

Illinois Emergency Operations Plan

Annex 7 – Mass Care

Appendix 6 – Household Pets and Service Animals

Illinois Emergency Management Agency

August 2021





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Pets and Service Animals
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Mass Care 7-X6, Household Pets and Service Animals

- Primary Agency: Illinois Department of Agriculture (IDOA)
- Support Agencies: Illinois Board of Higher Education (IBHE)
Illinois Community College Board (ICCB)
Illinois Department of Central Management Services (CMS)
Illinois Department of Corrections (IDOC)
Illinois Department of Innovation and Technology (DoIT)
Illinois Department of Natural Resources (IDNR)
Illinois Department of Transportation (IDOT)
Illinois Department of Public Health (IDPH)
Illinois Emergency Management Agency (IEMA)
Illinois State Board of Education (ISBE)
Illinois National Guard (ILNG)
Illinois Environmental Protection Agency (IEPA)
- Support Organizations: American Red Cross (Red Cross)
Rescue Bank
Illinois State Veterinary Association
International Foundation for Animal Welfare
University of Illinois College of Veterinary Medicine
United States Department of Agriculture, Animal and Plant Health Inspection Service, Animal Care (USDA, APHIS, Animal Care)

I. Introduction

A. Purpose

1. Provide operational guidance, coordination, processes and strategies for state operations in support of the health, welfare and safety of household pets and service animals in a disaster.

B. Scope

1. This appendix builds upon concepts and guidance provided in Annex 7, Mass Care.
2. This appendix specifically addresses household pets and service animals. For all other animals see Annex 14, Agriculture and Natural Resources.
3. This appendix addresses support for animal evacuations and sheltering,



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the provision of emergency medical care, food and water, identification protocols and procedures for owner reunification.

4. This appendix addresses support of animal welfare operations through the utilization of state capabilities and those leveraged through support agencies and organizations.
5. This appendix addresses animal welfare operations throughout response and recovery.
6. This appendix does not address the following:
 - a) Response protocols to animal disease outbreaks; see IDOA hazard-specific response plans.
 - b) Support to household pets and service animals housing outside of congregate disaster sheltering.
 - c) Site security at all operations; see Annex 16, Law Enforcement Coordination and Management.
 - d) Care for animals other than household pets and service animals, see Annex 14, Agriculture and Natural Resources.
 - e) Animal euthanasia and carcass disposal; see the Illinois Animal Mortality Act (Formerly the Dead Animals Act).

C. Policy

1. All policies identified in IEOP Annex 7, Mass Care remain in effect.
2. Animals will be sheltered in an appropriate facility, including adequate temperature control, space per animal, and animal relief areas.
3. Service animals, federally recognized as dogs and miniature horses, will be permitted to accompany their owners through all public areas in accordance with the Americans with Disabilities Act (ADA).
 - a) Emotional support animals and other household pets are not considered service animals and will not be guaranteed the same access.
4. All animals accepted into state-recognized pet shelters will be administered a rabies vaccination unless owners can show proof of current vaccination status, in accordance with the Illinois Animal Control Act.



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5. Staff in animal shelters are not required to give animals time outside of cages for exercise and relief. Responsibility of care for the animals will remain with the owners.

D. Situation Overview

1. A disaster has occurred resulting in displaced individuals owning pets or service animals, where household pets and service animals are also needing shelter and care and local capacity is overwhelmed.

E. Assumptions

1. Some residents with pets will choose not to evacuate or seek shelter rather than leave animals behind, or if they believe mass care operations will not care for their pets.
2. The Authority Having Jurisdiction (AHJ) and community-based organizations will independently implement animal sheltering and support operations.
3. Spontaneous animal sheltering will occur without a coordination element or sustainment plan.
4. AHJs will request assistance from the state.
5. Animal support requirements will exceed resources and capabilities of any one agency or organization.
6. Affected populations seeking shelters will bring animals to shelters.
7. Pets will be abandoned or separated from their owners in impacted areas.
8. Lost, stray, or animals' incapable of being cared for by their owners will pose a danger to responders and the public.
9. Mutual aid assistance will be available through the Emergency Management Assistance Compact (EMAC).
10. Resources will be limited by location, training and operational readiness.
11. Just-in-time training (JITT) will be required.
12. In catastrophic disasters, support to high impacted areas will be extremely limited and/or delayed.



