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# CERT ANIMAL RESPONSE II

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In this module you will learn about:

- **The Role of CERT in Responding to Animal Issues:** CERT functions that may include the handling, containment, or management of animals
- **CERT Responder Safety When Dealing With Animals:** General response when encountering animals, avoiding zoonotic disease transmission, personal protective equipment and behaviors, caring for injuries caused by animals, and psychological self-care
- **Knowledge and Skills Needed for CERT Functions That May Involve Animals:** Cleaning and disinfection, general animal care, basic animal handling, caring for injured animals, dealing with animal owners and caretakers, and animal identification and tracking
- **Sources for Additional Training and Information:** Where you can learn more about the handling and care of animals during an emergency



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**INTRODUCTION**

**MODULE PURPOSE**

The purpose of this module is to ensure that CERT members can respond safely and appropriately in emergency events involving animals.

The CERT supplemental training on animals is meant to support the disaster response training you have already received in the CERT Basic Training course. In terms of disaster response, the focus of this module will be preparation for situations involving animals that you may encounter in performing your broader CERT response functions.

Note that this is different from training for volunteer response teams such as County or Community Animal Response Teams (CARTs), State Animal/Agricultural Response/Resource Teams (SARTs), or Disaster Animal Response Teams (DARTs). The mission of these types of teams is specifically State and local preparedness, resource management, and animal response during disasters.

Also, be aware that this training will not make you a competent professional animal handler.

**WHAT YOU WILL LEARN**

This module will cover the following topics:

- The Role of CERT in Responding to Animal Issues
- CERT Responder Safety When Dealing With Animals
- Knowledge and Skills Needed for CERT Functions Involving Animals
- Sources for Additional Training and Information

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**INTRODUCTION (CONTINUED)**

**MODULE OBJECTIVES**

At the end of this module, you will be able to:

- Describe the CERT role in emergency functions that involve animals
- Describe techniques and procedures for maintaining personal safety when dealing with animals during an emergency
- Demonstrate basic skills needed to perform CERT functions that may involve animals
- Identify practices for maintaining animal safety during an emergency
- Identify sources for additional training and information

**CATEGORIES OF ANIMALS**

The material in this module, like the material in CERT Animal Response I, covers six categories of animals:

- Household pets, domesticated animals such as a dog, cat, bird, rabbit, rodent, or turtle that is kept in the home for pleasure rather than commercial purposes
- Service animals, trained to assist people with disabilities, etc.
- For-profit animals, including livestock and commercial animals such as those bred and/or trained for sale or other profit
- Non-commercial livestock such as horses kept for personal recreation
- Wildlife, those wild animals indigenous to an area
- Exotic animals, which may be pets

Note that service animals are a category defined by the Americans with Disabilities Act (ADA) and that they require special consideration by emergency responders.

- A service animal is any animal that is individually trained to provide assistance to a person with a disability.

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**INTRODUCTION (CONTINUED)**

- Most people are familiar with dogs that guide people who are blind or have low vision, but there are many other functions that service animals perform for people with a variety of disabilities. Examples include:
  - Alerting people who are deaf or hard of hearing to sounds
  - Pulling wheelchairs; carrying or retrieving items for people with mobility disabilities or limited use of arms or hands
  - Assisting people with disabilities to maintain their balance or stability
  - Alerting people to and protecting them during medical events such as seizures

Service animals may require certain considerations:

- During emergencies many emergency shelters do not allow residents or volunteers to bring their pets or other animals inside, but shelters must make exceptions to allow people with disabilities to be accompanied by their service animals.
- Service animals must be provided with essential services at human shelters.
- Be careful to avoid touching or speaking to any service animal while it is working.

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**THE ROLE OF CERT IN RESPONDING TO ANIMAL ISSUES**

**CERT FUNCTIONS THAT MAY INVOLVE ANIMALS**

CERT functions that may involve animals include:

- Animal-related tasks that may arise when conducting primary CERT tasks
  - Responding to unaccompanied or displaced animals encountered during damage assessment, search and rescue assignments, dealing with interrupted utilities
  - Setting up or operating the team command post
- Assisting in setting up and operating emergency animal shelters or supporting kennels and other existing animals shelters for emergency purposes
  - Record management
- Augmenting and supporting the local animal response program
  - Community Animal Response Team (CART)
  - State Animal Response Team (SART)
  - Disaster Animal Response Team (DART)
- Helping to evacuate neighbors and community members who own animals
- Communicating animal information for emergency hotlines
- Animal transport
- Coordination between emergency animal shelters and human shelters

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**CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS**

In the variety of situations where you may encounter animals, your safety is the number one priority.

This topic on responder safety will cover:

- Encountering Animals
- Zoonotic Disease Transmission
- Injuries Caused by Animals
- Psychological Self-Care

**ENCOUNTERING ANIMALS**

It is important to size up the situation before entering an unknown area or home. Sizing up is imperative whenever animals could be in the area.

