



Wake County Evacuation Shelter - Pet Section

Standard Operating Procedure

December 12, 2016

WAKE COUNTY EVACUATION SHELTER - PET SECTION

This procedure was created to guide those assigned to the Pet Section of a Wake County Evacuation Shelter. Staffing of the shelter may consist of Wake County staff or authorized community volunteers. The decision to activate a Pet Section in one or more shelters within Wake County will be at the discretion of the Wake County Emergency Operations Center (EOC).

As noted in this procedure, the staffing of the Pet Section of an Evacuation Shelter is primarily administrative in nature. All care related to the animals will be performed by their owners. This procedure is written so that anyone reading it will be successful in operating the Pet Section.

Nothing in this procedure is intended to override the decision of the Shelter Manager of the Evacuation Shelter in the care of the animals and the people housed within the evacuation shelter.

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SECTION 1 - ADMINISTRATIVE

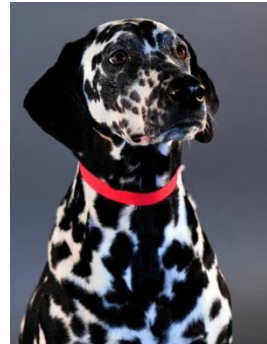
Initial Pet Section Set-Up

- 1) Remove Admin Cart from pod and transport to Administrative Table at Intake Area for the Pet Section.
- 2) Remove the following items from the pod and transport to designated Pet Section area:
 - a. Dog Room Cart
 - b. Cat Room Cart
 - c. Trash Cans with Trash Can Liners (2)
 - d. Brooms (2)
 - e. Stack of Airline Crates
- 3) Set up Admin / Intake Desk
 - a. Place on desk the intake forms and ID bands
 - b. Have pens and sharpies available for filling out the forms
 - c. Scissors will be needed to cut the excess length off of the ID tags for the pets and their owners

Registration of Owners and Pets

- 1) Have pet owner fill out the following forms:
 - a. Wake County Co-Location Shelter Registration and Agreement
 - b. Wake County Co-Location Shelter Animal Information Sheet
- 2) Distribute above forms
 - a. Place the white copy of each completed form in a job ticket holder (which will later be placed on the pet's crate)
 - b. Place the yellow copy of each completed form in the manila "Completed Intake Forms" folder
 - c. Give the pink copy of each completed form to the pet owner
- 3) Complete an ID band for the pet (white bands)
 - a. Longer bands are for larger pets
 - b. Small bands are for smaller pets
 - c. Put the following information on the band:
 - i. Pet's Name
 - ii. Owner's Last Name,
 - iii. Contact Number While in Shelter (if no phone number available in shelter, write N/A)
 - iv. ****NOTE:** make sure this information is on the part of the band that will be on the pet --- not at the very end that will be cut off!
 - d. Have pet owner place band around pet's neck – the band should not be too tight or too loose

- e. Advise owner that they are responsible for making sure that the ID band is fit appropriately on their pet.
- f. The following are examples of pets wearing the ID bands:



- g. If the pet is too fractious for the owner to place the ID band on the pet at the time of registration, place the ID band in the job ticket holder to be placed on the pet's kennel. **Note on the registration form that the pet was unable to have an ID band placed on them at the time of registration.**
- 4) Complete an ID band for the pet owner (blue bands)
- a. Put the following information on the band:
 - i. Pet's Name(s)
 - ii. Owner's Last Name,
 - iii. ****NOTE:** make sure this information is on the part of the band that will be on the pet owner --- not at the very end that will be cut off!
 - b. Place the band on the pet's owner wrist (not too tight or too loose)
 - c. If there is more than one adult with the animals that will be providing care to the pets while they are at the co-location shelter, place a blue band with the above information on each adult (18 years or older)
 - d. **Advise pet owner that they must keep the band on as only individuals with blue bands will be allowed in the pet areas.**



5) Fill out Kennel Cards

- a. Each pet should have a Kennel Card filled out for them
- b. Each kennel card needs to have the following information:
 - i. Pet's Name
 - ii. Owner's Name

- iii. Contact # while in the shelter
- c. The “other info” section is optional for owners to fill out if needed

6) Job Ticket Holders

- a. Place ring on the job ticket holder(s)
- b. In the first pet’s job ticket holder will be white copy of the completed forms (see #2a above)
- c. In each pet’s job ticket holder will be placed the corresponding “Kennel Card”
- d. Advise pet owner that the job ticket holder(s) will need to be placed on each pet’s crate for identification purposes

7) Time to Set Up the Pet(s)

- a. Advise pet owner of where supplies are for their pet(s)
- b. Advise pet owner of where to set up the crate(s) for their pet(s)
- c. Pet owner is now responsible for setting up their pet(s) crate(s) with the needed supplies

Denial of Admission for Certain Pets

- ✿ As stated in the Wake County Co-Location Shelter Registration and Agreement Form, “the co-location shelter reserves the right to refuse to shelter any animals that, in the discretion of the shelter operator, may pose a danger to persons staying at the shelter”.
- ✿ Constrictor type snakes and venomous snakes will be denied admission. The pet owner will need to make other arrangements for their pets.
- ✿ Any little critters, reptiles or birds that are brought without appropriate housing can be denied admission. The pet owner would be responsible for purchasing and setting up appropriate housing for these types of animals as those accommodations are not provided.
- ✿ If an owner is unable to reasonably restrain and control their animal within the shelter environment, they can be asked to leave. If the owner cannot remove their pet themselves, the local Animal Control Unit should be called for assistance.
- ✿ **The following pets WILL NOT be housed at a co-location shelter:**
 - Farm animals (chickens, pigs, horses, cows, goats, sheep, llamas, etc.)
 - Wildlife
 - Venomous snakes
 - Constrictor type snakes
 - Primates of any kind
 - Inherently dangerous animals – big cats, bears, wild animals

Checking Out of Owners and Pets

- 1) Pet owner advises admin person that they are ready to check out
- 2) Admin person locates the original paperwork completed by the pet owner in the “Completed Intake Forms” manila folder
- 3) Admin person checks that the pet(s) crates/cages are cleaned

- 4) Admin person confirms that the pet name/owner name on the blue ID band matches the pet name/owner name on the pet(s) ID bands
- 5) Admin person has owner sign the bottom of the yellow copy of the "Wake County Co-Location Shelter Animal Information Sheet"
- 6) Admin person signs the bottom of the yellow copy of the "Wake County Co-Location Shelter Animal Information Sheet"
- 7) Admin person places the yellow sheets in the "Completed Checkout Forms" manila folder.
- 8) Pet owner and pets can now leave the pet section of the co-location shelter.

Demobilizing Pet Section

- 1) Place all admin items from the Admin Desk back in the Admin Cart (see initial list of items for cross reference)
- 2) **Make sure the manila folders with the signed completed forms are put in the Admin Cart!**
- 3) Empty all Airline Crates
- 4) Take apart all Airline Crates
 - a. Place all screws and caps in a Ziploc bag (from Admin Cart).



- b. Place front gate of crate and baggie of screws and caps in the bottom portion of the Airline Crate.



- c. Fit the top portion of the Airline Crate into the bottom portion (the baggie and front gate will be in between these two sections).



Top view of top portion of Airline Crate sitting in the bottom portion

Side view of top portion of Airline Crate placed in the bottom portion.



- 5) Empty all Wire Crates
- 6) Collapse all Wire Crates so they fold down flat (as they were when originally unpacked from the pod).
- 7) Place all dog room items back in Dog Room Cart (see initial list of items for cross reference)
- 8) Place all cat room items back in Cat Room Cart (see initial list of items for cross reference)
- 9) Empty Cat Room Trash Can
- 10) Empty Dog Room Trash Can
- 11) Return the following items to the Animal Pod:
 - a. Dog Room Cart with supplies
 - b. Cat Room Cart with supplies
 - c. Garbage cans (2)
 - d. Brooms (2)
 - e. Admin Cart
 - f. Airline Crates
 - g. Wire Crates
- 12) Ensure that the Pet Section is left neat and clean and that no items are left behind.

NOTE: If there are any animals left after the shelter has been demobilized, a call needs to be placed to the Local Animal Control Unit to pick up the abandoned animal. The Animal Control Officer picking up the animal needs to be provided with the owner's name, address and all contact numbers given at the time of check-in.