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13. Service animals will remain with their owners throughout the disaster and will require care at their location.
14. Animal shelters will need to be quickly established and staffed during disaster situations and continue for extended periods post-disaster.
15. AHJs have incorporated the [Pet Evacuation and Transportation Standards \(PETS\) Act of 2006](#) into their emergency operations plans.
16. State supported shelters will allow residents to bring household pets into the shelters only if they are in a carrier or cage.

II. Concept of Operations

A. General

1. The transportation, sheltering, protection and care of animals is the primary responsibility of animal owners.
2. The AHJ, through their animal control facility or contracted licensed animal shelter, is the primary responsible party to identify, prioritize, and coordinate support activities for affected pets whose owners are unable to care for them.
3. Requests for support will be directed through the State Emergency Operations Center (SEOC).

B. Animal Sheltering:

1. The state, in coordination with the local AHJ, will attempt communication with all animal shelters, affiliated or not, and provide support as requested and appropriate.
2. State animal shelter support is based on resource availability, capability, and prioritization of effort.
3. Animal shelter sites will be selected from pre-identified locations through a coordinated effort between IDOA, IEMA and the AHJs.
4. Animal shelter criteria will follow recognized and identified standards and practices outlined by IDOA.
5. Organizations operating animal shelters will be responsible for procuring and providing nutritional and medical support, unless state support is requested.



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6. Animal shelters will be identified and consolidated to the extent possible as part of the ongoing process of mass care.
 7. Verification that household pet and service animal needs of affected communities have been met requires coordination with the community.
 8. Every effort will be made to rescue abandoned or stray household pets and service animals from the disaster area within reasonable safety limits for rescue and animal care workers to prevent owners from prematurely re-entering the area.
- C. Transportation of Animals:
1. Coordination of transportation from the scene to operational animal facilities is the responsibility of local animal control facilities or licensed animal shelters in coordination with IDOA.
 2. During transportation, provisions will be made to contain each household pet to a carrier or cage that provides adequate ventilation, compatible grouping, and an appropriate amount of space.
 3. Federal law requires that all service animals be allowed to accompany their owner on public and private sector transportation vehicles.
 4. Upon determination of an animal requiring higher levels of medical care, transportation will be coordinated between IDOT and AHJ.
 5. Animals deemed dangerous will be the responsibility of animal control.
- D. Animal Identification System:
1. IDOA will assist and advise on development of a standardized process for animal identification and reunification if requested by animal sheltering staff.
 2. This system will include a process to document all animals housed at a licensed animal control facility or licensed animal shelter supporting disaster animal sheltering.
 3. Lost, stray, or animals' incapable of being cared for by their owners are the responsibility of the local animal control facility or contracted licensed animal shelter.
 - a) These animals will be sheltered, fed, and if possible, returned to their owners.



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- b) If the animals cannot be returned to their owners, their disposition will conform to state law.

E. Veterinary Care:

1. Local animal control facilities and contracted licensed animal shelters are responsible for coordinating veterinary care for their jurisdictions.
2. To the extent possible, at each shelter housing displaced animals, a licensed veterinarian, or Certified Veterinarian Technician (CVT) under the supervision of a veterinarian, will perform triage as animals enter shelter facilities to assess disposition to hospital or quarantined area.
3. All animals accepted into state-recognized pet shelters will be administered a rabies vaccination unless owners can show proof of current vaccination status, in accordance with the Illinois Animal Control Act.