The steps for sizing up a situation that may involve animals are:

1. Look for the presence of the owner.
2. Look for evidence of animals.
3. Consider the local environment.
4. Be prepared for potential illegal animal activity.
5. Perform damage assessment.

## **CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

### **1. Look for the Presence of the Owner.**

It is best for the owner to handle or provide instruction regarding his or her own animals rather than for you and your team members to guess at what you might find or handle unknown animals on your own.

You can try to determine whether an owner is on the premises by:

- Ringing the doorbell or knocking on the door
- Searching the sides and back of the house
- Yelling, "Is anyone home?" if the door is unlocked or windows are open
- Asking neighbors

### **2. Look for Evidence of Animals.**

You should search the premises for evidence of animals, such as:

- Animal cages
- Fences
- Stables or pens
- Animal food bowls or troughs
- Animal toys
- Sounds of animals
- Other signs such as feathers or fur balls

## **CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

### **3. Consider the Local Environment.**

Consider facilities in your community that may house animals, such as:

- Farms
- Agricultural industries
- Racetracks
- Zoos
- Wildlife rehab centers
- Animal shelters
- Kennels
- Pet stores
- Animal research laboratories

Also, consider local wildlife that are common in the natural environment surrounding your community. These animals could become displaced during or after a disaster.

## **CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

### **4. Be Prepared for Illegal Animal Activity.**

During disaster response, it is possible that you may encounter the following illegal animal activity:

- Animal hoarding
  - The owner may be housing a large number of pets that he or she is unable to care for.
  - They are usually dogs and cats but could be more exotic pets such as snakes, rabbits, large cats, or alligators.
  - Hundreds of animals may be kept in extremely unsanitary conditions. (The property may be covered in animal feces and decomposing carcasses.)
  - Animals may be severely neglected, malnourished, or sick.
- Animal fighting
  - Animals are bred and trained to fight each other, often to their death.
  - Animals may be dangerous to handle.
  - Illegal fighting animals that may be encountered include:
    - Roosters
    - Dogs (usually pit bulls)
    - Hogs for hog-dog fighting
- Illegal exotic animal breeding or possession of illegal exotic wildlife (non-native) and illegally kept native wildlife
  - State and local laws concerning exotic animal and captive native wildlife species vary widely. Local animal control and State wildlife agencies should be able to identify illegal species.
  - These animals are not domesticated; they are still wild animals, and some species may be very dangerous.
  - They may carry zoonotic disease (all species).

### **CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

- Examples of exotic wildlife privately owned (legal and illegal) include:
  - 5,000 privately owned tigers in the U.S.
  - Monkeys and apes, including orangutans
  - Reptiles and amphibians such as iguanas, other lizards, snakes (small, large, very large, and poisonous), exotic turtles, and frogs
  - Hedgehogs, sugar gliders, and small non-threatening species
- Examples of native wildlife species that may be kept as pets or bred include:
  - Wolves and wolf hybrids
  - Foxes
  - Skunks (illegal in most States)
  - Raccoons
  - Raptors
  - Reptiles and amphibians (alligators, snakes, lizards, frogs, salamanders)

#### **5. Perform Damage Assessment.**

To assess damage in situations or events that may involve animals:

- Survey damage to animal facilities.
- Contact local animal facilities and emergency management.
- Find out whether there are individual animals in need.
- Determine the impact on animal owners.
- Verify initial reports on animal impact.

## **CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

### **Approaching an Unknown Dog**

Once you have sized up the situation, you will be more prepared for encounters with animals. As always, responder safety is the top priority. Because you may frequently encounter dogs during rescue, this section will cover safety precautions around unknown dogs.

Although dogs are domesticated animals, they are natural predators and may revert to instinctive behavior, such as chasing or attacking, if frightened or provoked. An animal that is faced with an emergency situation or that has survived a disaster may display uncharacteristic behavior for a time.

When approaching an unknown dog, keep in mind that some dogs may be trained as watchdogs or attack dogs. Always consider the safety of yourself, your team members, and others in the area before attempting to handle or manage an unknown animal.

When approaching any dog, remember:

- Always expect the unexpected.
- Do not allow the dog between you and your escape route.
- Do not show fear.
- Maintain a relaxed posture.
  - Present the side rather than the front of your body.
  - Avoid standing or looming over the dog.
  - Use a soft voice.
- Control the environment if possible.
  - Avoid loud noises.
  - Turn off flashing lights.
  - Minimize the number of people in the area.
- Avoid direct eye contact.
- Do not get near the dog's face.