SECTION 2 – ANIMAL CARE INSTRUCTIONS

Sign-In & Out Sheets

- ✿ Pet owners are required to sign the “Pet Section Sign-In & Out Sheet” when they come to visit their pets and when they leave the pet section.
- ✿ The purpose of these sheets is to know that every pet has been cared for daily by their owners by cross-checking the pets in the facility with the “Pet Section Sign In & Out Sheet”.
- ✿ This sheet will be maintained at the Admin Station in front of the Pet Section.

Daily Care Requirements – Dogs

- ✿ Walking
 - Dogs/Puppies will be taken out of their kennels for walks / bathroom breaks a minimum of twice a day.
 - Due to the stressful environment of the pet section of the co-location shelter, it is recommended that pet owners take their dogs/puppies out for long walks/play time to provide mental stimulation and enrichment.
 - Dog poop bags will be provided
 - All pet owners are required to clean up after their pets while out on walks.
 - Dogs/puppies **MUST be securely restrained (on a leash) at all times when outside of their crate. No off leash sections are available for pets staying at the co-location shelter.**
- ✿ Feeding
 - Adult dogs will be fed a minimum of once a day
 - Puppies will be fed a minimum of twice a day (with some puppies requiring more frequent feedings depending on their age)
- ✿ Crates
 - Crates will be cleaned at least once a day – more often if the dog/puppy has accidents in their crates.
 - Pet owners will ensure that their pet’s crate is kept clean and dry. If a pet is in a dirty kennel, the pet owner will be called to care for their pet.
- ✿ Water
 - Pet owners will ensure that their pet has water available at all times.
- ✿ Blankets / Toys
 - Pet owners can choose to place blankets or toys in their pet’s crates.
 - We do not recommend rawhides, hard bones or any object that the dog/puppy could choke on when not being monitored.
 - Recommended toys include kongs and nylabones that are the appropriate size for the dog/puppy.

Daily Care Requirements – Cats

- ✿ Feeding
 - Adult cats will be fed a minimum of once a day
 - Kittens will be fed a minimum of twice a day (with some kittens requiring more frequent feedings depending on their age)
- ✿ Crates
 - Crates will be cleaned at least once a day.
 - Pet owners will ensure that their pet's crate is kept clean and dry. If a pet is in a dirty kennel, the pet owner will be called to care for their pet.
- ✿ Water
 - Pet owners will ensure that their pet has water available at all times.
- ✿ Blankets/Toys
 - Pet owners can choose to place blankets or toys in their pet's crates
- ✿ Enrichment
 - There will be no areas for cats to be let loose and cats will have to remain crated while in the shelter.

Daily Care Requirements – Other

- ✿ All little critters (rodents, ferrets, guinea pigs, rabbits, etc.), reptiles and birds will have their cages checked at minimum once a day.
- ✿ Fresh water and food should be provided at minimum once a day.
- ✿ Habitats should be cleaned as needed to ensure a clean living environment for that specific pet.

Hours of Pet Section of Co-Location Shelter

- ✿ 8am to 10pm
- ✿ From 10pm to 8am, no pet owners will be allowed in the pet section. This is to provide an opportunity for the pets to rest during this stressful time.
- ✿ Hours can be changed at the discretion of the Shelter Manager.

Night Checks

- ✿ A night check will be performed between 9:30pm and 10pm. During this time, each pet's crate will be checked to make sure they have water and their crates are clean.
- ✿ If a pet does not have water and/or their crate is dirty, the pet owner will be called to come to the pet section to care for their pet.
- ✿ After all pets are checked for the evening, the lights in the area will be shut and the pet section will close for the evening at 10pm.
- ✿ Hours can be changed at the discretion of the Shelter Manager.

SECTION 3 – POD CONTENT, DESCRIPTION & PURPOSE

Color Coding

- ✿ BLUE = Dog Room Supplies
- ✿ YELLOW = Cat Room Supplies
- ✿ SILVER = Admin Supplies

Admin Cart

- ✿ Wake County Co-Location Animal Shelter Pod Manual
 - Contains all information related to the pod, contents and how to administrate the pet section of a co-location shelter
- ✿ Wake County Co-Location Shelter Animal Information Sheet
 - To be filled out by every person who is housing their pets in the animal section of the co-location shelter
- ✿ Wake County Co-Location Shelter Registration and Agreement
 - To be filled out by every person who is housing their pets in the animal section of the co-location shelter
- ✿ Manila folder of “Kennel Cards”
 - Used to label each kennel with pet and pet owner information
- ✿ Manila folder of “Pet Section Sign In & Out Sheets”
 - Used for pet owners to sign each time they visit and then leave their pet while at the shelter
 - Used to ensure that each pet is cared for daily
- ✿ Manila folders for collecting paperwork
 - Used to hold papers sign by owners upon registration, checkout and while visiting their pets.
 - One folder will be marked “Completed Intake Forms”
 - One folder will be marked “Completed Checkout Forms”
 - One folder will be marked “Completed Pet Section Sign In & Out Sheets”
- ✿ Blue ID Bands for Pet Owners
 - These ID bands will be placed on the owner with the pet’s name so that owners in the pet area can be easily identified
- ✿ White ID Bands for Pets (with sharpies)
 - These ID bands will be placed on the animals with their name and their owner’s last name. This is how pets will be identified within the facility.
- ✿ Camera
 - Can be used to take photos of pets with their owners for further identification purposes
- ✿ Job Ticket Holders (Clear Hanging Folders)
 - Used to hold the animal and owner information that will be placed on the animal’s kennel
- ✿ Rings for Job Ticket Holders

- Used to hold job ticket holder on animal's kennel
- ✿ Scissors
 - Used to trim excess length off of ID bands after placed on pet owner's wrist and animal's neck
- ✿ Stapler and extra staples
 - Used to staple together the Wake County Co-Location Shelter Registration and Agreement Form with the corresponding Wake County Co-Location Shelter Animal Form
- ✿ Clipboards
 - Can be used for required forms that pet owners need to fill out
- ✿ Box of pens
 - Can be used for forms
- ✿ Zip ties
 - Can be used to put airline crates together (if missing screws)
 - Can be used to attach job ticket holders to kennels if rings are too small
 - Can be used to attach any other necessary information to kennels
- ✿ Muzzles of Varying Sizes
 - Are available to use by owner if needed when moving dog in and out of kennels, etc.
 - **THESE MUZZLES ARE DESIGNED FOR SHORT TERM USE ONLY!** (i.e. just a few minutes). They are not designed to be kept on the dog while kenneled.

Cat Room Cart

- ✿ Cat litter
 - To be placed in cardboard cat litter tray
 - This is a pine product which disintegrates with moisture added
- ✿ Accel (cleaning product) + spray nozzle
 - This is the all-purpose, ready-made cleaning product for owners to use when cleaning up after their pets
 - Product can be used to clean kennels, floors, etc.
- ✿ Disposable nitrile gloves in small, medium and large
 - For pet owners to wear as they feel necessary
 - Available for administrative staff as needed as well
- ✿ Disposable paper food trays
 - Used for feeding moist and/or dry food to cats
 - Designed for single use only
- ✿ Litter scoops
 - Used to clean cat litter trays
- ✿ Stainless steel water bowls
 - Use for water only
 - Have owners use the disposable paper trays for food
 - Owners are responsible for keeping the bowls clean and the water fresh for their pets.
- ✿ Disposable cardboard litter trays
 - Use to contain cat litter as their cat litter pan

- Designed for single day use only
- ✿ Feeding cups
 - Offered to owners to dispense their own dry food
- ✿ Newspaper
 - Can be used to line kennels for cats to aid in maintaining cleanliness of kennel
- ✿ Paper Towels
 - Used in conjunction with Accel for routine cleaning of kennels
 - Can also be used to wipe water bowls clean
 - Can also be used for general cleaning purposes
- ✿ Can Opener
 - Available if pet owner brings canned food
 - **NOT TO BE USED FOR PEOPLE FOOD CONTAINERS!**
- ✿ Plastic disposable spoons
 - Available to be used with wet cat food
- ✿ Dust Pan
 - Available for use in cleaning up litter and/or misc. debris while maintaining the care of the pet