F. Operational Priorities

1. The SEOC will establish priorities for support to household pets and service animals in the following order of rationalization:
 - a) Imminent human life safety issues;
 - b) Force security and protection;
 - c) Capability to provide and sustain life-essential services, and
 - d) Household pets and service animal sheltering and support.
2. The SEOC will establish additional priorities for closing of animal welfare support operations using the following rationale, listed in order of importance:
 - a) Availability of long-term housing;
 - b) Shelter resident access to long-term housing assistance programs;
 - c) Availability of operational commercial animal support infrastructure, and
 - d) Availability of additional state, federal and non-governmental assistance programs.

G. Organization



1. Direction, Coordination and Control
 - a) State agencies and external organizations retain operational control of their resources.
 - b) The governor or designee has the authority to exercise overall coordination of resources belonging to the state and use directive authority.
 - c) The SEOC is the single point of coordination for state supported operations.
 - d) IDOA is the lead agency for coordination of animal welfare support.
2. Coordinating Elements
 - a) IDOA will coordinate with the SEOC and other responding agencies, organizations, state and local officials to determine pet sheltering requirements in the impacted areas and will coordinate pet sheltering operations.
 - b) The Business Emergency Operations Center (BEOC) will coordinate with private sector animal service and retail establishments to identify functioning locations and support the restoration of services.
 - c) Line of Effort (LOE)– Animal Welfare will be activated at the direction of the SEOC Manager.
 - i) Strategic and operational guidance on LOE operations can be found in IEOP Base Plan-A4, Line of Effort - Coordination and Management.
3. Federal Coordination
 - a) The SEOC is the single point of coordination with the Federal Emergency Management Agency (FEMA)
 - b) SEOC LNOs, state agencies, boards and commissions will coordinate with federal counterparts in accordance with enabling authority.
 - c) IDOA will coordinate with IDPH to request and coordinate deployed resources from the U.S. Department of Health and Human Services (HHS), Assistant Secretary for Preparedness and



Response (ASPR), National Disaster Medical System (NDMS), National Veterinary Response Teams (NVRTs).

- d) IDOA will coordinate with United States Department of Agriculture, USDA APHIS Animal Care for pet sheltering support.

H. System Capabilities and Structure

1. Animal Welfare Support Personnel

- a) Local animal control facilities and contracted licensed animal shelters are the primary source of animal welfare support personnel.
- b) Personnel may come from any state agency or external organization providing animal welfare support resources activated through the SEOC.
- c) At the direction of the governor or designee, state agencies may be tasked with providing agency personnel in support of animal welfare operations.
- d) Animal welfare support staffing shortfalls will be met through activation of memorandums of understanding, mutual aid agreements, service contracts, Emergency Management Assistance Compact (EMAC), and utilization of spontaneous volunteers.
- e) Volunteers will be trained to assigned missions and made aware of potential risks involved.

2. Animal Welfare Facilities

- a) Animal welfare support facility shortfalls will be met through activation of state facilities, memorandums of understanding, mutual aid agreements, service contracts and utilization of donated space and accommodations.

I. Resource and Logistical Support Requirement

- 1. Resources and logistics support necessary to implement and sustain animal welfare operations will be provided through processes established in IEOP Annex 9, Resource Management and Logistics.
- 2. Shortfalls and gaps identified during recovery will be addressed through processes established in IEOP Annex 17, Long-Term Community



Recovery.

3. Additional resource and logistics support may be provided through implementation of the EMAC, the federal government and the private sector.

III. Roles and Responsibilities

A. Illinois Department of Agriculture (IDOA)

1. Coordinate with community partners to establish capabilities necessary for the health and well-being of household pets and service animals.
2. Identify IDOA personnel available to assist in animal care operations.
3. Coordinate with the SEOC to implement mutual aid agreements in support of household pets and services animal operations.
4. Coordinate with the SEOC to access additional resources from the EMAC.
5. In coordination with IDPH, request and coordinate deployed resources from the U.S. Department of Health and Human Services (HHS), Assistant Secretary for Preparedness and Response (ASPR), National Disaster Medical System (NDMS), National Veterinary Response Teams (NVRTs).
6. Coordinate and direct animal health and well-being programs; establish priorities for resources and services and provide guidance on household pets and service animals.
7. Coordinate administrative processes and resources necessary for use of county and state fairgrounds in support of animal welfare operations.
8. Assist in identifying and acquiring feed, veterinary services and relocation of household pets and service animals in support of shelter service providers.
9. Collaborate with non-governmental organizations (NGO) that provide charitable services to the animal welfare community to access needed resources.
10. Coordinate animal welfare messaging with the SEOC and Red Cross public information officers (PIO).
11. Provide technical assistance to animal care operations on animal food safety.