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**CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

**Exercise: Approaching a Dog Roleplay**

**Purpose:** The purpose of this exercise is to demonstrate the proper way to approach an unknown dog.

**Instructions:**

1. A volunteer will demonstrate appropriate body language for approaching a dog by maintaining a relaxed posture and avoiding eye contact. The instructor will pretend to be the dog and will behave the way a dog would behave, depending on the volunteer's body language.
2. The class will critique the volunteer's behavior.
3. The instructor will comment on whether the volunteer maintained each of these behaviors:
  - Showed relaxed posture
  - Presented side of body
  - Did not stand over the dog
  - Used a soft voice
  - Avoided direct eye contact
  - Avoided getting near the dog's face

**Conclusion:** It is important to approach an unknown animal carefully and according to your training in order to avoid a dangerous situation.

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**CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

Another way to maintain control of a situation is to gain the animal's confidence. You can do this by offering a treat or a toy or attempting basic one-word obedience commands.

- If dog treats are available, gently toss a treat to the ground near the dog. Minimize arm and hand movement when you toss the treat. Do not offer a treat by hand.
- Do not attempt to pick up one of the dog's toys; however, if you have a tennis ball, consider engaging the dog with it.
  - First check to see if there is a safe area into which you could toss the tennis ball. The area should be on either side of you (not behind you) and safe for the dog. Be certain that the tennis ball will not lead the dog toward the street even if there doesn't appear to be any traffic.
  - Bounce the tennis ball a couple of times. If the dog seems interested, toss the tennis ball into the safe area and wait for the dog to chase it.

In some cases, you may be able to gain the animal's confidence by using one-word obedience commands.

Try using the basic command for "Sit" by:

- Saying "Sit" firmly but not loudly, and
- Holding your hand in a "Stop" gesture (see photo below):
  - Arm straight out
  - Hand perpendicular to the floor
  - Palm facing out



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**CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

You can also control the situation by containing or confining the dog in a separate part of the yard. Do this only if you feel comfortable and the animal is not behaving aggressively.

Without making physical contact, place a slip leash over the dog's head. Do not attempt to attach a leash to a collar as you could end up holding an empty leash and collar and chasing the dog.

Important Notes:

- If at any time you do not feel comfortable handling the dog, call animal control or a team member who is more experienced with animals.
- Before trying to manage an unknown dog, consider the size of your team. It is best to have at least three people.
- Know your limitations. Some animals may be better off left alone.

**If a Dog Attacks**

If you are ever attacked or about to be attacked by a dog or if you witness the attack of another person, follow these rules:

- Call for help immediately. If you witness an attack on another person, first call 911 for help. If you are attacked, call 911 for help as soon as possible.
- You may be able to stop a dog that is in attack mode by using basic commands.
- Back away; never run away.
- If you fall down, curl up in a ball and cover your head.
- Do not scream or yell.
- If the dog latches on, protect your face and neck.

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## **CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

### **ZOONOTIC DISEASE TRANSMISSION AND PERSONAL PROTECTIVE EQUIPMENT AND BEHAVIORS**

Now that you have learned how to approach and handle dogs, we will discuss how to use personal protective equipment (PPE) and other protective behavior to avoid the spread of zoonotic disease when dealing with animals.

As CERT members, you must exercise all precautions when handling animals. This includes using protective behavior and equipment to avoid the spread of zoonotic disease to yourself and your family. Remember that any unknown animal may carry an infectious disease, even with no visible symptoms.

### **CERT Safety Game**

**Purpose:** This exercise allows participants to learn about zoonotic disease transmission and protective behaviors and to share information with each other.

**Instructions:**

1. Divide into two teams.
2. Close this manual for the game. You may open it after the game to write in the answers.
3. Rules of the game:
  - After the instructor asks a question, ring the bell if you know the answer.
  - The participant who rings the bell first gets to answer the question. If the participant answers correctly, his or her team receives 100 points.
  - If the participant answers incorrectly, another participant from the same team can try to answer the same question. If the second participant answers correctly, his or her team receives 100 points.
4. If he or she answers incorrectly, 50 points will be subtracted from the team's score.

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**CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

**Game Questions:**

1. What is zoonotic disease?
  
  
  
  
  
  
  
  
  
  
2. Name three ways zoonotic disease can be transmitted.
  
  
  
  
  
  
  
  
  
  
3. Name an inanimate object that could carry a zoonotic disease.
  
  
  
  
  
  
  
  
  
  
4. Name the two organisms that are most likely to spread zoonotic disease.
  
  
  
  
  
  
  
  
  
  
5. What is the most important hygienic behavior you can use to prevent the spread of zoonotic disease?
  
  
  
  
  
  
  
  
  
  
6. What can you do to prevent the spread of vector-borne disease?
  
  
  
  
  
  
  
  
  
  
7. What is another hygienic behavior that will prevent the spread of zoonotic disease?

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**CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

8. If you are bitten or injured by an animal during CERT operations, to whom should you report the bite?
  
  
  
  
  
  
  
  
  
  
9. If you become ill after contact with an animal, what should you do?
  
  
  
  
  
  
  
  
  
  
10. List three pieces of standard CERT personal protective equipment (PPE).
  
  
  
  
  
  
  
  
  
  
11. Yes or no: Is it a good idea to wear steel-toed boots when handling animals?
  
  
  
  
  
  
  
  
  
  
12. Aside from standard CERT PPE, what is another PPE item you should carry with you if you expect to be handling or encountering animals?
  
