



Donated Pet Supplies Available For Large-Scale Disasters

PetSmart Charities® (PCI) is pleased to announce a new resource for emergency responders serving companion animals – the PetSmart Charities Emergency Relief Waggin'® Program. For many years, PCI has donated pet supplies to organizations rescuing pets left homeless after both natural and man-made disasters, such as hurricanes and animal hoarding incidents. The Emergency Relief Waggin' (ERW) Program expands our ability to donate large quantities of pet supplies in the aftermath of a major disaster involving 350 or more companion animals.

As part of the program, PCI has positioned six 53-foot trailers – “ER Waggin’ trailers” – at PetSmart distribution centers across the United States. These trailers already contain a substantial number of non-perishable pet supplies (wire cages, plastic crates, leashes, collars, litter boxes, bowls, etc.) as well as additional field-support equipment (two tents, a generator, lights, a pallet jack and other items) that are intended to be used by the ERW trailer volunteer team and will also be available for use by the animal agency in charge at the scene, if needed. If time allows, pet food will be added at the time a trailer is dispatched. One or more of these trailers are within a 12-hour drive for most of the continental U.S. where large-scale disasters frequently strike.

Once a request has been approved, PCI will coordinate its efforts with the local agency in charge to dispatch the ER Waggin’ trailer. Trained ERW program volunteers will meet the trailer at its destination to unload the initial supplies, set up the equipment and turn over the use of the materials to the lead animal agency. A Team Leader will remain onsite with the trailer and materials until it is determined that the trailer is no longer needed. The Team Leader and volunteers will work within your Incident Command System (ICS) structure to ensure the safe unloading and use of the materials and to breakdown and reload the ERW field-support equipment and unused pet supplies at the end.

Any governmental, tribal or nonprofit agency legally authorized to take the lead in a large-scale animal rescue may request one or more trailers to support its response. The enclosed materials provide more details about the program, including when and how to request the ERW trailer. We encourage you to share this letter and enclosures with your associates to increase awareness of this program. **The primary contact for the Emergency Relief Waggin’ program is Barbara Fought, Manager of Emergency Grants. She is available for questions and requests at (800) 423-PETS, ext. 2840.**

Thank you for all you do to assist companion animals in need; we are proud to support your efforts.

Very truly yours,

Susana Della Maddalena

Susana Della Maddalena
Vice President and Executive Director



PetSmart Charities® Emergency Relief Waggin'® Program

Created by PetSmart Charities in 2006, the PetSmart Charities Emergency Relief Waggin' program was developed to improve the process of delivering large quantities of donated pet supplies in the aftermath of a disaster. The program is designed to assist areas that are hard hit by disasters or large-scale emergencies by providing supplies to the agency at the scene that is leading the response effort for 350 or more companion animals. The goal is to provide a resource that is made available with ease and works directly under the existing Logistics response for the requesting agency.

PetSmart Charities has positioned six 53-foot trailers around the United States at designated PetSmart distribution centers. The trailers are already loaded with donated animal supplies; if the response needs it and time permits, pet food will be added at the time a trailer is dispatched. Also included in the trailer is field-support equipment which will be used to support the team and may be available for use by the lead agency. The trailers can be transported, upon request to and as authorized by PetSmart Charities, to any disaster site involving a minimum of 350 companion animals. Depending upon the size of the disaster and if there is a need for a second set of field-support equipment, multiple trailers can be dispatched to a central site or to multiple staging sites for the same disaster, or sent to multiple areas for more than one disaster.

Each trailer, which is left onsite as long as needed, comes with a volunteer team that is recruited, trained, deployed, and managed by Healing HEART Sanctuary (HHS) to set up the supply area and handle the disbursement of donated supplies to the requesting agency for use in the first few days of the response.

Who Can Request:

Any governmental agency, registered 501(c)(3) organization, or tribal entity which is the legal authority for the state or county can request the supplies for situations that meet the criteria described here. The requesting agency could be the local Animal Care and Control Department, a Sheriff's Department, EOC, or any other city, county, or state representative or non-governmental organization (NGO) which is the legal authority in that area.

