each year, the RAP Emergency Management Division, shall review this SOP to ensure the materials are up-to-date. The review/update shall be acknowledged on the Record of Changes below upon completion.

VI. REFERENCES

N/A

VII. MAINTENANCE

The SOP should be reviewed by all parties annually to ensure all procedures and attachments are up-to-date.

The Emergency Management Division is responsible for implementing and maintaining this SOP and should be notified of any changes or corrections.


VIII. RECORD OF CHANGES

Each revision(s) to this SOP must be recorded in the following table. Once the revision(s) have been made, the SOP will be forwarded to the Recreation and Parks General Manager for approval. Upon approval, all affected parties will be notified.

Date	Section	Description	Changed By
4/5/21	IV.3	Added stipend language	Sonya Young-Jimenez, EMC II

IV. DISTRIBUTION

All designated positions listed in this SOP.

X. APPROVED BY: Jimmy Kim 
TITLE: Acting Assistant General Manager
DATE: 4/14/2021

XI. ATTACHMENTS

- A. Request for Large Animal Shelter Activation
- B. Equestrian Center Contacts
- C. Hansen Dam Designated Storage Container Locations and Map
- D. LA Equestrian Center Maps
- E. Contents - Designated Storage Container
- F. RAP Duty Officer Sign
- G. Private Business Protocol
- H. Equestrian Center Activation Tracking Form
- I. Communication List

ATTACHMENT E-1
Acronyms and Abbreviations

Acronym	Full name
ACTS	Animal Care Technician Supervisors
ADA	Americans with Disabilities Act
Animal Services	Department of Animal Services
ASPCA	American Society for the Prevention of Cruelty to Animals
BOC	Business Operations Center
CAO	Chief Administrative Officer
CDFW	California Department of Fish and Wildlife
CPG	Comprehensive Preparedness Guide
DEP	Department Emergency Plan
DFO	Director of Field Operations
DOC	Department Operations Center
EMAC	Emergency Management Assistance Compact
EMC	Emergency Management Committee
EMCC	Animal Services Emergency Management Coordinator
EMD	Emergency Management Department
EMDD	Animal Services Emergency Manager Director
ENLA	Emergency Network Los Angeles
EOB	City of Los Angeles Emergency Operations Board
EOC	Emergency Operations Center
EOO	Emergency Operations Organization
EOP	Emergency Operations Plan
ESF	Emergency Support Functions
FEMA	Federal Emergency Management Agency
FNSS	Functional Needs Support Services
GSD	Department of General Services
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
LACDACC	Los Angeles County Department of Animal Care and Control
LACDPH	Los Angeles County Department of Public Health
LADOT	Los Angeles Department of Transportation
LAFD	Los Angeles Fire Department
LAPD	Los Angeles Police Department
MOA	Memorandum of Agreement

MOU	Memorandum of Understanding
NGO	Non-Governmental Organization
NIMS	National Incident Management System
OA	Los Angeles Operational Area
OEM	Los Angeles County Office of Emergency Management
OSPR	Office of Spill Prevention and Response
PIO	Public Information Officer
RAP	Department of Recreation and Parks
SEMS	California Standardized Emergency Management System
SMART	Specialized Mobile Animal Rescue Team
SOP	Standard Operating Procedure
UC	Unified Command
VEERT	Volunteer Emergency Equine Response Team
VOAD	Voluntary Organizations Active in Disaster
Zoo	Zoo Department