  
  
  
  
  
  
  
  
  
13. Name an item you should carry with you if you expect to have contact with animals.

**Conclusion:** You should become familiar with the information shared during this game to protect your safety during an emergency response.

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**CERT RESPONDER SAFETY WHEN DEALING WITH ANIMALS (CONTINUED)**

**TREATMENT FOR INJURIES CAUSED BY ANIMALS**

1. Wash any animal scratch, bite, or injury immediately with soap and water.
2. Administer first aid as appropriate.
3. Seek immediate attention for any bite.
4. If there is a possibility that the animal has rabies, have the animal captured for testing or quarantine. Remember that during the incubation period, animals with rabies may appear healthy and show no sign of infection. Advanced symptoms of rabies include craving to eat anything, including inedible objects; constant growling and barking; dilated pupils; erratic behavior; drooling; and foaming of saliva.
5. Report all injuries to your CERT supervisor **immediately**.

**CAUTION:** Rabies in humans is always fatal if left untreated. The World Health Organization estimates that approximately 55,000 people die from rabies each year throughout the world. Death by rabies occurs when people do not receive vaccination after being bitten by a rabid animal. If you or anyone on your team has been bitten by an animal with rabies, it is critical to get the first dose of rabies vaccine as soon as possible. *"Fact Sheet No. 99." World Health Organization. December, 2008.*

**PSYCHOLOGICAL SELF-CARE**

It's also important for you to be aware of the psychological impact of dealing with animals.

- Working with animals can be particularly emotional because animals are helpless in the face of disaster.
- Responders may be affected by the stress of animal owners who have lost their pets or their livestock and livelihood.
- Be careful not to push yourself beyond your limits because there are too many animals in need; you still need to rest, eat, and sleep.
- Note that positive interaction with animals can also reduce stress.

For more information, review Unit 7 on Disaster Psychology in the *CERT Basic Training* course.

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS**

This topic will set you up with the basic skills needed to perform CERT functions involving animals, animal owners, and animal equipment.

This topic will cover:

- Cleaning and Disinfection
- General Animal Care
- Animal Handling
- Caring for Injured Animals
- Communicating with Animal Owners
- Animal Identification and Documentation

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**CLEANING AND DISINFECTION**

As part of your CERT duties, you may need to clean or handle the following animal-related housing or equipment:

- Cages
- Food and water bowls
- Footwear and clothing
- Hazardous area
- Animal transport vehicles

Make sure you follow this cleaning and disinfection procedure:

1. Debris and organic material **MUST** be removed as soon as possible from cages, food and water bowls, footwear and clothing.
2. Clean with soap and water (disinfectant will not work in the presence of organic material).
3. Apply a suitable disinfectant (follow label directions).
  - You can make disinfectant by diluting household bleach with water:  
30 parts water to 1 part bleach
  - To disinfect properly, you must maintain 10 minutes of contact time before rinsing.

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**GENERAL ANIMAL CARE**

When caring for animals during a disaster, remember that:

- Each species has its own nutritional and environmental requirements; these should be kept in mind even during a disaster.
- It's better not to feed the animal anything than to feed it the wrong food.
- All animals need clean and potable water.
  - For large quantities of water that may be contaminated:
    - Cloudy water: 15 gallons of water to 1 tablespoon of unperfumed household bleach
    - Clear water: 15 gallons of water to 1½ teaspoons of unperfumed household bleach
  - For smaller quantities of water that may be contaminated:
    - Cloudy water: 1 gallon of water to ¼ teaspoon of unperfumed household bleach
    - Clear water: 1 gallon of water to 1/8 teaspoon of unperfumed household bleach
  - A higher concentration of bleach can be toxic.
- Store all feed securely where animals cannot get to it.
- Hoofed livestock may be especially vulnerable to life-threatening complications from improper feeding.
- After assistance is provided during an emergency, pets and livestock need to be returned to their owners to establish a return to normalcy.

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**ANIMAL HANDLING: DOGS**

It is essential for you to get to know the body language of animals you may need to handle. The *CERT Animal Response I* Participant Manual contains more information on animal behavior and body language.

**Handling dogs that are not showing aggression:**

- Avoid prolonged direct eye contact.
- Use soft voice.
- Approach dog with your body turned sideways.
- Move toward the dog slowly.
- To control the dog, use a slip leash.
- Do not loom over dog.
- Do not grab dog by collar.