When Is it Available:

This program will be made available to the agency having legal authority or designated as such to respond to a large-scale natural disaster, or man-made disasters (such as a human-lit fire, animal hoarding case, or puppy mill seizure) involving the rescue of a minimum of 350 companion animals. With the possible exception of fires and floods, deployments will be post-incident in all cases.

A completed Trailer Request Form is required in order to dispatch a trailer and team. Once a trailer dispatch has been approved, PetSmart Charities will send the Emergency Relief Waggin' trailer and HHS will deploy a Team Leader and volunteers as soon as transport logistics can be completed, often on the road within 12-24 hours.

What Will Be Provided:

PetSmart Charities may send one or more of the pre-loaded trailers with enough donated supplies for 350 or more companion animals. Pet-related supplies provided include wire crates, plastic carriers, bowls, leashes, collars, food, etc. Responder supplies include a 20'X20' tent, 10'X10' tent, fans, lights, generator, mobile air conditioning unit, heater, and other ancillary items.

A Team Leader from HHS will meet the trailer at the designated location and will have accountability for all items. One to four qualified volunteers will deploy to unload each trailer and set up the field-support items. If more than one trailer is sent to a single location, the appropriate number of volunteers will be sent at the discretion of HHS. Our goal is to provide the support needed in the first few days to quickly access supplies.

PetSmart Charities Emergency Relief Waggin' Program Overview continued . . .

The HHS Team Leader and all volunteers have received training on the field-support equipment, are in the appropriate physical health to manage the equipment on the trailers, and are ICS trained. As a reminder, the volunteer team is not a sheltering team nor do they provide SAR services; they bring the supplies to support your sheltering or response teams. In fact, for liability reasons the team does not handle or touch animals for any reason. However, many of the HHS volunteers are seasoned disaster responders with significant experience, either professionally or as volunteers; and all will operate within the ICS system. The team's focus is to get in, help disperse supplies, and demobilize within 2-4 days; the Team Leader may stay longer.

At the end of the incident and as arranged with the onsite Team Leader, only the field-support equipment as well as unused pet supplies (excluding food and litter) will need to be returned to the PCI ERW trailer.

Where Will A Trailer Be Dispatched:

The program is available only in the continental United States. If more than one trailer is requested to respond to a single incident, PetSmart Charities will work with the requestors and may contact the appropriate state agency to ensure that requests are not duplicates and to prioritize the greatest need. PetSmart Charities recognizes that information may come in from another requesting agency after a trailer has been dispatched; and, as needed, reserves the right to redirect a trailer while en route to the incident. If an additional trailer is authorized, it will likely be sent from the next closest distribution center.

How Can I Request A Trailer:

If your agency would like to request emergency assistance and qualifies as outlined above, call PetSmart Charities at (800) 423-PETS, ext. 2840. If you cannot reach PetSmart Charities within an hour, please contact the HHS Field Manager at (904) 571-6135. The HHS Field Manager is responsible for training the volunteers as well as for managing the volunteers and supply disbursement during deployment.

If you do not already have the Trailer Request Form, one can be found on the PetSmart Charities website along with the ERW program description. All requested information on the Trailer Request Form must be completed in order for a deployment to be considered and approved; at all times, a signature is required.

What Happens After A Trailer Has Been Approved:

Upon approval of a trailer request, the lead agency will be notified by PetSmart Charities. From this point forward, the primary contact related to the deployment will be HHS Field Manager. The Field Manager will coordinate with your identified point-of-contact various details regarding the deployment such as the location requirements for the trailer, credential needs, estimated arrival time of the response team, trailer, etc.

During a response, the primary onsite contact person for the dispatched trailer will be the HHS Team Leader. If the Field Manager is not responding to the deployment, she will be in regular contact with the Team Leader; but she is always available for you to contact directly as needed. If it is determined that additional trailers may be needed, a request can be discussed with the HHS Field Manager or onsite Team Manager; however the request needs to be made to and approved by PCI. In the event that this is a FEMA declared incident, check with your FEMA representative to see how to include the full value of this donation in your FEMA package.

