

December 26, 2006

Honorable Mayor and Members of  
The Hermosa Beach City Council

Regular meeting of  
January 9, 2007

## **Request to Contract with Noah's Wish Animal Rescue Organization**

### **RECOMMENDATION**

Staff recommends that City Council:

1. Authorize a Memorandum of Understanding with Noah's Wish, an animal rescue organization, to provide animal evacuation and rescue services during a disaster.

### **BACKGROUND**

In the event of a natural or man made disaster it may become necessary to rescue and shelter numerous pets owned by the residents of Hermosa Beach. Our Community Resources officers, who perform animal control and parking enforcement duties, currently house lost or stray pets in the kennel at City Yard. Our kennel can house no more than five animals. We also contract with the county, but any disaster affecting the South Bay could quickly overwhelm their resources. It is conceivable that more than one hundred household pets could be displaced in Hermosa Beach alone in the event of a large scale disaster. We do not have either the facilities or the manpower to care for a large number of pets.

### **ANALYSIS**

Noah's Wish was founded for the specific mission of providing animal disaster relief. They have a trained volunteer base of over one thousand individuals and can respond in twelve hours or less. They have resources, vehicles, and equipment to care for up to one thousand animals. In addition to providing immediate shelter for displaced animals, Noah's Wish will keep track of all animals in their care and will place animals in short or long term foster care when needed.


### **FISCAL IMPACT**

Noah's Wish will provide this service to the City of Hermosa Beach free of charge.

Respectfully submitted,

  
Greg Savelli  
Chief of Police

Concur:

  
Stephen Burrell  
City Manager

# Why Partner with Noah's Wish

## What are the strengths of Noah's Wish?

- **Recognized experts** in managing animals during disasters.
- Partnering with Noah's Wish Animal Disaster Response Team will help ensure animals are provided the **highest standard of care** possible during disasters.
- All of our **time** and **resources** are directed towards disaster relief for animals.
- Noah's Wish must remain **neutral** in order to help all animals during disasters. We are not involved in any other animal welfare issues.
- We subscribe to **disaster notification services** so we can respond to disasters quickly.
- **Available 24 hours a day, 7 days a week** provided the disaster fits within the Noah's Wish response criteria. There is no set maximum time Noah's Wish will remain mobilized. Average deployment is 3 weeks.
- **Response time** is 12 hours for local resources and 24 hours maximum for national resources.
- Organization is run using the **Incident Command System** allowing Noah's Wish to work efficiently and effectively within protocol.
- **Database** networks Noah's Wish specifically designed to track volunteers, rescue requests, animals and equipment/supplies during a disaster.
- **14 full-time staff** members tasked with managing animals in disasters.



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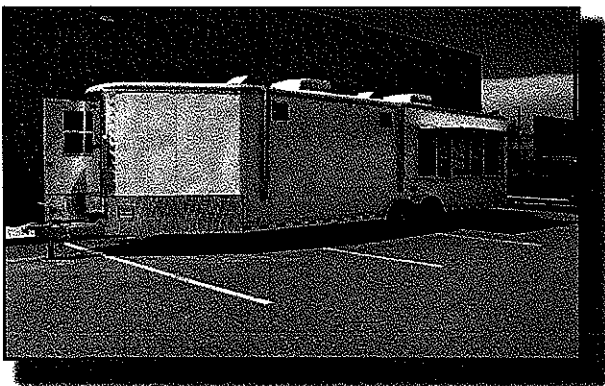


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# Why Partner with Noah's Wish

**What are the strengths of Noah's Wish?**  
**(continued)**

- **Terri Crisp**, Founder and Director of Field Operations, brings 23 years of experience in this field and has responded to over 70 major disasters.
- **35 highly skilled coordinators** are located in 8 regions throughout the United States and 2 regions in Canada.
- **Trained and experienced volunteer base** of over 1,000 individuals throughout the United States and Canada.
- The only **3 Day In Field Training Program for volunteers** taught by 7 highly skilled Noah's Wish staff and trainers that simulates a disaster environment and prepares volunteers for the emotional and physical challenges of working to save animals in areas of destruction and chaos. In addition we instruct on the procedures and forms Noah's Wish will use. Volunteers are required to attend this training annually.
- All Noah's Wish staff and volunteers are required to complete a minimum of 7 **FEMA Basic Emergency Management** independent study courses and go through the **Community Emergency Response Team (CERT)** program. We also require all volunteers to be human and animal certified in first aid and CPR.
- Safety is a priority which has resulted in an **excellent safety record**.