**Handling frightened dogs**

- Seek assistance unless you are an experienced dog handler.
- Don't approach dogs unless there are people nearby who can assist you.
- Move slowly and, if possible, get the dog to come to you.

**Handling aggressive dogs**

- Call animal control or law enforcement.

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**Dog Restraints: Leashes**

- Use a leash only if the dog is not behaving aggressively.
- If given time, some aggressive dogs may calm down and can then be handled on leash.
- Keep the dog calm before and during the time you slip the leash over its head.
- Slip leashes that loop around the dog's neck and slip to tighten are the most secure and effective.
- You can improvise a leash by using rope, twine, wire, or a belt.

**Dog Restraints: Muzzles**

- Used to prevent dogs from biting
- To improvise a temporary muzzle:
  - Begin with a roll of 3- to 4-inch wide gauze (doubled for strength) or a piece of rope 3 to 4 feet long.
  - Have someone else restrain the dog's head as you slip a loop in the middle of the material around the dog's nose.
  - Tighten the loop around the dog's closed mouth.
  - Loop the rope downward on each side and tie it under the dog's nose and mouth.
  - Maintain tension and tie the ends of the rope around the back of the dog's head, securing with a simple tie knot and bow.
  - Until the dog is otherwise contained or controlled (caged, leashed), you must continue to restrain the dog's head and front legs or it will immediately remove the muzzle.

Note: This muzzle will not work on cats and short-nosed dogs such as pugs.

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**Dog Restraints: Standing**

To restrain a standing dog:

1. Place one arm under the dog's neck and your other arm behind the rear legs or under the dog's abdomen.
2. Pull the dog's head snugly against your shoulder.

**Dog Restraints: Lateral**

To restrain a dog in a lateral position:

1. Place one arm around the front of the dog, holding the leg on the opposite side of you.
2. Place your other arm around the dog's hindquarters, also holding the opposite leg.
3. Pull the dog snugly against your body.
4. Lift the dog up and, holding it snugly, bend over to gently lay the dog on its side.
5. Maintain a hold on the dog while moving to the back of the dog.
6. Hold the dog's bottom legs down against the ground, placing your elbows across the dog's hips and neck, as shown on the slide.

**Carrying Dogs**

When carrying a dog:

- Support the chest and hindquarters as you lift the dog.
- Note: If the dog's back or hindquarters have been injured, this type of lifting could be painful but you should still proceed.
- If a dog shows any indication of fear or aggression, it should be muzzled prior to lifting.

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**Transporting Dogs**

- Make sure dog crates are big enough for the animal to be comfortable.
- Allow only one dog per crate (although litters of puppies can usually be transported with several puppies per crate).
- Clean and disinfect crates between animals.
- If not in cage, the dog should be leashed or tethered inside the vehicle.
- Control climate within vehicle.
  - Small and short-haired dogs can become very cold.
  - Make sure dogs do not get overheated.
  - Note: Keeping dogs inside stationary vehicles during hot weather can result in death.

**ANIMAL HANDLING: CATS**

**Approaching Cats**

- Speak slowly, softly, and often.
- Make yourself smaller by approaching with your side facing the cat.
- Move slowly.
- Work with a partner whenever possible.

**Handling Out-of-Control Cats**

- Back off and allow the cat to calm down.
- Use double thick or armored gloves and eye protection.
- Attempt capture with fishing nets, blankets, or traps.
- If possible, leave this job to professional animal handlers.

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**Transporting Cats**

- Handling cats is easiest if the owner is present.
- Wear gloves, even with friendly cats.
- Towels can also be used to lift and carry cats.
- See if the cat will come to you. Try tapping a cat food can with a spoon.
- Pick up cats using as little restraint as needed, based on the cat's behavior and threat level.
- Be aware that cats may become frightened by unexpected stimuli such as loud noises or bright lights.
- Keep in mind that cats become defensive easily and can bite or scratch. Cat bites almost always become infected.
- Place cats in carriers for transporting. Placing a carrier with the opening upward and lowering the cat back feet first into the carrier often works best. Many cats resist being placed head first into carriers. If a carrier is not available, a pillowcase can be used to transport a cat in an emergency.

**ANIMAL HANDLING: HORSES**

- Control the head.
- Use a halter or lead rope.
- Be patient and careful.
- Keep your voice soft and soothing.
- Do not move suddenly.
- Be careful not to lose your temper as this usually makes the situation worse.

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**ANIMAL HANDLING: LIVESTOCK**

- Use a halter or lariat and wear gloves.
- Use proper footwear. Do not wear steel-toed boots.
- Wear heavy pants to protect yourself from scratches. Heavy pants can also offer some protection against kicks.
- Use radios and whistles for communication with other handlers.
- Make use of any fences, chutes, or panels that are available to push livestock.
- Use vehicles or people to form a line and push livestock through a broken fence.
- All herd animals will move away from humans when approached. If you chase them, they will run.