Dog Room Cart

- ✿ Paper Towels
 - Used in conjunction with Accel for routine cleaning of kennels
 - Can also be used to wipe water bowls clean
 - Can also be used for general cleaning purposes
- ✿ Accel (cleaning product) + spray nozzle
 - This is the all-purpose, ready-made cleaning product for owners to use when cleaning up after their pets
 - Product can be used to clean kennels, floors, etc.
- ✿ Disposable nitrile gloves in small, medium and large
 - For pet owners to wear as they feel necessary
 - Available for administrative staff as needed as well
- ✿ Slip leads
 - Available for owners who did not bring their own leads
 - These leads are disposable and can remain with the pet owner
 - **USE INSTRUCTIONS:** Take handle of slip lead and run it through the ring on the other end. This creates a loop to be placed over your pet's head around their neck. A slip lead creates a leash/collar combination.
- ✿ Stainless steel food and water bowls
 - Each dog owner can be given one stainless steel bowl to use for water and one stainless steel bowl to use for food.
 - Owners are responsible for keeping the bowls clean and the water fresh for their pets.
- ✿ Tarp
 - Can be used as protection on items in dog room

- ✿ Can Opener
 - Available if pet owner brings canned food
 - **NOT TO BE USED FOR PEOPLE FOOD CONTAINERS!**
- ✿ Dog Poop Bags
 - For owners to be able to clean up after their pets during walks outside or for any accidents within the building
- ✿ Dog Pee Pads
 - Available for owners to use for puppies, pee pad trained dogs or to line crates
- ✿ Feeding cups
 - Offered to owners to dispense their own dry food
- ✿ Dust Pan
 - Available for use in cleaning up litter and/or misc. debris while maintaining the care of the pet

Other Items in Pod

- ✿ Trash Cans with Trash Can Liners
 - There is one labeled trash can for the cat room and one labeled trash can for the dog room.
 - Each trash can has two empty trash can liners at the bottom for use.
 - **PLEASE SET UP TRASH CAN LINER AS SOON AS TRASH CAN IS PUT IN USE!**
- ✿ Brooms
 - There is one color coded broom for the cat room and one color coded broom for the dog room.
 - Can be used in conjunction with the dust pan for general clean up.
- ✿ Cardboard Cat Carriers
 - These are available for pet owners upon departure if they do not have a secure way to transport their cats.
 - **NOTE: Only one cat should be placed in each cat carrier**
 - **NOTE: Cats should not be left unattended in the carriers as some chew on the cardboard.**
 - Instructions on how to properly form the cat carrier is on the cat carrier itself. Please follow instructions accordingly.
- ✿ One X-Large Wire Crate
 - This crate is available for LARGE BREED DOGS only!
 - It should only be offered if a dog will not go into an airline crate or the airline crate is too small.
 - Assembly instructions are available in both the Appendix section of this manual as well as on the outside of the Extra Supplies Cart.
- ✿ Two Large Airline Crates
 - These crates are available for DOGS only and should only be used for LARGE BREED DOGS that are too big for the medium size crates.

- Assembly instructions are available in both the Appendix section of this manual as well as on the outside of the Extra Supplies Cart.
- ✿ Three Medium Airline Crates
 - These crates are available for DOGS only and should only be used for DOGS that are too big for the small size crates.
 - Assembly instructions are available in both the Appendix section of this manual as well as on the outside of the Extra Supplies Cart.
- ✿ Three Small Airline Crates
 - These crates are available for dogs and cats.
 - Assembly instructions are available in both the Appendix section of this manual as well as on the outside of the Extra Supplies Cart.

Extra Supplies Cart

- ✿ **DO NOT OPEN** Extra Supply Cart until initial supply is depleted and replacements are required.
- ✿ Red Tub of Extra Cat Litter
 - Use to refill smaller containers already stocked on Cat Room Cart
- ✿ Dawn Dish Detergent
 - Can be used as a bathing option for pets
 - Can be used as a cleaning product as needed
- ✿ Extra Disposable Cardboard Cat Litter Trays (in box)
 - Use to replace cat litter trays on Cat Room Cart
- ✿ Extra boxes of small, medium and large disposable nitrile gloves
 - Use to replace gloves available on the Dog Room Cart and Cat Room Cart
- ✿ One Heavy Roll of Black Plastic Floor Covering
 - Two people are needed to move this!
 - Can be used as floor covering, wall covering, etc. as needed
- ✿ Extra ID bands for pet owners (blue) and pets (white)
 - Use to replaced ID bands in Admin Cart
- ✿ Extra Paper Towels (in box)
 - Use to replace paper towels on the Dog Room Cart and Cat Room Cart
- ✿ Container with extra Dog Room Supplies (dog bowls, slip leads, poop bags, feeding cups)
 - Use to replace items on Dog Room Cart as needed
- ✿ Extra package of pee pads
 - Use to replace on Dog Room Cart as needed
- ✿ Container with extra Accel Bottles and sprayer nozzle
 - Use to replace Accel on Dog Room Cart or Cat Room Cart as needed
- ✿ Container with extra Cat Room Supplies (water bowls, litter scoops, disposable paper food trays, feeding cups)
 - Use to replace items on the Cat Room Cart as needed
- ✿ Scissors
 - Hanging on outside of Extra Supplies Cart
 - Available to cut zip tie when extra supplies are needed
- ✿ Airline Crate Assembly Instructions

- Paper copies of instructions for handout are in plastic job ticket holder hanging on the outside of the Extra Supplies Cart
- ✿ Wire Crate Assembly Instructions
 - Paper copies of instructions for handout are in plastic job ticket holder hanging on the outside of the Extra Supplies Cart

SECTION 4 – FREQUENTLY ASKED QUESTIONS

What supplies are available for the cat owner?

- ✿ Crate
- ✿ Cat litter trays
- ✿ Cat litter
- ✿ Food trays
- ✿ Can opener
- ✿ Water bowl
- ✿ Newspaper
- ✿ Feeding cup
- ✿ Litter scoop

What supplies are available for the dog owner?

- ✿ Crate
- ✿ Water bowl
- ✿ Food bowl
- ✿ Dog poop bags
- ✿ Dog pee pads
- ✿ Feeding cup

Do you have any supplies for little critters, birds or reptiles?

- ✿ We do not have any supplies for little critters (hamsters, gerbils, rabbits, ferrets, etc.)

I think my pet may be injured or sick, what should I do?

- ✿ We have a list of local emergency clinics as well as mobile veterinary clinics in this manual.
- ✿ As stated in the Wake County Co-Location Shelter Registration and Agreement, “At the co-location shelter, no veterinary services will be available. The owner/agent will need to transport their pet(s) to a private local veterinary clinic and authorize treatment for their pet(s).”

I forgot my pet’s food, now what?

- ✿ The co-location shelter does not have any pet food on hand.
- ✿ A request will have to be made through the Wake EOC for pet food.
- ✿ Owners will have to accept what brands are obtained (no requests will be taken or accepted).
- ✿ **NOTE:** We will not be able to obtain any prescription dog foods. If an owner forgot their prescription dog food, they will need to contact their veterinarian to make those arrangements on their own.

I forgot my pet's medication, now what?

- ✿ As stated in the Wake County Co-Location Shelter Registration and Agreement, "At the co-location shelter, no veterinary services will be available. The owner/agent will need to transport their pet(s) to a private local veterinary clinic and authorize treatment for their pet(s)."
- ✿ Medication falls under prescriptions for pets and a veterinarian-client-patient relationship (VCPR) is required. Therefore, the owner will need to make an appointment with a veterinarian to get additional medications.

Can my pet stay here if I go to a hotel?

- ✿ No.
- ✿ As stated in the Wake County Co-Location Shelter Registration and Agreement form, the owner must be housed at the shelter during their pets stay.
- ✿ If a pet owner would like to relocate to a hotel, then their pets must be discharged with them.

Is there someone here who can take care of my pet for me?

- ✿ No.
- ✿ As stated in the Wake County Co-Location Shelter Registration and Agreement form, the owner or his/her agent is required to take responsibility for the care, feeding and maintenance of their animal(s).
- ✿ If an owner would prefer to house their pets where someone can take care of them instead of the owner, a list of boarding facilities is included in the Important Phone Numbers section. The owner would be responsible for calling, making arrangements and transporting their pet(s) to that location.

Oh that pet is so cute! Can I pet him?