Noah's Wish Animal In-Take trailer is designed specifically for managing animal intake and reclaim.

- **Resources** to do our job more efficiently and safely. We have available a team of highly trained Noah's Wish staff and volunteers. We own 4 command trailers, 2 horse trailers, 5 cargo trailers, 2 flat bed trailers, 1 In-Take trailer, 3 gators, 1 semi-truck, 5 trucks, along with the supplies and equipment needed to care for a minimum of 1,000 animals.
- Well thought out **exit strategy** at the end of a disaster.

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# Memorandum of Understanding

An agreement between

## City of Hermosa Beach

and

## Noah's Wish

Date Submitted: October 24, 2006

This agreement to be reviewed annually.

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Steve Burrell, City of Hermosa Beach  
City Manager

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Terri Crisp, Noah's Wish  
Director of Field Operations

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Terri Crisp, Noah's Wish  
Director of Field Operations

Noah's Wish's Copy

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# Noah's Wish Expectations

Noah's Wish strives to be as self sufficient as possible during a disaster. On occasion we may need some assistance.

**What Noah's Wish might need from Emergency Management and Government Agencies:**

- To be recognized as an official disaster response agency during a disaster.
- Assistance in obtaining a location to set up a temporary shelter.
- Access into evacuated areas when determined safe.
- Assistance with volunteer housing.
- Notification of any security or health risks as they start to develop.
- Access to water when availability is an issue.
- Access to gasoline when availability is an issue.

**What Noah's Wish might need from Animal Control, Humane Societies, or SPCA's:**

- Use of their shelter.
- Use of equipment kept at the shelter.
- Assistance with obtaining a location to set up a temporary shelter if needed.

**Noah's Wish would like to be included on daily briefings and other management meetings when working with government or private organization.**

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# Actions to Take When a Disaster Strikes

**STEP 1 CRITERIA:**  
For Noah's Wish to mobilize.

If any of these situations apply, contact Noah's Wish immediately:

- Mandatory evacuation affecting over 200 households
- Residents will be displaced for at least 3 days
- Local animal agencies cannot adequately respond

**STEP 2 CONTACT:**  
Who to contact to request mobilization.

Contact the following Noah's Wish Animal Disaster Response Team:

## **FIRST CONTACTS:**

Terri Crisp  
Director of Field Operations  
Location: Northern CA  
916.939.9474 Work  
530.306.3131 Cell  
530.622.3739 Home  
530.333.3047 Blackberry

Sheri Thompson  
Assistant Director of Field Operations  
Location: Oklahoma City, OK  
405.621.9616 Work  
405.343.0380 Cell  
405.722.1730 Home

## **SECOND CONTACTS - COORDINATORS:**

Scott Barber  
Location: Northern CA  
530.752.5958 Work  
916.296.8847 Cell  
530.759.9639 Home

Joan Buntin  
Location: Northern CA  
916.799.6044 Cell  
916.989.0874 Home

Angela Carrigan  
Location: Southern CA  
818.884.9110 Work  
818.585.2608 Cell  
818.709.0060 Home

Charlie Crosby  
Location: Northern CA  
925.437.9664 Cell  
925.228.6969 Home

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# Actions to Take When a Disaster Strikes

**STEP 2 CONTACT:**  
Who to contact to  
request mobilization.

## **SECOND CONTACTS - COORDINATORS: (Continued)**

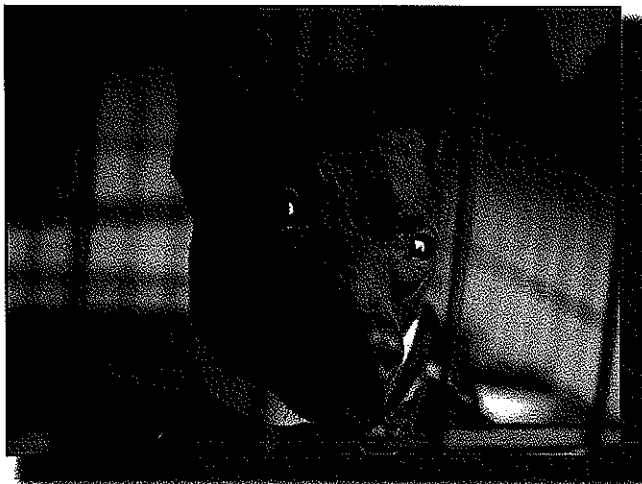
Pam Flanagan  
Location: Northern CA  
916.296.6348 Cell  
916.944.7977 Home