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- B. American Red Cross (Red Cross)
 - 1. Coordinate with American Red Cross disaster response operations leadership.
 - 2. Identify household pet and service animal support requirements and make appropriate resource requests to the SEOC Manager.
 - 3. Coordinate with SEOC liaison officers (LNOs) for state agency resourcing and support in accordance with support agency roles and responsibilities and based on scope and magnitude of event.
 - 4. Coordinate animal welfare messaging with the SEOC and IDOA PIOs.

- C. Illinois Board of Higher Education (IBHE)
 - 1. Identify personnel from the University of Illinois College of Veterinary Medicine and other colleges and universities to support care for household pets and service animals.
 - 2. Identify colleges and universities available to support care for household pets and service animals in coordination with the IDOA SEOC LNO.
 - 3. Coordinate notification, activation and use of colleges and universities and personnel required for care of household pets and service animals, as directed by the SEOC manager.
 - 4. Coordinate JITT with colleges and universities providing personnel support for the care of household pets and service animals.
 - 5. Monitor and advise the SEOC on sustainment requirements for colleges and universities providing support for the care of household pets and service animals.

- D. Illinois Community College Board (ICCB)
 - 1. Identify community colleges available for use in coordination with the IDOA SEOC LNO.
 - 2. Identify personnel from Veterinary Technical Schools and community colleges to support care for household pets and service animals.
 - 3. Coordinate notification, activation, JITT and use of community colleges and personnel required for the care of household pets and service animals.



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4. Monitor and advise the SEOC on sustainment requirements for community colleges providing care of household pets and service animals.
- E. Illinois Department of Central Management Services (CMS)
- a) Identify state owned facilities available for use as facilities to be used for the sheltering and care of household pets and service animals.
 - b) Identify personnel from state agencies available to assist in the sheltering and care of household pets and service animals.
 - c) Coordinate notification, activation, JITT and deployment of state personnel required for the sheltering and care of household pets and service animals.
 - d) Monitor and advise the SEOC on sustainment requirements.
 - e) Identify state surplus resources available for use in animal care operations.
- F. Illinois Department of Corrections (IDOC)
1. Identify correctional centers available in support of animal welfare operations in coordination with the IDOA SEOC LNO.
 2. Provide resources in support of animal welfare operations, from correctional industries.
 3. Identify individual in custody crews available to support the care of household pets and service animals.
 4. Identify IDOC personnel available to assist in the care of household pets and service animals.
 5. Coordinate notification, activation, JITT and use of personnel required for the care of household pets and service animals.
 6. Monitor and advise the SEOC on sustainment requirements for IDOC personnel and offender support.
- G. Illinois Department of Innovation and Technology (DoIT)
1. Identify the need for and provide telecommunications and technology support services to facilities used by state agencies for the care of



household pets and service animals.