- ✿ Only pet owners are allowed to interact with their pets.
- ✿ Individuals that do not have a blue ID pet owner band should NOT be allowed in the pet shelter section of the co-location shelter.

I'm staying on the human side of the shelter. Can my family come visit the animals?

- ✿ No.
- ✿ This is a very stressful environment for the pets so only owners can come and interact with their pets and care for them.
- ✿ Individuals that do not have a blue ID pet owner band will NOT be allowed in the pet area of the co-location shelter.

Can I take my pet to visit my family or others in any other areas of the evacuation shelter?

- ✿ No. Pets are only allowed in the Pet Section of the evacuation shelter and designated outdoor pet areas for bathroom breaks and exercise.

SECTION 5 – APPENDICES

APPENDIX A – Important Phone Numbers

Local Animal Control Units

Animal Control Units	Phone Number
Town of Garner Animal Control	919-772-8896
Town of Holly Springs Animal Control	919-557-9111
City of Raleigh Animal Control	919-831-6311
Town of Cary Animal Control	919-319-4517
All other areas -Wake County Animal Control	919-856-6911

Area Emergency Veterinary Clinics

***Note: This list is not intended to be a complete list of all clinics in Wake County that offer emergency services. We cannot recommend any clinic over any other clinic on this list. The choice is purely up to the pet owner. ***

Name	Address	Phone Number
Veterinary Specialty Hospital of the Carolinas – North Raleigh	4640 Paragon Park Rd. Raleigh, NC 27616	919-861-0109
Veterinary Specialty Hospital of the Carolinas – Cary	6405-100 Tryon Rd. Cary, NC 27518	919-233-4911
Veterinary Specialty Hospital of the Carolinas – Durham	7015 NC Highway 751 Durham, NC 27707	919-600-6600
Quail Corners Animal Hospital	1613 Millbrook Rd. Raleigh, NC 27609	919-600-7526
Animal Emergency Hospital and Urgent Care	409 Vick Ave. Raleigh, NC 27612	919-781-5145
Triangle Veterinary Referral Hospital of Holly Springs	2120 Werrington Drive #201 Holly Springs, NC 27540	919-973-5620
Triangle Veterinary Referral Hospital	608 Morreene Rd. Durham, NC 27705	919-489-0615
Wake Vet Urgent Care	1007 Tandal Place Knightdale, NC 27545	919-266-1458
North Carolina State University – College of Veterinary Medicine	1052 William Moore Dr. Raleigh, NC 27607	919-513-6911

Area Mobile Veterinarians

***Note: This list is not intended to be a complete list of all clinics in Wake County that offer mobile services. We cannot recommend any clinic over any other clinic on this list. The choice is purely up to the pet owner. ***

Name	Phone Number
Purr Bark Veterinary	919-676-9293
Vet Mobile	919-607-5716
Mobile Laser Veterinary Services	919-789-1109
Veterinary Express	919-577-2243
Paws at Your Doorstep	919-247-2670
Healthy Pets Mobile Vet	919-329-7387

Local Boarding Facilities

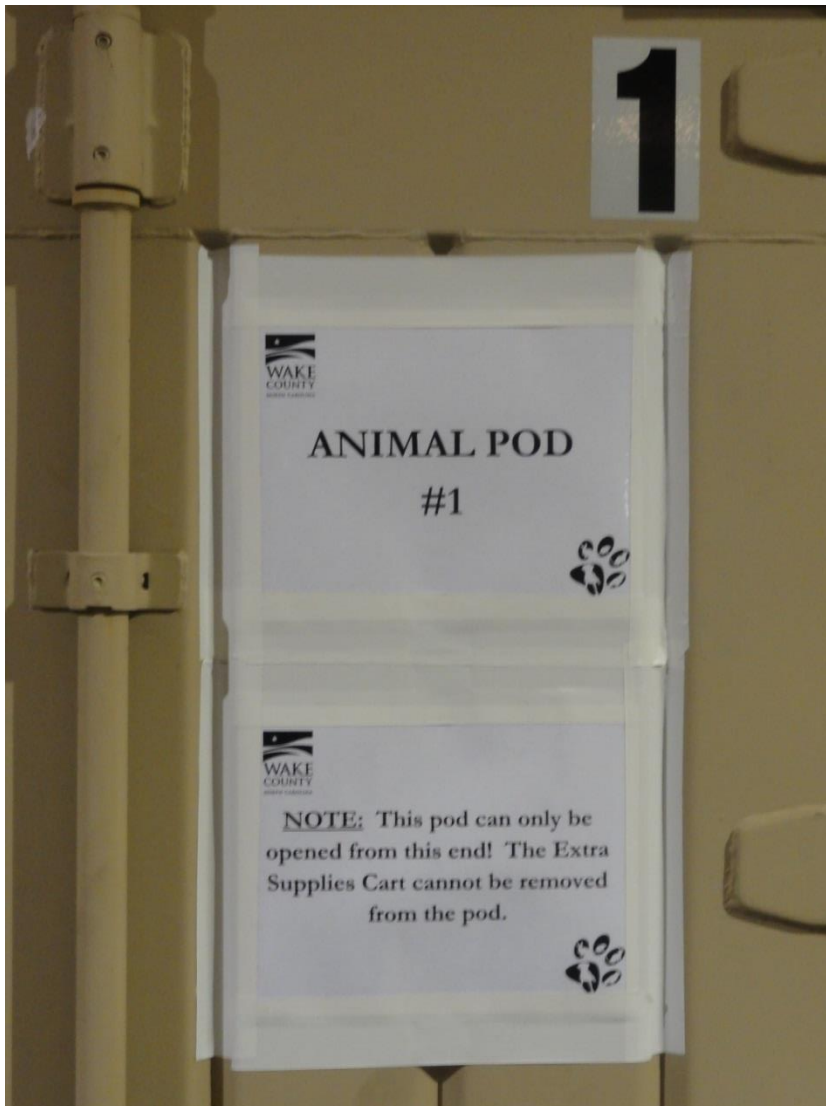
***Note: This list is not intended to be a complete list of all boarding facilities in Wake County. We cannot recommend any facility over any other facility on this list. The choice is purely up to the pet owner. ***

Name	Address	Phone Number
Suite Paws Pet Resort & Spa	110 S. Rogers Lane Raleigh, NC 27610	919-231-1112
The K9 Kabana	628 Maywood Ave. Raleigh, NC 27603	919-322-0117
Camp Bow Wow	2612 S. Miami Blvd. Durham, NC 27703	919-321-8971
Dogtopia	4708 Hargrove Rd. Raleigh, NC 27616	919-521-8083
Canine Country Club & Pet Hotel	1654 N. Market Dr. Raleigh, NC 27609	919-876-9538
Furry Feet Retreat Dog Boarding	950 W. Chatham St. Cary, NC 27511	919-466-8609
Bone Voyage	339 Shipwash Dr. Garner, NC 27529	919-329-9892
Paws at Play	1423 Wait Ave. Wake Forest, NC 27587	919-556-8383
Pupsi, Inc.	8260 Chapel Hill Rd. Cary, NC 27513	919-460-9909
Dogtopia of Cary	507 James Jackson Ave. Cary, NC 27513	919-651-9581
Camp Canine, Inc.	333 James Jackson Ave. Cary, NC 27513	919-468-8301

APPENDIX B - Pictures of Pod Set-Up and Content

OUTSIDE DOORS OF ANIMAL PODS

- ❧ The Animal Pods are labeled as Animal Pod #1 or Animal Pod#2.
- ❧ It is indicated that the pod can only be open from one end as the other set of doors are blocked by the Extra Supplies Cart (which cannot be removed from the pod).