**Herd and Containing Cattle**

- Herd the animals toward containment using flags, hand-waving, or working dogs.
- Never lead cattle or cows unless they are show animals and are used to being led.
- Contain animals with portable barricades such as portable fencing or snow fence. Even survey or caution tape may help create temporary barriers until more appropriate containment can be created.

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**ANIMAL HANDLING: SWINE**

- Pigs cannot be led.
- Pigs will bite.
- Smaller pigs may be put in cages or kennels.
- Avoid chasing pigs as they are subject to heat stress and could collapse or die if overexerted in a hot environment.
- You can use rigid sheets (plywood, corrugated sheeting) to herd.
- Use hearing protection when working in close proximity to swine.

**ANIMAL HANDLING: LLAMAS AND ALPACAS**

- Should be approached and handled more like horses than cattle
- Are usually used to halters
- Do not like to get caught
- May spit when upset
- Llamas have six canine teeth and will bite.

**ANIMAL HANDLING: SHEEP AND GOATS**

- Can usually be herded
- Are small enough to restrain manually

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

---

**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**HANDLING EXOTIC ANIMALS AND OTHER SPECIES**

Birds, reptiles, amphibians, ferrets, rabbits, and rodents are temperature-sensitive and cannot get too cold or too hot. Many of these animals are also stress-sensitive and may be difficult to handle or dangerous.

**Exotic animals**

- Exotic animals are becoming increasingly common in the U.S. as pets.
- Exotic animal handling requires skilled professionals. Exotic animals can range from small and delicate to extremely dangerous. As with other animals, they could carry zoonotic diseases.
- Big cats are extremely dangerous and have no fear of people. They must be handled by experienced wildlife professionals, often with chemical capture.
- Wolves and wolf hybrids do NOT behave like dogs. They usually display timid pack behavior and may become aggressive if threatened or when protecting their pups.
- Venomous snakes or big cats may be used to guard drug operations.
- Birds can be aggressive and can use their beaks to bite or attack. Large birds, such as emus and ostriches, may kick; raptors may use their wings or talons as weapons.
- Monkeys and apes can be exceedingly strong and dangerous. Some can carry a deadly Herpes B virus that is a minor issue for them but fatal for people.

**CARING FOR INJURED ANIMALS**

1. If no one is there to instruct you, act within the framework of your CERT training.
2. Perform sizeup to assess the situation.
3. Be careful — any stressed or injured animal may bite, scratch, kick, or otherwise injure you.
4. Restrain the animal appropriately before administering care.
5. If you are unable to restrain the animal, do not attempt to administer first aid.
6. If it is safe to do so, transport the animal for professional help.

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**Exercise: Caring for Injured Animals**

**Purpose:** The purpose of this exercise is to let the class share knowledge of caring for animals with each other.

**Instructions:**

1. Break into teams of six people.
2. Read the scenario for your group and come up with simple measures to care for the animal in your scenario. Record your response on a sheet of blank lined paper.
3. Share your plan with the rest of the class.

**Conclusion:**

These exercises illustrate general techniques that CERT members can use to care for injured animals encountered during a disaster.

Refer to the list of organizations at the end of the Participant Manual for more detailed training on animal first aid.

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**Animals with Heatstroke**

- Remove animal from hot environment.
- Apply alcohol to the pads of the feet (only for dogs and cats).
- Wet fur on extremities with cool water (do not use cold water).
- Transport for veterinary care as soon as possible.

**Animals with Hypothermia**

- Note: Hypothermia is more likely to affect reptiles, birds, and smaller animals.
- Evacuate the animal (with its cage if possible).
- Remove from cold environment.
- Provide indirect warmth (do not place animal directly on a heat source).

**Animals with Bleeding Wounds**

- Safely restrain the animal.
- Apply direct pressure.
- Bandage when practical.
- Do not remove any impaled objects.

**Animals with Burns**

- Safely restrain the animal.
- Wet down potential burned areas with clean cool (not cold) water, paying attention to the torso. (In livestock, ashes and embers can settle in the fur on their backs.)
- Note: Burns and wounds may not be readily noticeable in animals because they may be covered by fur.
- After providing preliminary care, transport the animal for veterinary care as soon as possible.

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**COMMUNICATING WITH ANIMAL OWNERS**

The psychological strain on animal owners in a disaster may cause grief, anger, or irrational behavior. Review Unit 7 on Disaster Psychology in the *CERT Basic Training Participant Manual* for additional information.

**The human-animal bond**

- Keeping humans with their pets can calm both.
- Livestock owners depend on their animals for their livelihood and also may be emotionally attached to their animals.
- Some animal owners and caretakers will not evacuate if they cannot take their animals with them.
- People may feel guilt over leaving animals behind.