Patty Leliakov  
Location: Northern CA  
916.996.6451 Cell  
530.888.1587 Home

Becky Oliver  
Location: Northern CA  
530.391.6886 Cell  
530.626.6655 Home

Dean Richman  
Location: Southern CA  
310.369.1844 Work  
310.880.8784 Cell  
800.762.1476 Pager  
818.709.0060 Home

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# Noah's Wish Comprehensive Services and Programs

*Noah's Wish was founded to fill a special need - to become the only animal organization with a single focus on Animal Disaster Relief.*

## **Evacuation and Rescue Services:**

- Comprehensive life-saving rescue and evacuation services following the ICS protocol.
- 4 command trailers, 2 horse trailers, 5 cargo trailers, 2 flat bed trailers, 1 Animal In-Take trailer, 5 trucks, 3 gators, 1 semi-trailer, supplies, equipment and caging for over 1,000 animals.
- Noah's Wish trained and experienced coordinators and volunteers located throughout 8 regions in the United States and 2 regions in Canada to respond.



## **Recovery Services:**

- Providing the highest standard of care for animals during a disaster.
- Immediate shelter for displaced animals.
- Proven and effective procedures and forms for keeping track of animals.
- Short and long term foster placement.
- Pet loss counselling for disaster victims.

## **Mitigation Efforts:**

- Dedicated to educating the public, animal organizations and emergency management agencies at all levels in disaster preparedness for animals.



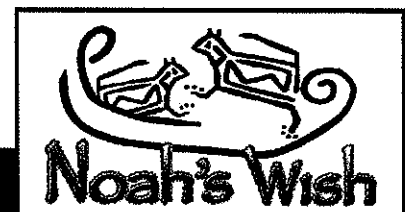
## **Volunteer Training Programs:**

- Team of highly trained volunteers are dispatched to each disaster site and to the Noah's Wish headquarters in California.
- Proven training programs to prepare volunteers to effectively respond to disasters.

## **Partnership Program:**

- Establish working relationships with government agencies and other organizations to manage animal rescue and recovery efforts in a disaster.
- Written Memorandum of Understandings with partners which outlines the services Noah's Wish provides during disasters

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# Noah's Wish Animal Disaster Relief Services

The following services are provided by Noah's Wish during a disaster. These services are free to disaster victims and local authorities. This is made possible by donors, grants, and corporate sponsorships.

- Evacuation of animals
- Transportation of animals at owner's request
- Rescue of abandoned or stranded animals
- Implementation of record keeping and identification system for evacuated animals
- Temporary shelter(s) set-up for evacuated animals
- Coordination of veterinary care for sick and injured animals
- Coordination of convergent volunteers
- Coordination of animal food and supplies
- Coordination of dead animal removal and storage
- Pet loss counselling for disaster victims
- Lost animal documentation
- Foster homes arranged and monitored for long and short term needs
- Reuniting animals with their caregivers
- Adoption of unclaimed or surrendered animals

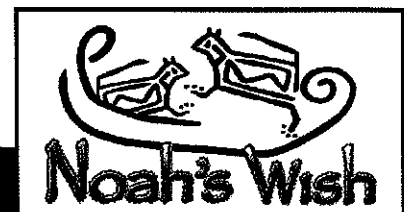


Types of animals  
Noah's Wish helps:



Noah's Wish has learned from experience that domesticated animals need the most help during disasters. We have the experience and resources to work with all species including horses, livestock, exotics, birds, reptiles and wildlife.