If possible, HHS would prefer that the lead agency allocate a space next to the 53-foot trailer where the HHS volunteer facilities can be set up. This will allow HHS to initiate its own safety and security measures as well as more easily facilitate disbursement of the supplies round-the-clock. Included on the trailer are both a 20'x20' and 10'x10' stake tent which requires a location on dry ground that is firm, preferably dirt or grass, or asphalt or concrete. Written permission is required from the land owner prior to setting up the tent(s).

If your organization is interested in publicizing to the media the donation, please contact the PetSmart Charities' Communication Manager at (623) 587-2872 for talking points about the program. All media materials (e.g. press releases, annual reports, newsletters, invitations, brochures, etc.) mentioning PetSmart or PetSmart Charities must be reviewed and pre-approved.

As coordinated with the Team Leader, advance notice of stand-down would be appreciated so that PCI can make arrangements to have the trailer picked up and returned to its home base for restocking.



PetSmart Charities® Emergency Relief Waggin'® Program Frequently Asked Questions

What exactly is the program?

This program provides donated pet supplies to support the agency with legal authority involved with an animal-related response involving 350 companion animals or more. Field-support equipment is also available to support the response.

Who is Healing HEART Sanctuary (HHS) and why is this group involved?

HHS is a 501(c)(3) corporation. PetSmart Charities has contracted with HHS to recruit, train and manage Team Leaders and volunteers for unloading and reloading the supplies as well as to coordinate onsite with the requesting agency and oversee the disbursement of supplies from the PetSmart Charities (PCI) Emergency Relief Waggin' (ERW) trailers.

Will PetSmart Charities or Healing HEART Sanctuary help us in rescuing and sheltering animals?

No. The mission of both organizations is to get the supplies out of the trailer and distributed in a timely manner per the direction of the responding animal welfare agency in authority having jurisdiction at the rescue site. As coordinated by the HHS Field Manager and/or Team Leader, the volunteers usually demobilize within the first 2-4 days. The Team Leader may stay longer.

What are the HHS volunteers trained to do?

The program volunteers supplement your team and assist directly in the disbursement of our supplies and any related activities. Healing HEART Sanctuary has conducted extensive safety training sessions with their volunteers on how to use the manual pallet jack, operate a hydraulic lift gate, start up a generator, operate other field-support equipment in the trailer, and set up the 20' x 20' tent, if required. Also, all HHS volunteers have taken ICS100 and 700 and have executed the Healing HEART Sanctuary's Standards of Conduct agreement.

Is there any charge for this program or the supplies?

No. All supplies used and costs associated with this program are donated by PetSmart Charities. In the event that this is a FEMA declared incident, check with your FEMA representative to see how to include the full value of this donation including product and time in your FEMA package.

How can we use the supplies?

The pet supplies are to be used at the sole discretion of your agency, whether it's using the supplies directly, sharing with other agencies, disbursing to citizens, etc. During the response, you may find any number of uses for the other equipment in the trailer to support a response shelter. The HHS trained Team Leader will help you determine how best to utilize this resource. At times, based on additional requests we receive, we may ask if certain supplies can be shared with another group in need; it's at your discretion to evaluate your ability to help or not.

Our agency is the county's Emergency Coordination Office; can we request the trailer? Or, can only "animal groups" request a trailer?

ANY governmental or tribal agency which is the agency with legal authority for the animal response can request a trailer; this could be ACC, an EOC, the Sheriff's office, etc. Additionally, recognizing that some private governmental organizations have a contract to operate as the local Animal Care and Control, any local or regional government animal welfare group designated as the lead agency with legal authority can request a trailer.

We're an animal welfare organization or rescue group; can we request a trailer?

If a request from a non-profit 501 (c)(3) public charity animal welfare organization or rescue group is received, PetSmart Charities will require that the agency which has legal authority make the formal request.