**Emotional support for animal owners**

Consider the impact of separating people from their animals:

- Understand that animal owners may be overly concerned with the care of their animals and neglect their own care or the care of their families.
- Make sure the basic physical needs of humans are being met (if physical needs are not met, people may become psychologically stressed).
- Be prepared to explain how the owner's animal will be cared for (correct information is a great stress reliever).
- If a person is distressed over animal loss, listen and be compassionate.
- In attempting to comfort the owner, do not promise anything you cannot deliver.

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**Exercise: Communicating with Animal Owners Roleplay 1**

**Purpose:** The purpose of this exercise is to allow participants to come up with communication strategies and critique communication skills.

**Instructions:**

1. A volunteer will practice his or her communication skills using this scenario:

You are attempting to evacuate a farmer from his home, but he refuses to leave. Most of the community has already left as the evacuation was ordered almost 24 hours ago. A (insert local disaster) is approaching quickly, and the farmer's life will be at risk if he does not leave soon. You are unable to provide shelter for the farmer's 65 sheep, but you want the farmer to evacuate with you to an emergency shelter.

2. The volunteer will play him- or herself, and the instructor will play the role of the farmer. The participant should try to convince the farmer to leave for the emergency shelter without his livestock.
3. Critique the communication skills of the participant volunteer. What did the volunteer do right? What could have been done differently? Use the content in "Communicating with Animal Owners" above to aid the critique.

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**Exercise: Communicating with Animal Owners Roleplay 2**

**Purpose:** The purpose of this exercise is to allow participants to come up with communication strategies and critique communication skills.

**Instructions:**

1. A second volunteer will practice his or her communication skills, using this scenario:

You are assisting in an emergency shelter until a (insert local disaster) passes. A family that owns two dogs has come to you asking how you think their dogs will be once the (insert disaster) has passed. The family was ordered to leave their dogs behind as animals are not allowed in the shelter. The family left the dogs inside their house with enough food and water to last for a week. The family consists of a mother, father, an 8-year-old boy, and a 5-year-old girl. The little boy is crying and moaning that the dogs are probably dead.

2. The volunteer will play him- or herself while the instructor will play the role of the mother or father. The participant should answer the parent's questions as calmly and honestly as possible.
3. Critique the communication skills of the participant volunteer. What did the volunteer do right? What could have been done differently? Use the content in "Communicating with Animal Owners" above to aid the critique.

**Conclusion:** Communication strategies can be used to help calm animal owners and de-escalate charged interactions.

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**KNOWLEDGE AND SKILLS NEEDED FOR CERT FUNCTIONS THAT MAY INVOLVE ANIMALS (CONTINUED)**

**ANIMAL IDENTIFICATION**

In the course of performing CERT functions, you may not actually handle or provide care to every animal you encounter. However, in most encounters, you will need to identify the animals and document them as accurately as possible.

Animals can be identified with tags, microchips, tattoos (generally on the lip, thigh, or ear), ear tags, bands (for birds), branding (on livestock), and collars. There may be specialized systems for identifying dangerous animals in some communities.

**ANIMAL DOCUMENTATION**

See the sample documentation forms in the back of your Participant Manual.

You may need to document animals in the following situations:

- When an animal is displaced or lost
- When an animal must be sheltered and the owner is unavailable or unable to give information

Ideally, each documentation form would have a photo attached of the animal or the animal with its owner. Whether or not a photo is possible, the form must be completed.

## **SOURCES FOR ADDITIONAL TRAINING AND INFORMATION**

### **American Humane Association**

- <http://www.americanhumane.org/>
- Provides the following training:
  - *Animal Shelter Disaster Preparedness*
  - *Playful Parrots: Bird Care*
  - *Safe Handling of Cats and Dogs*
  - *Animal Rescue Training for First Responders*
  - *Basic Animal Emergency Services Training*
  - *Floodwater Rescue Operations for Animals*

### **American Red Cross**

- <http://www.redcross.org/>
- Provides *Pet First Aid* publication

### **American Veterinary Medical Association**

- <http://www.avma.org/>
- Provides the following publications:
  - *AVMA Disaster Preparedness and Response Guide*
  - *Saving the Whole Family*
  - *Disaster Preparedness for Veterinary Practices*

### **Animal Control Agencies (State and Local)**

- May provide animal handling training
- Course topics vary by location

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**SOURCES FOR ADDITIONAL TRAINING AND INFORMATION (CONTINUED)**

**Basic Animal Rescue Training (BART)**

<http://basicanimalrescuetraining.org/>

- Provides the following training:
  - *BART Small Animal*
  - *BART Community Responder*
  - *BART Large Animal*

**Code 3 Associates**

- <http://www.code3associates.org/>
- Provides the following training:
  - *Technical Animal Rescue (TAR)*
  - *BULL/Large Animal Rescue*
  - *ICE Rescue*
  - *Bio-Security and Zoonoses*