CAT ROOM CART



- ❧ The above is what the Cat Room Cart looks like
- ❧ It is labeled with yellow tape as all items associated with the cat rooms are labeled with yellow tape



Top Tray of Cat Room Cart

Pre-Filled Container of Pelleted Cat Litter

Disposable Nitrile Gloves – Size S, M, L

Unopened bottle of Accel Cleaner and Nozzle

Box of Disposable Spoons



Disposable Cat Food Trays

Stainless Steel Water Bowls

Can Opener

Feeding Cups



Bottom Tray of Cat Room Cart

Disposable Cardboard Litter Trays



Dust pan

Litter Scoops

Paper Towels

Newspapers for lining kennels

DOG ROOM CART



- ❧ The above is what the Dog Room Cart looks like
- ❧ It is labeled with blue tape as all items associated with the dog rooms are labeled with blue tape



Top Tray of Dog Room Cart

Paper Towels

Dust pan

Dog Poop Bags

Unopened bottle of Accel Cleaner and
Nozzle

Container of Slip Leads

Disposable Nitrile Gloves – Size S, M, L



Bottom Tray of Dog Room Cart

Dog Pee Pads for lining kennels

Tarp



Feeding Cups

Stainless Steel Food & Water
Bowls – Size M & L

Can opener

ADMIN CART



Job ticket holders



Zip ties

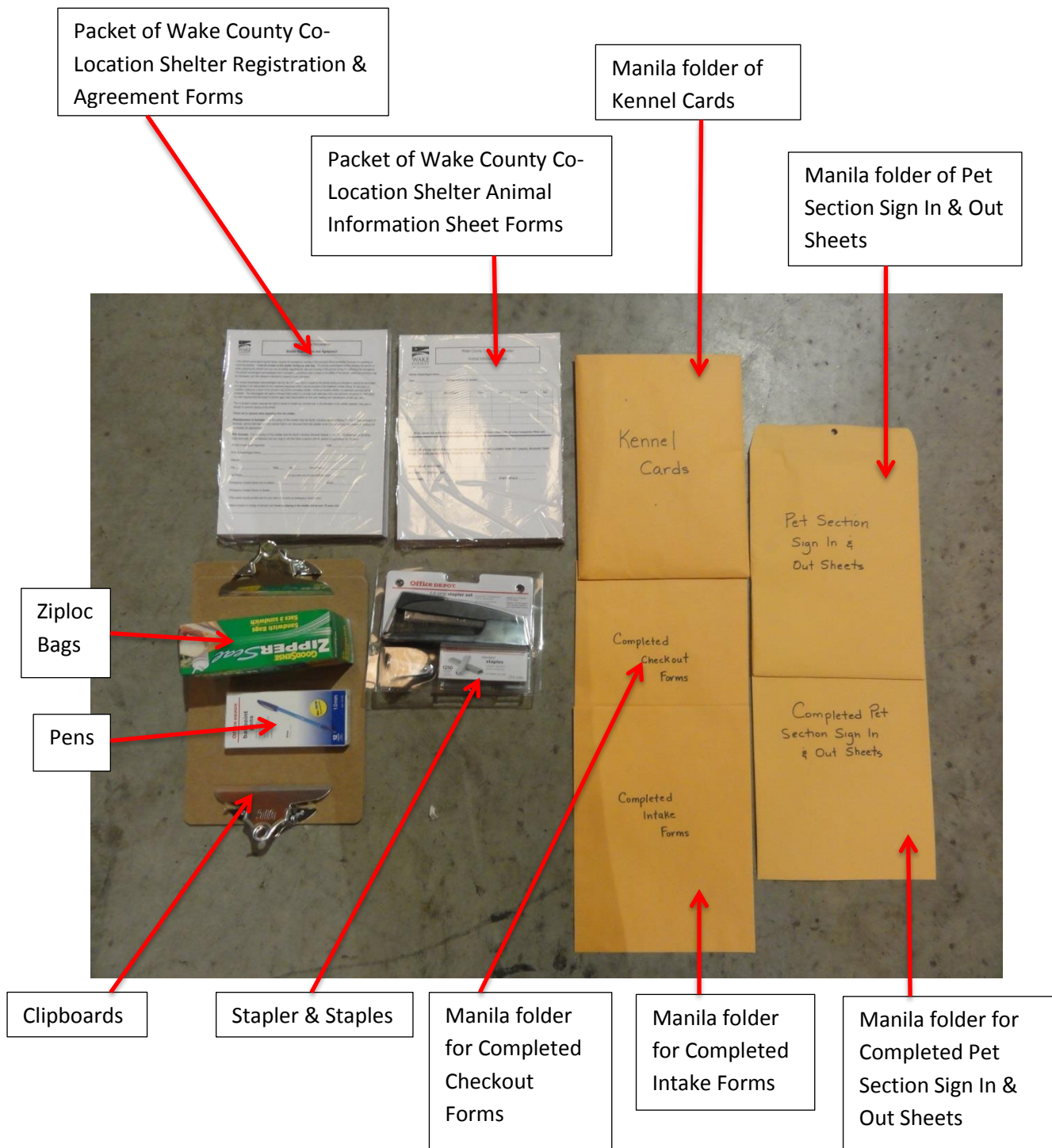
Blue ID bands for
pet owners

White ID bands
for pets

Camera

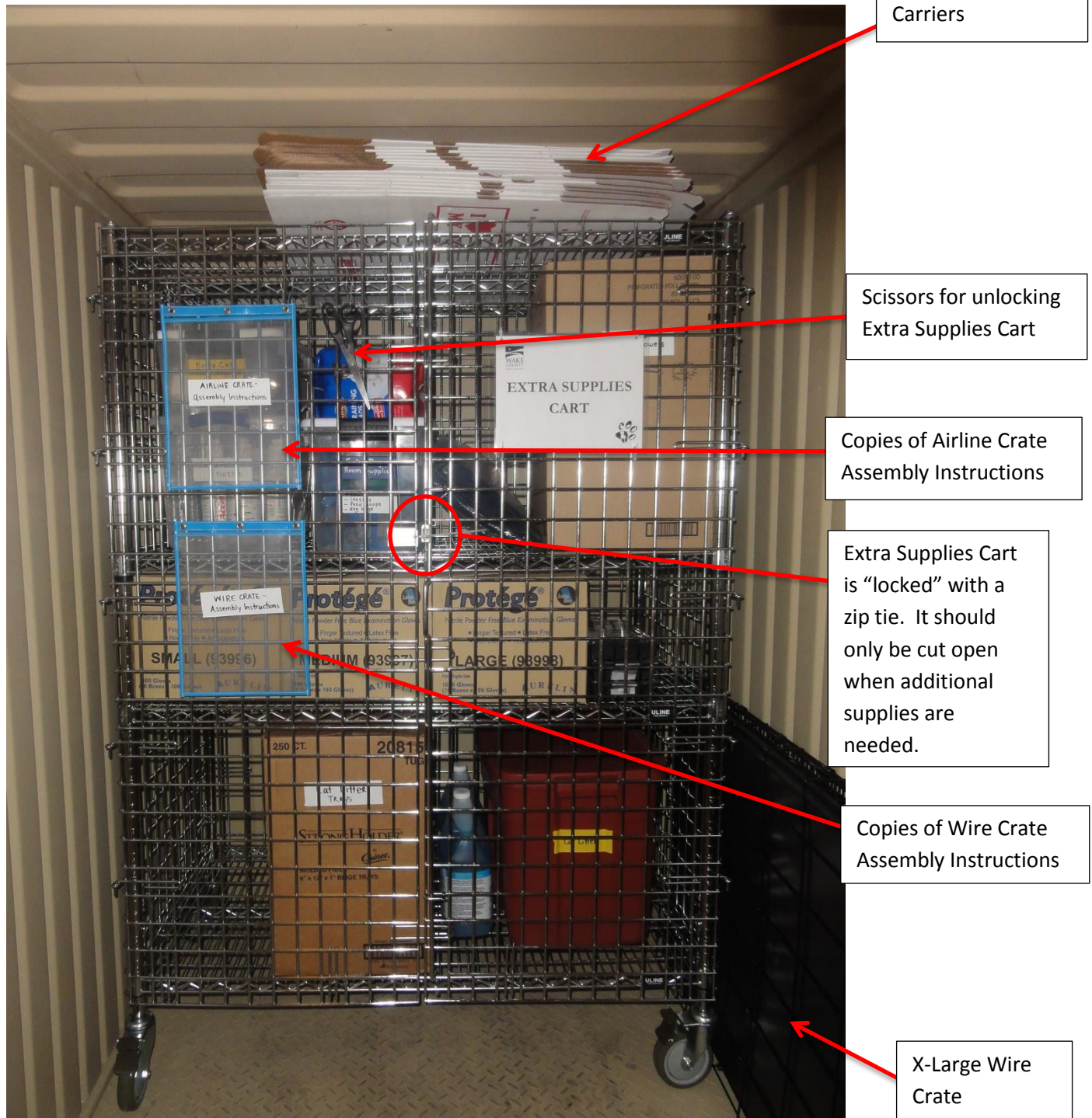
Shower rings for
hanging job ticket
holders

Set of varying sizes of
muzzles



Not Pictured: Pair of scissors

EXTRA SUPPLIES CART



- 🐾 Next photos will list contents of each shelf – top shelf, middle shelf and bottom shelf

Top Shelf of Extra Supplies Cart



Container of extra cat room supplies – water bowls, feed trays, litter scoops, feeding cups

Container of extra Accel & an additional nozzle

Container of extra dog room supplies – dog poop bags, water/food bowls, slip leads, feeding cups

Extra package of dog pee pads

Extra box of Paper Towels

Extra tarp

Middle Shelf of Extra Supplies Cart



Boxes with extra disposable nitrile gloves of each size (small, medium, large)

NOTE: Behind the boxes of gloves is a heavy box of plastic sheeting! It will take two people to move!