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# Noah's Wish Animal Disaster Rescue Team

Terri Crisp  
Founder and President  
Director of Field Operations

Terri Crisp founded Noah's Wish - the only not-for-profit animal welfare organization dedicated exclusively to the rescue and sheltering of animals in disasters - in March 2002. After 23 years experience on the front lines of animal rescues during floods, hurricanes, wildland fires, earthquakes, oil spills, tsunamis and terrorist attacks, Crisp was determined to implement her long-held belief that animals deserve a professionally managed national disaster relief program.



In 1983, Crisp began as a volunteer at the Humane Society of Santa Clara Valley. She went on to volunteer for United Animal Nations (UAN) in 1988, first representing them during the Exxon Valdez oil spill. In 1993, Crisp was hired by UAN to develop their Emergency Animal Rescue Services Program (EARS). It was during her tenure with EARS that she learned to train and mobilize volunteers to manage animals during disasters.

Crisp's extensive experience has been garnered through her response to over 70 major disasters, most recently spending 3 months responding to Hurricane Katrina. Her work and the mission of Noah's Wish have been covered extensively by the media, including appearances on The Oprah Winfrey Show, CNN Anderson Cooper 360<sup>o</sup>, NBC Today Show, and ABC 20/20. She is the author of two books, *Out of Harms Way* and *Emergency Animal Rescue Stories*, which provide personal recollections from her disaster relief work. Crisp also helped author an independent study course for FEMA, entitled *Animals in Disasters*.

Personal strength, calmness, integrity, and courage underpin her commitment to animal disaster preparedness, education, and response, helping to motivate a large support network of volunteers, animal welfare organizations and emergency management agencies throughout the country during times of crisis. Terri has developed a universal standard for helping animals during disasters.

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# Noah's Wish Animal Disaster Rescue Team

Sheri Thompson  
Assistant Director of Field Operations

Sheri Thompson has been part of the Noah's Wish team since the organization's inception in 2002. Thompson's responsibilities and expertise have grown with the organization. She began as Training Manager, and is now the Assistant Director of Field Operations which makes her a first-responder to disasters. When not responding to disaster, Sheri is one of the trainers for the Noah's Wish Volunteer In-Field training. She also works with animal welfare organizations to develop Memorandums of Understandings.

Sheri first acquired emergency response experience as a 911 dispatcher for the Oklahoma City Police Department. She also volunteered for the Oklahoma County Sheriff's Office's Fast Action Support Team, where she was actively involved in the 1995 bombing of the Alfred P. Murrah Building.

In 1999, Sheri met Noah's Wish Founder and President Terri Crisp when she worked for the United Animal Nations' (UAN) Emergency Animal Rescue Service Program (EARS). As a volunteer and coordinator for EARS, Sheri responded to several disasters including deadly tornados, floods, wildfires and the September 11th terrorist attacks on the World Trade Center.

Most recently, in the aftermath of Hurricane Katrina, Thompson spent 13 weeks in Slidell, Louisiana where she assisted with directing field operations. Her experience includes not only domestic rescue efforts, but foreign ones as well. In early 2005, Thompson traveled to Romania with a Noah's Wish team to assist animals endangered as a result of the worst flooding in that country in over 50 years.



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# Noah's Wish Animal Disaster Rescue Team

Wade Beane  
Director of Educational Services

Wade Beane joined Noah's Wish as a volunteer in 2005. With his vast background in education and team building, it was apparent that Wade would be an asset to the training team. In December 2005, Wade officially became an employee of Noah's Wish.

Wade first became involved in teaching the needs of animals when he started an animal care program at an outdoor center. There he fostered companion animals and wayward wildlife, while educating visitors on their needs. He later became active with the Maui Humane Society, focusing his attention on community events and mobile adoptions. He continues to assist local animal shelters every chance he can.

Wade's past experience has complemented the time he has been in the field with Noah's Wish. Wade has gone to 1 flood, 2 hurricanes, including Hurricane Katrina and 1 tsunami. His love for animals, understanding of people and medical experience as an EMT will continue to be valuable skills at future disasters.



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# Noah's Wish Animal Disaster Rescue Team

JoEllen Cimmino  
Director of Animals Health Services

As Director of Animal Health Services, JoEllen Cimmino brings a range of experience that underscores the organization's commitment to each and every animal in its care. In addition to being a first responder at disasters, JoEllen is one of the trainers for the Noah's Wish Volunteer In-Field Trainings in the area of first aid for animals and certifies Noah's Wish volunteers in pet CPR.