How many trailers are there and where are they located?

There are six (6) fully stocked Emergency Relief Waggin' trailers. These trailers are strategically placed throughout the U.S. at PetSmart distribution centers in Arizona, Georgia, Illinois, Maryland, and Texas. We are within a 12-18 hour driving distance of most of the country.

What's the longest amount of time it could take to get a trailer?

Generally, a trailer is dispatched from the closest distribution center to the disaster site. Once a trailer dispatch is approved, we aim to have it depart from its home distribution center within 24 hours. Its departure time depends upon: 1) driver arrangements, 2) HHS volunteer team arrangements, and 3) any field conditions that might cause a delay. If time allows, pallets of dry cat and dog food can be added to the trailer prior to departure.

What if we need more than one trailer?

If the scope of your response is initially known to be 700+ companion animals and you need multiple sets of pet supplies and field-support equipment, more than one trailer could be considered.

What if another group requests a trailer as well?

If we receive multiple requests from different groups for the same location, trailer(s) will only be dispatched for use by the agency with legal authority. Additional requests for a trailer for the same incident but in a ***different location*** (for handling a different 350+ companion animals) will be considered as well. PCI will contact the appropriate state agency for clarification of priorities.

Can we use the generator; can we keep the generator, air conditioner, and other supplies?

Any of the field-support equipment on the trailer can be used as coordinated with the PetSmart Charities Emergency Relief Waggin' program onsite HHS Team Leader. This includes the generator, tents, air conditioner, lights, heater, etc. But unless otherwise indicated, all field-support equipment will need to be returned to the trailer prior to its demobilization. Except for pet food and cat litter, all unused pet supplies will return with the trailer as well.

Can we get a list of the items in the PetSmart Charities Emergency Relief Waggin' Trailers?

Yes, you may email BAFought@PetSmartCharities.org or call the Manager of Emergency Grants, (800) 423-PETS, ext. 2840 and request to have it sent via facsimile or email. The list of supplies can be found on the PetSmart Charities website under "Emergency Relief" in the ERW program description document.

Does the volunteer team have to stay with the trailer?

As long as any of the trailer contents continues to be in use, or supplies are left in the trailer, the HHS Team Leader will stay with the trailer. If any of the field-support equipment is being used, the Team Leader may stay or the HHS Field Manager may return to reload up the supplies.

How long will the trailer as well as the HHS Team Leader and volunteers stay?

The trailer, which will be dropped onsite, will stay as long as needed while supplies are still being used during the course of the incident response. The HHS volunteer team's goal is to provide additional support during the first 2-4 days of a response to ensure that supplies are off-loaded and set up on an expedited basis. The Team Leader is available to stay longer as needed or may return to coordinate the return of the field-support equipment.

We're anticipating a possible hurricane; will a trailer be deployed for evacuation purposes?

No. With the possible exception of fires or floods, the program is designed to provide supplies as part of the post-incident response. However, you can advise us if you are anticipating a need and we will be on alert in advance of a hurricane so that we can start planning. If you find you need a trailer and meet the program qualifications, we can be poised to deploy a trailer and team.

Why wouldn't a trailer be deployed?

If your agency is not the lead agency or the incident is anticipated to affect less than 350 companion animals, a PetSmart Charities Emergency Relief Waggin' trailer will not be deployed. However, there are other options for your needs. If you are the lead agency in charge of a response of less than 350 companion animals, you can request a donation of pet supplies by contacting the Manager of Emergency Grants at (800) 423-PETS, ext. 2840.

What are the requirements for our agency to request a trailer?