Plastic trays with extra ID bands

Bottom Shelf of Extra Supplies Cart

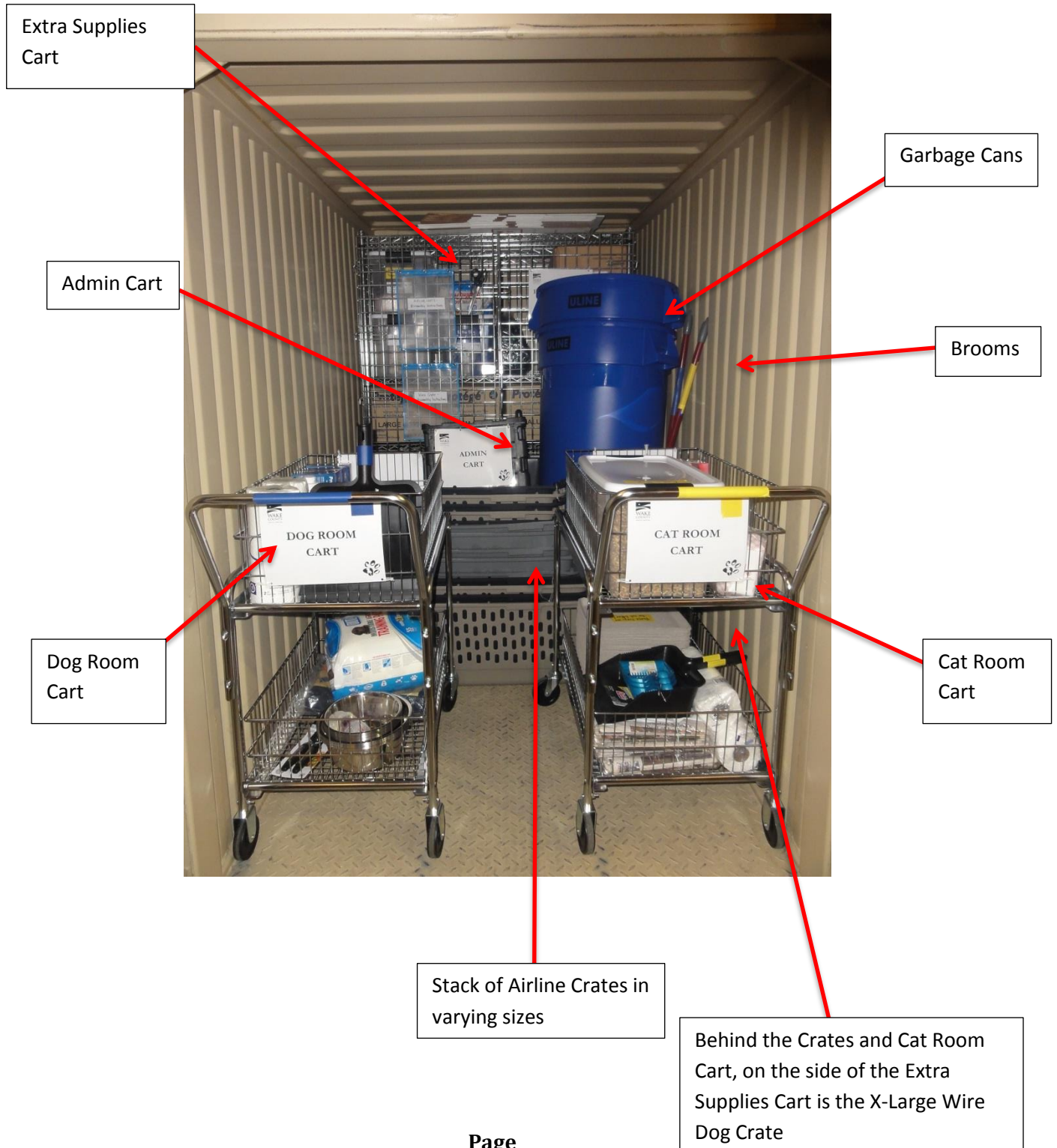


Extra case of cardboard
cat litter trays

Dawn Dish Soap

Plastic container of
extra pelleted cat litter

Final Packing of Co-Location Shelter Animal Pod



Additional Supplies at the EM Warehouse



There are additional crates (both wire and airline type crates) at the EM warehouse to be distributed if the need arises.

Behind the crates, there is also a box with additional cardboard cat carriers.

APPENDIX C – Wire Crate Assembly Instructions

Assembly Instructions Instructions pour l'assemblage Instrucciones de ensamblaje

Drawings may vary from actual product.

Les illustrations peuvent ne pas être entièrement identiques au produit.

Las ilustraciones pueden variar con respecto al producto real.

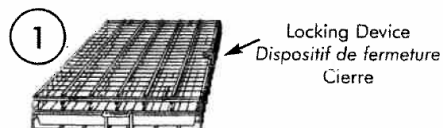
Note: TOLL-FREE SERVICE HELPLINE: If you have any problems or questions with the assembly, call our Service HELPLINE at **1-800-428-8560** between 9:00 am and 4:00 pm (EST) Monday through Friday.

Remarque: LIGNE SECOURS SANS FRAIS : Si vous avez des problèmes ou des questions concernant l'assemblage, téléphonez à notre ligne secours au **1-800-428-8560** qui est à votre disposition de 9 h 00 à 16 h 00 (heure normale de l'Est) du lundi au vendredi.

Nota: LINEA GRATUITA DE SERVICIO DE AYUDA: Si tiene cualquier problema o preguntas con respecto al ensamblaje, llame a nuestro Servicio Helpline al **1-800-428-8560** entre las 9:00 a.m. y las 4:00 pm (EST) de Lunes a Viernes.

- 1** • Remove the folded Pet Home from the carton so that the Plastic Pan is on the bottom. Unlatch the Locking device located on the side.

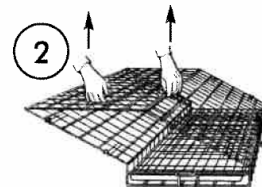
• Retirez la Cage pour animal du carton, en plaçant la Base en plastique en-dessous. Ouvrez le Verrou situé sur le côté.



• Saque la jaula Pet Home plegada del cartón de embalaje de tal modo que la bandeja de plástico se encuentre en la parte inferior. Abra la cerradura ubicada al costado.

- 2** • Grab any wire on the top panel and turn it like the page of a book. Then grab the Pet Home with both hands and pull upwards. This will form the top and the sides.

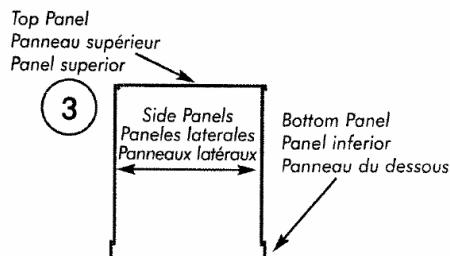
• Saisissez un des fils métalliques du panneau supérieur et tournez-le comme une page d'un livre. Prenez ensuite la Cage d'animal avec les deux mains et tirez-la vers le haut. Elle formera le dessus et les côtés.



• Tome cualquier alambre del panel superior y gírelo como la página de un libro. Luego, tome la jaula Pet Home con ambas manos y tírela hacia arriba. Esto formará la parte superior y los costados.

- 3** • Make sure the bottoms of the 2 Side Panels rest inside the Bottom Panel (as illustrated), and that one edge of the Top Panel is "inside" the Side Panel and "outside" of the other Side Panel.