**Department of Homeland Security Center for Domestic Preparedness**

- <http://cdp.dhs.gov/>
- Provides *Agricultural Emergency Response Training (AgERT-B)*

**The Humane Society of the United States**

- <http://www.hsus.org/>
- Provides the following training:
  - *Disaster Animal Response Team (DART) training*
  - *Emergency Animal Sheltering (EAS) training*

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**SOURCES FOR ADDITIONAL TRAINING AND INFORMATION (CONTINUED)**

**Department of Homeland Security/Federal Emergency Management Agency**

- <http://www.training.fema.gov/IS/>
- Provides the following on-line training:
  - *IS-10 Animals in Disasters Module A: Awareness and Preparedness*
  - *IS-11 Animals in Disasters Module B: Community Planning*
  - *IS-111 Livestock in Disasters*
- Provides Animal Agrosecurity and Emergency Management training

**Extension Disaster Education Network (EDEN)**

- <http://eden.lsu.edu/>

**University Extension Service**

- May provide livestock handling training
- Course topics vary by location

## **MODULE SUMMARY**

### **The Role of CERT in Responding to Animal Issues**

CERT members support various disaster response personnel and may be called upon to assist in a variety of animal-related tasks. CERT members may also be faced with animal encounters during emergency functions that do not appear to be animal-related tasks. Understanding the CERT role in functions involving animals will help prepare you for the varying situations you may encounter.

### **CERT Responder Safety When Dealing With Animals**

CERT members may encounter animals in numerous situations. It is important to know safety precautions in advance.

### **Knowledge and Skills Needed for CERT Functions That May Involve Animals**

Emergency situations involving animals require preparation and practice. Skills include maintaining personal safety, basic animal care and handling, communicating with animal owners, and documenting animals you encounter. *CERT Animal Response I* and *II* have provided information and training about animal behavior and animal handling techniques to help prepare you for the situations you may encounter during a disaster.

### **Sources for Additional Training and Information**

CERT members can use the resources listed on p. 34-36 in this Participant Manual to learn more about issues related to animal response and animal handling.

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**SOURCES**

- The Humane Society of the United States Disaster Animal Response Training *Personal Planning* Instructor Guide
- The Humane Society of the United States Disaster Animal Response Training *Animal Facility Planning* Instructor Guide
- The Humane Society of the United States Disaster Animal Response Training *Small Animal Behavior* Instructor Guide
- The Humane Society of the United States Disaster Animal Response Training *Exotic Animal Handling* Instructor Guide
- The Humane Society of the United States Disaster Animal Response Training *Large Animal Handling* Instructor Guide
- The Humane Society of the United States Disaster Animal Response Training *Animal First Aid* Instructor Guide
- Colorado Veterinary Medical Foundation Community Animal Response Training *Consolidated Units 1-5* Instructor Guide
- Colorado Veterinary Medical Foundation Community Animal Response Training *Unit 6 Animal Handling* Instructor Guide
- Colorado Veterinary Medical Foundation Community Animal Response Training *Unit 2 Bio-defense and Zoonoses* Instructor Guide
- Federal Emergency Management Agency (FEMA) *Information for Pet Owners and Information for Livestock Owners*



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**COMMUNITY EMERGENCY RESPONSE TEAM**

**ANIMAL RESPONSE II**

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**Displaced Animal Documentation Checklist**

If the animal cannot be contained, document and report to local animal professionals:

Last known location: \_\_\_\_\_

Physical description: \_\_\_\_\_

Disposition: \_\_\_\_\_

If the animal can be contained, assure that the animal is tagged. If needed, tag the animal using whatever means possible (such as duct tape). Take a photo if possible and attach photo to the form. Document the following:

Location found: \_\_\_\_\_

Time and date found: \_\_\_\_\_

Physical description and breed: \_\_\_\_\_

Identifying marks or tags: \_\_\_\_\_

Current location: \_\_\_\_\_

Reported bite history: \_\_\_\_\_

Condition upon intake: \_\_\_\_\_

Observed behavior traits: \_\_\_\_\_

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**COMMUNITY EMERGENCY RESPONSE TEAM**  
**ANIMAL RESPONSE II**

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**Owned Animal Documentation Checklist**

If an animal is owned and being sheltered, contained, or cared for, take a photo of the owner with the animal if possible and attach to the form. Document the following:

Owner's name: \_\_\_\_\_

Home address: \_\_\_\_\_

Current contact information: \_\_\_\_\_

Physical description of animal: \_\_\_\_\_

Vaccination history: \_\_\_\_\_

Observable physical condition: \_\_\_\_\_

Current medical conditions and medications needed: \_\_\_\_\_

Identification: \_\_\_\_\_

Behavioral traits: \_\_\_\_\_

Feeding schedule: \_\_\_\_\_

Food and special dietary needs: \_\_\_\_\_

Bite history: \_\_\_\_\_