- H. Illinois Department of Natural Resources (IDNR)
 - 1. Identify IDNR lands and property, including state parks, available for use in the care of household pets and service animals in coordination with the IDOA SEOC LNO.
 - 2. Identify IDNR personnel available to assist in the care of household pets and service animals.
 - 3. Coordinate notification, activation, JITT and use of IDNR personnel required for the care of household pets and service animals.
 - 4. Monitor and advise the SEOC on sustainment requirements for IDNR lands, property and personnel being used for the care of household pets and service animals.
- I. Illinois Department of Public Health (IDPH)
 - 1. Coordinate collection, receipt, compilation, development and dissemination of situational reports on threats to public health, public welfare and the environment.
 - 2. Assist with the procurement of potable water, ice and portable toilets for facilities used for the care of household pets and service animals.
 - 3. Identify the need for and provide technical assistance to animal care operations, including safe drinking water, sanitary waste disposal, vector control and structural pest control management.
 - 4. Coordinate with the IDPH laboratory to test samples from animals suspected of having rabies and other diseases infectious to humans.
 - 5. When requested by IDOA coordinate the request for deployed resources from the U.S. Department of Health and Human Services (HHS), Assistant Secretary for Preparedness and Response (ASPR), National Disaster Medical System (NDMS), National Veterinary Response Teams (NVRTs).
- J. Illinois Emergency Management Agency (IEMA)
 - 1. SEOC Manager
 - a) Coordinate with SEOC liaisons, internal and external organizations and community partners in support of animal welfare operations.



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- b) Assist in the identification, acquisition, timely distribution and accounting of services, equipment and materiel in support of resource requests.
 - c) Establish and direct LOEs required for strategic planning and coordination of state-supported animal welfare operations.
 - d) Establish incident management systems and assign coordinating elements for personnel and resources deployed by and on behalf of the state.
 - e) Ensure continuity of operations for maintenance and sustainment of animal welfare operations.
 - f) Coordinate with the SEOC voluntary agency LNO for the integration of volunteer and donations management support for animal welfare operations.
 - g) Coordinate animal welfare messaging between the SEOC, IDOA and Red Cross PIOs.
2. Radiological Emergency Assessment Center (REAC) Manager
- a) Coordinate radiological decontamination and monitoring activities at animal welfare facilities.
 - b) Provide technical guidance on radiological impacts to animal welfare operations.
3. Business Emergency Operations Center (BEOC)
- a) Coordinate with private sector companies and associated foundations involved in animal welfare, boarding and feeding to support animal welfare operations.
- K. Illinois National Guard (ILNG)
- 1. Coordinate requests for ILNG personnel and resources to provide support at animal welfare facilities.
- L. Illinois State Board of Education (ISBE)
- 1. Identify schools available for use as animal welfare facilities in coordination with the SEOC LNO.
 - 2. Identify personnel from schools available to assist in animal welfare



operations.

3. Coordinate notification, activation, JITT and use of public and private schools and personnel required for animal welfare operations.
4. Monitor and advise the SEOC on sustainment requirements for schools providing animal welfare support.

M. Rescue Bank

1. Upon request from IDOA, identify and deliver animal food and supplies to support the care of household pets and service animals.

N. Illinois State Veterinary Medical Association

1. Identify Illinois licensed veterinarians and veterinary technicians available to assist in the care of household pets and service animals.
2. Disseminate public information, crisis communications, and educational messaging that has been provided by IDOA/JIC.

O. University of Illinois College of Veterinary Medicine

1. Identify personnel available to assist in the care of household pets and service animals.
2. Identify capabilities and resources necessary to receive and treat animals from the disaster area and disaster animal shelters that require higher levels of medical care.
3. Disseminate public information, crisis communications, and educational messaging that has been provided by IDOA/JIC.

P. International Foundation for Animal Welfare

1. Within 24 hours of request from IDOA, identify and provide personnel and resources to support the care of household pets and service animals.

Q. United States Department of Agriculture, Animal and Plant Health Inspection Service, Animal Care (USDA, APHIS, Animal Care)

1. Identify personnel available to assist in the care of household pets and service animals.
2. Identify personnel available to provide supplemental support staffing for state and local incident command and multi-agency coordination centers.



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3. Monitor and advise the SEOC on sustainment requirements for resources, facilities and personnel providing animal welfare operation support.

IV. Authorities and References

A. Authorities

1. All authorities found in IEOP Annex 7, Mass Care
2. [Pet Evacuation and Transportation Standards \(PETS\) Act of 2006](#), as amended
3. Illinois Animal Mortality Act, as amended
4. Animal Welfare Act of 1966, as amended
5. Illinois Animal Control Act, as amended

B. References

1. All references found in Annex 7, Mass Care