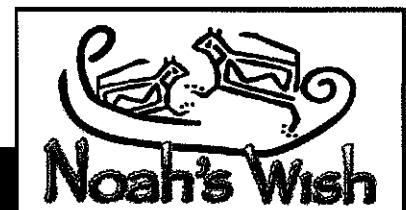
JoEllen and Noah's Wish founder and president Terri Crisp met in 1999 when Crisp worked for United Animal Nation's (UAN) Emergency Rescue Service Program (EARS) in 1999. JoEllen coordinated boxes of medical supplies for the F5 tornado that struck Oklahoma City, Oklahoma in May 1999 and responded to the September 11 terrorist attacks by helping to treat search and rescue dogs at the K-9 MASH Unit. JoEllen's broad medical knowledge and hands-on disaster experience led Terri Crisp to recruit her as a coordinator for the newly formed Noah's Wish in 2002. As coordinator, JoEllen responded to the September 2004 Ohio River flooding following Hurricane Ivan and spent 30 days in Slidell, Louisiana in 2005 tending to the animal victims of Hurricane Katrina.

As a Licensed Veterinary Technician, JoEllen's experience includes, but is not limited to, anaesthesia, medical lab techniques for blood analysis, urine and faecal analysis, venipuncture, catheter placement and surgery assistance. She also acted as a temporary adjunct professor for the City University of New York (CUNY) La Guardia, assisting in the teaching of radiology, lab animal science and clinical laboratory techniques. For the last five years, JoEllen has been an adjunct professor in the Radiology program at Mercy College and has experience in Veterinary Technology instruction at the college level.



JoEllen's outstanding record of achievement has been recognized by the New York State Association of Veterinary Technicians (NYSAVT), which nominated her for Outstanding Technician Award in 1992 and awarded her the honor in 1993. A former president of NYSAVT and a current member, JoEllen has dedicated much of her time to educating the public about her profession.

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# Noah's Wish Staff and Coordinators Disaster Experience

## Earthquakes

- 1995 - Kobe, Japan (International)
- 1994 - Northridge - Southern California

## Floods

- 2005 - Romania (International)
- 2001 - West Virginia - McDowell and Wyoming Counties, West Virginia
- 1998 - Yolo County, Woodland, California
- 1998 - Kinston, North Carolina
- 1997 - Poland (International)
- 1997 - Red River Flood - Grand Forks, North Dakota
- 1997 - Ohio/Kentucky - Claremont County, Ohio
- 1997 - Yuba County - Roseville, California
- 1995 - Madison, Virginia
- 1995 - Pajaro, California
- 1995 - Sacramento, California
- 1994 - Liberty, Texas
- 1993 - Mid West Flood - St. Charles, Missouri
- 1983 - Alviso, California

## Hurricanes

- 2005 - Hurricane Katrina - Slidell, Louisiana
- 2004 - Hurricane Ivan - Ohio and West Virginia
- 2004 - Hurricane Charley - Florida
- 1999 - Hurricane Floyd - Greenville, North Carolina
- 1999 - Hurricane Bret - Laredo, Texas
- 1998 - Hurricane Georges - Jackson County, Mississippi
- 1996 - Hurricane Fran - Wilmington, North Carolina
- 1995 - Hurricane Opal - Ft. Walton Beach, Florida
- 1989 - Hurricane Hugo - Charleston, South Carolina

## Tornadoes

- 2001 - Western Oklahoma Tornadoes - Cordell, Oklahoma
- 1999 - Oklahoma City Tornadoes - Moore, Oklahoma
- 1998 - Central Florida Tornadoes - Osceola County, Florida

## Tsunamis

- 2004 - Sri Lanka (International)

## Tropical Storms

- 2001 - Tropical Storm Allison - Houston, Texas
- 1998 - Tropical Storm Charlie - Lorado, Texas
- 1994 - Tropical Storm Alberto - Bainbridge and Macon, Georgia