• Placez le bas de chacun des 2 Panneaux latéraux à l'intérieur du Panneau de dessous (voir illustration); un bord du Panneau de dessus doit être «à l'intérieur» du Panneau latéral et «en dehors» de l'autre Panneau latéral.

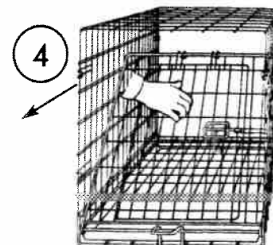


• Verifique que la parte inferior de los dos paneles laterales se encuentren dentro del panel inferior (ver ilustración), y que una orilla del panel superior se encuentre "adentro" del panel lateral y "afuera" del otro panel lateral.

- 4** • Reach in the home and pull the Door Panel forward until it fits into the clips on the ends of the Side Panels.

• Introduisez la main à l'intérieur de la Cage, poussez le Panneau de porte vers l'avant jusqu'à ce qu'il s'emboîte dans les crans aux extrémités des Panneaux latéraux.

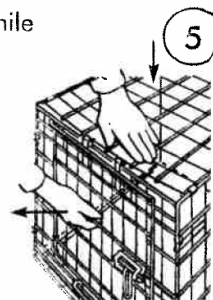
• Introduzca la mano en la jaula y tire la puerta de la jaula hacia adelante hasta que se ajuste con los ganchos de los extremos de los paneles laterales.



- 5** • To secure the Door Panel to the Top Panel, gently pull forward on the Door Panel while pushing down on the Top Panel. Then fit the hooks over the end wire on the top.

• Pour attacher fermement le Panneau de porte au Panneau supérieur, tirez doucement le Panneau de porte en avant, en poussant le Panneau supérieur vers le bas. Ensuite, positionnez les crochets au-dessus du fil métallique de l'extrémité sur le haut.

• Para fijar la puerta al panel superior, tire suavemente hacia adelante la puerta mientras presiona hacia abajo el panel superior. Luego, fije los ganchos en el último alambre de la parte superior.



- 6** • Repeat Step 5 with the end panel.

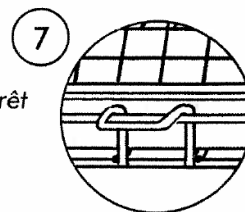
• Répétez l'étape 5 pour le panneau d'extrémité.

• Repita el paso número 5 con el panel posterior.

- 7** • Secure the Plastic Pan inside the Pet Home with the Pan Stop attached to the front wire of the Bottom Panel of the home.

• Attachez fermement la Base de plastique à l'intérieur de la Cage avec le Cran d'arrêt de la Base, attaché au fil métallique à l'avant du Panneau inférieur de la cage.

• Fije la bandeja de plástico dentro de la jaula con la fijación de bandeja fijada al alambre frontal del panel inferior de la jaula.



- 8** • To disassemble, reverse this process.

• Pour démonter, faites l'opération dans l'ordre inverse.

• Para desarmar, proceda al revés.

NOTE: To protect the finish of your Pet Home and the bottom pan, use only mild, non-abrasive cleaners and water. Any coarse scrubbing or abrasive materials could damage the finish.

TOLL-FREE SERVICE HELPLINE:

If you have any problems or questions with the assembly of your new Fold & Carry Pet Home, call our Service HELPLINE at 1-800-428-8560 between 9:00 am and 4:00 pm (EST) Monday through Friday.

REMARQUE : Pour protéger la finition de votre Cage pour animal et de la Base, ne les nettoyez qu'avec un produit non abrasif et de l'eau. Frotter trop fort ou des produits abrasifs peuvent endommager la finition.

LIGNE SECOURS SANS FRAIS :

Si vous avez des problèmes ou des questions concernant l'assemblage de votre nouvelle Cage pour animal «Plier et transporter», téléphonez à notre ligne secours au 1-800-425-8560 qui est à votre disposition de 9 h 00 à 16 h 00 (heure normale de l'Est) du lundi au vendredi.

NOTA: Para proteger la terminación de su jaula Pet Home y la bandeja inferior, use solamente limpiadores suaves no abrasivos, y agua. Cualquier fregado áspero o materiales abrasivos pueden dañar la terminación.

LINEA GRATUITA DE SERVICIO DE AYUDA:

Si tiene cualquier problema o preguntas con respecto al ensamblaje de su nueva jaula plegable y transportable Pet Home, llame a nuestro Servicio Helpline al 1-800-428-8560 entre las 9:00 a.m. y las 4:00 pm (EST) de Lunes a Viernes.

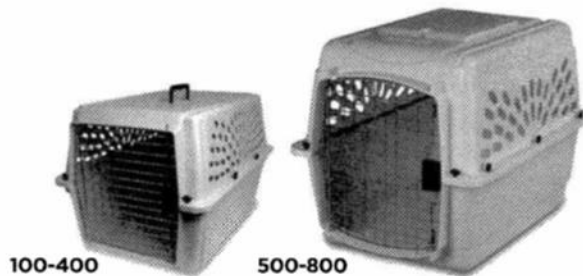
APPENDIX D – Airline Crate Assembly Instructions



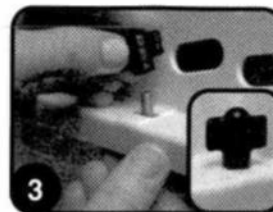
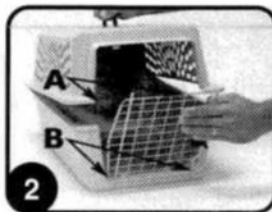
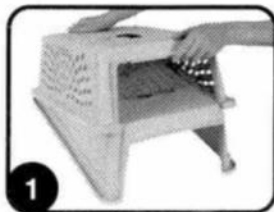
Classic Kennel

For Dogs

by Petmate®



**READ AND
FOLLOW ALL
INSTRUCTIONS
AND WARNINGS
THAT COME WITH
THIS KENNEL.**

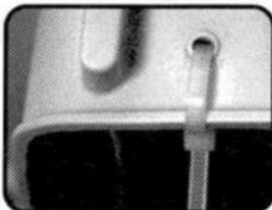
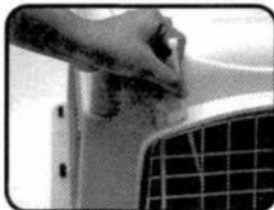


ASSEMBLY INSTRUCTIONS

The kennel consists of four parts: (1) plastic top section; (2) plastic bottom section; (3) steel door; (4) package of wing nuts and bolts.

ASSEMBLY INSTRUCTIONS

1. Separate two halves.
2. Hold top section as shown and place metal door in opening so ends of hinge and latch rods fit in holes (A). Lower top section so hinge and latch rod fit into holes (B).
3. Insert bolts from the underside of rim through holes and secure with specially designed wing nuts. Tighten wing nuts by hand only. It is advisable to check nuts periodically to maintain tightness, especially if the kennel receives heavy use.



500-800 SERIES OF KENNELS FEATURE SECONDARY MEASURE OF SECURITY FOR KENNEL DOOR.

Note: Optional secondary measure of security for kennel door is recommended when transporting your pet with the airlines. Close door and secure front latch. Insert a plastic 6" zip tie through each "tamper proof" hole (located at the top and bottom of the kennel door opening) and around the metal door. Complete by securing the zip tie as seen in the picture. Remove zip ties upon arrival at final destination.

ONE YEAR LIMITED WARRANTY

Warranted for one year from date of retail purchase against defects in material and workmanship. Solely for the benefit of the original consumer purchaser. (Retain your dated sales receipt as proof of purchase).

COVERED: Replacement of defective parts and labor, and product return to consumer.

NOT COVERED: Damages caused by abuse or failure to perform normal maintenance. Any other expense. This Warranty shall not apply to any defect, malfunction or failure to conform with the Warranty provisions if caused by damage (not resulting from defect or malfunction) due to unreasonable use by the Purchaser. This includes CONSEQUENTIAL DAMAGES, INCIDENTAL DAMAGES OR INCIDENTAL EXPENSES, INCLUDING DAMAGE TO PROPERTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. This Warranty gives you specific legal rights which may vary from state to state.