Your agency will need to provide the following:

- ✓ All of the information on the trailer request form will need to be provided including ICS verification if you are not a government agency, staging contact and location, credentialing requirements, etc.
- ✓ Information needed to get the trailer to the staging area as well as input needed on road conditions for semi-trucks into the immediate area.
- ✓ A secure location to drop the 53-foot trailer and ideally a location to set up a small base camp for the HHS Team Leader and volunteers who may need to stay with the trailer.
- ✓ If food and facilities are available, the HHS Team Leader and volunteers would like to be included in the list of approved users.
- ✓ Advance notice of stand-down would be appreciated so that PCI can make arrangements to have the trailer picked up and returned to its home base for restocking.
- ✓ After incident, we ask that the requesting agency complete our Trailer Request Follow-Up Report as feedback.

What if we have media opportunities during a deployment?

Publicity about deployments is welcome and appreciated. PetSmart Charities will announce deployments as necessary, and individual organizations are welcome to do the same. In doing so, however, please be certain to incorporate the pre-approved "talking points" about the PetSmart Charities Emergency Relief Waggin' program that PetSmart Charities will provide upon request. If members of the news media have further questions about the program or about PetSmart Charities, they can contact the PetSmart Charities' spokesperson, whose name and contact information will be available on the talking points document.

If you have any other questions, please contact the Manager of Emergency Grants at (800) 423-PETS, ext. 2840.



Trailer Request Form

TO: PetSmart Charities, Manager of Emergency Grants, BAFought@PetSmartCharities.org; facsimile to (623) 580-6519 or via email in pdf format to:BAFought@PetSmartCharities.org; and call (800) 423-PETS, ext. 2840, or cell (602) 320-2719 to advise it has been sent.

Initial Contact Date: ____/____/____ mm/dd/yy Alert Deployment Request

Requesting Agency: _____ Fed EIN: _____

Requesting person: _____ MI: _____ Last: _____

Address: _____

Agency role: Staff: _____, ICS role: _____

Work Phone: ____/____-____ Cell: ____/____-____

Email address: _____

Signature: _____

Incident Details:

Earthquake Flood Fire Hurricane Hoarding Puppy Mill Other: _____
Closest

Location city: _____ State: _____ airport(s): _____

Area affected: Local Regional State Multi-state Unknown

Animals, est. qty: _____ Dogs _____ Cats Other: _____

Agency in charge of pet victims: _____

Agency contact person: _____

Contact phone: ____/____-____ Cell: ____/____-____

Requested number of trailers: 1 2 3 4 5 6 No number

Credentialing contact: _____ Phone: ____/____-____

Credentials required: ERW credentials okay Incident-specific needed Other: _____

Delivery Details:

Note: The trailer height is a standard 13' 6".

Name of building/area: _____ Landmarks: _____

Physical address: _____

City: _____ State: _____ Zip: _____

Any known delivery issues: Yes No Not known *Please detail:*

Street signs down Low bridge Narrow bridge Narrow road Washed-out roads

Low-hanging power lines Other: _____

Delivery contact: _____ Phone: ____/____-____



PetSmart Charities® Emergency Relief Waggin® Trailer Supply List

The donated pet supplies may vary on each trailer and differ in amounts. The types of pet supplies generally placed in each trailer are:

- ✓ Airline water/food travel kits
- ✓ Bowls, preferably stainless steel (various sizes)
- ✓ Cat food (dry) – added prior to deployment
- ✓ Collars (various sizes)
- ✓ Dog food (dry) – added prior to deployment
- ✓ Leads (various sizes)
- ✓ Litter
- ✓ Litter cat pans/boxes (various sizes)
- ✓ Nursing kits
- ✓ Plastic carriers/kennels (various sizes for both cats and dogs)
- ✓ Pooper Scoopers
- ✓ Puppy emergency kits
- ✓ Puppy housebreaking pads
- ✓ Wire crates (various sizes)

The field-support equipment which can be used on a loan-basis and as coordinated with the HHS Team Leader onsite generally includes:

- ✓ 20'x20' stake and 10'x10' pop-up tent
- ✓ Fans
- ✓ Generator
- ✓ Hand truck
- ✓ Heater
- ✓ Lights
- ✓ Portable air conditioner unit
- ✓ Refrigerator
- ✓ Safety cones
- ✓ Safety tape
- ✓ Table and chairs
- ✓ Tools