## Wildland Fires

- 2004 - Fred's Fire - Kyburz, California
- 2004 - Whitecap Fires - Seton Portage, British Columbia
- 2003 - Southern California Wildland Fire - San Bernadino County, California
- 2003 - Okanagan Mountain Park Wildland Fire - Kelowna, British Columbia
- 2003 - Crownsnest Fire - Coleman, Alberta
- 2003 - Thompson/Nicola Wildland Fire - Kamloops, British Columbia
- 2002 - Hayman Wildland Fire - Douglas County, Colorado
- 2001 - Hyampom Wildland Fire - Hayfork, California
- 2001 - Oregon Wildland Fire - Weaverville, California
- 2001 - Viejas Wildland Fire - Alpine, California
- 2000 - Montana Wildland Fire - Hamilton, Montana
- 1998 - Florida Wildland Fire - Palatka, Florida
- 1996 - Miller Ranch Wildland Fire - Houston, Alaska
- 1996 - Hondo Wildland Fire - Taos, New Mexico
- 1993 - Southern California Wildland Fires - Altadena and Malibu, California
- 1988 - Yellowstone Wildland Fires - Yellowstone, Wyoming
- 1985 - Lexington Wildland Fires - Los Gatos, California

## Oil Spills

- 1989 - Exxon Valdez Oil Spill, Valdez, Alaska
- 1984 - Chevron Oil Spill - San Francisco, California

## Terrorist Attacks

- 2001 - Attacks on the World Trade Center Towers, New York, New York
- 1995 - Alfred P. Murrah Federal Building Bombing - Oklahoma City, Oklahoma

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# Hurricane Katrina

## August 29, 2005

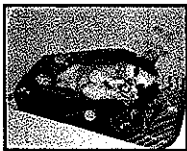
### Noah's Wish Disaster Relief Efforts

What enabled Noah's Wish to respond to Hurricane Katrina within 2 days was our pre-existing Memorandum of Understanding with the City of Slidell, Louisiana Animal Control. Terri Crisp, Director of Field Operations, arrived in Slidell with a team of coordinators and volunteers, and began working around the clock to rescue and shelter animals in the aftermath of this most costly United States disaster. In coordination with Slidell Animal Control, a temporary shelter was set up within 24 hours after the team arrived.

Before closing the shelter, after 13 weeks in operation, all unclaimed animals remaining in the shelter were placed in foster care and eventually into loving new homes.

Even after closing down our evacuation shelter our commitment continues. We have dedicated \$1 million to rebuild the Slidell Animal Control Shelter, which was severely damaged during the hurricane.

### Noah's Wish Statistics from Hurricane Katrina



- Noah's Wish cared for 1,974 animals at the temporary facility. These included: dogs, cats, birds, rabbits, chickens, ducks, geese, lizards, squirrels, snakes, horses, mice, hamsters, pot belly pigs, a pea hen, a flying squirrel, an emu, a scorpion, a tarantula, a ferret, fish and a rat.
- 75% of the animals were positively identified by their owners, and all remaining animals were fostered and eventually adopted after a 90 day holding period.
- Distributed food for an estimated 200 different animals per day within the community, including horses and livestock.
- 954 volunteers traveled from around the United States and Canada to donate their time toward the rescue and recovery efforts.
- 40,024 volunteer hours were logged during this disaster.
- 49 animals died due to illness or injury. Most medical conditions were pre-existing.
- 2 animals were euthanized due to irreversible pre-existing behavioral problems.

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# Noah's Wish Volunteer Insurance

Our insurance is with The CIMA companies, who specialize in covering volunteers. The coverage becomes effective as soon as a volunteer is mobilized to respond to a disaster with us.

Each volunteer is eligible for three kinds of insurance, which include:

## **Accident Insurance:**

This is a secondary or co-payment insurance. Volunteers are to first use their own personal medical insurance. If a volunteer does not have insurance or their own insurance will not pay an entire claim, then a claim can be submitted to The CIMA companies.

## **Automobile Liability Insurance:**

Volunteers own insurance covers any damages done to their personal vehicle. This policy covers damage to other property or injury to individuals caused with a volunteer's vehicle.

## **Personal Liability Insurance:**

This policy provides protection for a personal injury or a property damage liability claim arising out of the performance of a volunteer's duties. This coverage is in excess of and non-contributing with any other valid or collectible insurance the volunteer may have.



**Noah's Wish also has liability insurance for the organization and Workers Compensation Insurance for our staff.**

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