QUALIFICATION FOR WARRANTY PERFORMANCE: Return product with proof of purchase and narrative description of the defect together with your name and address, freight prepaid, to: Dorskocil Manufacturing Company, Inc., Warranty Division, 4209 Barnett Blvd., Arlington, Texas USA 76017. This product will be repaired or replaced at Dorskocil's option and will be returned to you, postage prepaid, as soon as practicable, but in no event later than 45 days after received by Dorskocil.

REQUEST FOR WARRANTY ACTION: Please direct all requests for action on this Warranty or any other product inquiries to Dorskocil Manufacturing Company, Inc., Warranty Division, P.O. Box 1246, Arlington, Texas USA 76004-1246.

NOTE: A "Live Animal" kennel label and water cup is required for some airline transportation. Before traveling with your pet, please consult your airline for their individual requirements.

Airline Approved • Made in the U.S.A. • Made of 25% Recycled Content

P.O. Box 1246 • Arlington, Texas USA 76004-1246
1-877-PETMATE • www.petmate.com
470474

APPENDIX E - MSDS Sheet for Accel



Material Safety Data Sheet

Accel TB (US)

1. PRODUCT AND COMPANY IDENTIFICATION

Product Name Accel TB (US)
MSDS No. 000802
Manufacturer Virox Technologies Inc., 2770 Coventry Rd., Oakville, ON, L6H 6R1, 905-813-0110
Emergency Contact Information Virox Technologies Inc., 1-800-387-7578
Use Ready to Use Disinfectant Cleaner

2. HAZARDS IDENTIFICATION

Emergency Overview The product contains no substances which at their given concentration are considered to be hazardous to health.

Potential Health Effects

Route of Exposure Inhalation; skin contact; eye contact; ingestion.

Inhalation None known.

Skin Contact None known.

Eye Contact None known.

Ingestion None known.

3. COMPOSITION/INFORMATION ON INGREDIENTS

Chemical Name	CAS Registry No.	Concentration %	Other Identifiers
Hydrogen peroxide	7722-84-1	0.5	

Notes Active ingredients are listed above. All ingredients of this product are listed on the US EPA TSCA Inventory. EPA Registration Number 74559-1

4. FIRST AID MEASURES

First Aid Procedures

Inhalation No specific first aid measures are required.

Skin Contact No specific first aid measures are required.

Eye Contact Flush with cool water. Remove contact lenses, if applicable, and continue washing. Obtain medical attention if irritation develops or persists.

Ingestion No specific first aid measures are required.

5. FIRE FIGHTING MEASURES

Flammable Properties Not flammable by WHMIS/OSHA criteria. Not combustible.

Suitable Extinguishing Media Not combustible. Use extinguishing agents compatible with product and suitable for surrounding fire.

Unsuitable Extinguishing Media None known.

Specific Hazards Arising from the Chemical None known.

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Protective Equipment and Precautions for Firefighters Wear self-contained breathing apparatus for fire fighting if necessary.

6. ACCIDENTAL RELEASE MEASURES

Personal Precautions Use the Personal Protective Equipment recommended in Section 8 of this MSDS.
Environmental Precautions Before attempting clean-up, refer to hazard data. Prevent large spills from entering sewers or waterways. Contact emergency services and supplier for advice.
Methods for Containment and Clean-up Large spills or leaks: (greater than 5 gallons) Contain and soak up spill with absorbent that does not react with spilled product. Place used absorbent into suitable, covered, labelled containers for disposal. Use water rinse for final cleanup.

7. HANDLING AND STORAGE

Handling Use good industrial hygiene practices in handling this material. (See Section 8) FOR COMMERCIAL AND INDUSTRIAL USE ONLY.
Storage Store in an area that is out of direct sunlight. Avoid storage at elevated temperatures. KEEP OUT OF REACH OF CHILDREN.

8. EXPOSURE CONTROLS/PERSONAL PROTECTION

Exposure Guidelines

Chemical Name	ACGIH		OSHA PEL		AIHA WEEL	
	TWA	STEL	TWA	Ceiling	8-hr TWA	TWA
Hydrogen Peroxide	1 ppm		1 ppm			

Engineering Controls No specific ventilation requirements.
Personal Protective Equipment (PPE)
Eye/Face Protection Not required if product is used as directed.
Skin Protection Not required if product is used as directed.
Respiratory Protection Not required if product is used as directed.
General Hygiene Handle in accordance with good industrial hygiene and safety practice.
Considerations

9. PHYSICAL AND CHEMICAL PROPERTIES

Physical State Liquid
Odour Threshold Not available
Boiling Point Not available
Freezing Point Not available
Relative Density (water = 1) 1.01 at 20 °C
Solubility in Water Soluble.
pH 2.5 - 3.5
Partition Coefficient, n-Octanol/Water Not available
Viscosity-Kinematic 1.122 centistokes at 20 °C
Vapour Pressure Not available
Critical Temperature Not available

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Vapour Density (air = 1)	Not available
Evaporation Rate	Not available
Flash Point	> 199 °F
Lower Flammable/Explosive Limit	Not available
Upper Flammable/Explosive Limit	Not available
Auto-ignition Temperature	Not available
Appearance	Clear, colourless liquid.
% Volatile	0.0%
Odour	Faint, Characteristic odour

10. STABILITY AND REACTIVITY

Chemical Stability	This product is stable.
Conditions to Avoid	High temperatures.
Incompatible Materials	Do not mix with concentrated bleach products.
Hazardous Decomposition Products	None known.
Possibility of Hazardous Reactions	Hazardous polymerization will not occur.

11. TOXICOLOGICAL INFORMATION

LC50 (Inhalation): > 2.59 mg/L (Rats).

LD50 (oral): > 5000 mg / kg (Rats).

LD50 (Dermal): > 5000 mg/kg (Rabbit)

Skin Irritation / Corrosion

Non-irritating by OSHA / EPA OPPTS criteria.

Eye Irritation / Corrosion

Non-irritating by OSHA / EPA OPPTS criteria.

Effects of Short-Term (Acute) Exposure

Inhalation

Non-hazardous by OSHA criteria

Skin Absorption

Non-hazardous by OSHA criteria.

Ingestion

Non-hazardous by OSHA criteria.

Like any product not designed to be ingested, this product may cause stomach distress if ingested in large quantities.

Respiratory and/or Skin Sensitization

Non-hazardous by OSHA criteria.

Carcinogenicity

Non-hazardous by OSHA criteria.

Teratogenicity / Embryotoxicity

Non-hazardous by OSHA criteria.

Reproductive Toxicity

Non-hazardous by OSHA criteria.

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Mutagenicity

Non-hazardous by OSHA criteria.

Toxicologically Synergistic Materials

None known.

12. ECOLOGICAL INFORMATION

General Comments This section is not required by OSHA.

13. DISPOSAL CONSIDERATIONS

Review the STORAGE and DISPOSAL instructions on product label prior to disposal.

14. TRANSPORT INFORMATION**Shipping Information**

Not regulated under Canadian TDG Regulations. Not regulated under US DOT Regulations.

Other Transport Information

Special Shipping Information Not applicable

15. REGULATORY INFORMATION**USA****Additional USA Regulatory Lists**

US Regulations:

EPA Reg. No.: 74559-1

This chemical is a pesticide product registered by the US Environmental Protection Agency and is subject to certain labelling requirements under federal pesticide law. These requirements differ from the classification criteria and hazard information required for safety data sheets (SDS) and for workplace labels for non-pesticide chemicals. The following is the hazard information as required on the pesticide label: KEEP OUT OF REACH OF CHILDREN

16. OTHER INFORMATION

NFPA Rating **Health - 0** **Flammability - 0** **Instability - 0**

MSDS Prepared By Virox Technologies Inc.

Phone No. (800) 387-7578

Date of Preparation February 27, 2013

Additional Information For an updated MSDS please contact the supplier/ manufacturer listed on the first page of this document. Information contained herein was obtained from sources considered technically accurate and reliable. While every effort has been made to ensure full disclosure of product hazards, in some cases data is not available and is so stated. Since condition of actual product use are beyond control of the supplier, it is assumed that users of this material have been fully trained according to the requirement of all applicable legislation and regulatory instruments. No warranty, expressed or implied, is made and manufacturer/supplier will not be liable for any losses, injuries or consequential damages which may result from the use of or reliance on any information contained in this document. The contents of this document have been prepared in accordance with the OSHA Hazard Communication Standards.

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