



Hurricane Harvey

By the Numbers

- Highest storm total rainfall report was 64.58 inches near Nederland, Texas.
- Most locations in the Houston area received between 30 and 50 inches of rain.
- Unleashed 53.4 million acre-feet of water in the form of rain, or at least 17.4 trillion gallons.

A photograph showing a flooded street with several people in kayaks and small boats navigating through the water. The Houston SPCA logo is in the bottom right corner.

Hurricane Harvey

By the Numbers

- 57 tornadoes reported, about half of which occurred near and south of the Houston metro area.

A photograph showing a large pile of debris, including wood, metal, and other materials, with a person standing in the middle of the debris field. The Houston SPCA logo is in the bottom right corner.

Hurricane Harvey

By the Numbers

- Over 300,000 structures in the region were flooded, with up to 500,000 cars reported flooded as well.

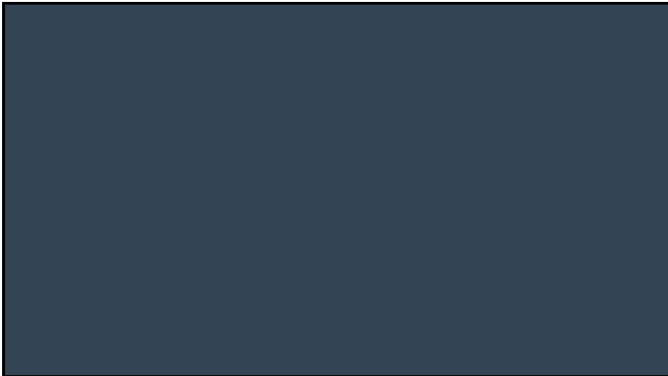


Hurricane Harvey

By the Numbers

Hundreds of thousands of people were evacuated with an estimated 40,000 flood victims taking refuge in shelters. FEMA reported that about 30,000 water rescues were conducted during Harvey.





Hurricane Harvey



THE GOOD
THE BAD
AND THE UGLY...




Hurricane Harvey

The Good - Before the Storm

- We transferred almost 1,000 adoptable animals - including horses - to more than 30 partnering agencies.
- Established the region's only disaster hotline, which was active 12 hours a day for 3 weeks and received over 5,500 calls.








Hurricane Harvey

The Good - After the Storm

- Rescued animals from flooded homes for eight days straight.
- Our 24-hour injured animal rescue ambulances conducted numerous land rescues as soon as it was safe for vehicles to be back on the roads.

Hurricane Harvey

The Good - After the Storm

- Cared for thousands of animals, including over 1,100 dogs and cats, over 80 displaced horses and farm animals, and numerous small mammals.
- The Houston SPCA's Wildlife Center of Texas also cared for thousands of native wildlife, among those were: 161 birds, including Eastern screech owls and a magnificent Frigatebird; over 300 squirrels and hundreds of other mammals; 34 reptiles, including an alligator snapping turtle and other threatened species.



Hurricane Harvey

The Good - After the Storm

- Established a mobile animal shelter in Jefferson County at the request of the Jefferson County Judge. Our team spent 11 days in Beaumont caring for animals in grueling heat and primitive conditions.
- Assisted the Sam Houston Race Park with the management of an equine shelter that was established at the track.



Hurricane Harvey

The Good - After the Storm

- Provided emergency boarding for 80 animals and offered to provide financial assistance to pet owners at Red Cross shelters who were in need of medical assistance for their pets. Our partner, VCA Animal Hospitals, provided medical assistance for these animals, one of which was a dog in need of cancer treatment, thanks to their emergency funds.



Hurricane Harvey

The Good - Operation Reunite

Reunited lost pets with their original owners and provided foster care opportunities by initiating the following partnerships:

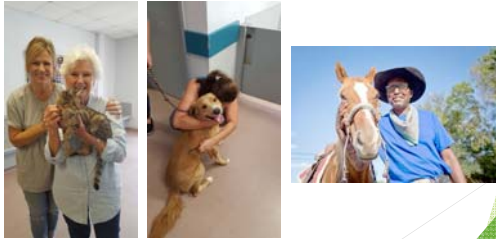
- Operation Reunite with the Texas Veterinary Medical Association and the Texas Veterinary Medical Foundation
- A Hurricane Harvey lost pet portal with Finding Rover and the Petco Foundation
- An online peer-to-peer foster program with Adopt-a-Pet

This triad of innovative and extraordinary programs was designed to help reunite storm victims with their families by utilizing facial recognition technology, providing 45 days of foster care through partnerships with veterinary hospitals and initiating peer-to-peer fostering for animals until people were able to rebuild their lives.



Hurricane Harvey

The Good - Operation Reunite



Hurricane Harvey

The Good - Distribution Hub

- Distributed over 120 tons of pet food and other supplies to individuals/families, animal welfare organizations (private & public) and through 17 Harris County Public Library branches and 27 Houston Food Bank distribution sites.



Hurricane Harvey

The Bad and The Ugly

Sat, Sep 2, 2017 at 5:53 PM "If Houston SPCA is unwilling to agree to these terms of operation then we will take this to the media, our extensive membership in Houston and to social media. We would much prefer to work with you than against you."



Sat, Sep 2, 2017 at 8:06 PM "If we don't hear from you on this by 8:30 we will take this to social media and main stream media."



Hurricane Harvey

What We Learned: Pre-Storm Prep

- Reach out to transfer partners before disaster strikes to move out ALL adoptable animals and make room for storm victims.
- Identify a partner response coordinator BEFORE the storm.



Photo Courtesy: Jerrica Owen/San Diego Humane Society



Hurricane Harvey

What We Learned: Pre-Storm Prep

- Have MOU's or Mutual Aid agreements with local governments and other organizations.



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What We Learned: Pre-Storm Prep

- Identify and secure warehouse space with loading docks.
- Identify forklift rentals.
- Identify and put a credit card hold on RV Rentals.
- Identify and book hotel rooms. FEMA will take all available rooms in the region.
- Identify a laundry service.
- Initiate hotline at the beginning of hurricane season.
- Develop an internal trigger.



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What We Learned: Pre-Storm Prep

- Identify a partner in crisis communication and management.



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What We Learned: Pre-Storm Prep

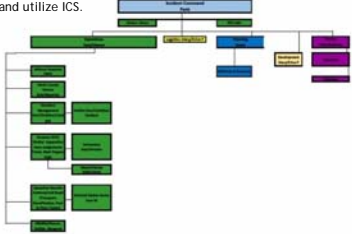

- Identify Storm Riders who will stay on campus during the storm.
- Help staff prepare their family, pets and home.
- Encourage staff to have a "go bag" should it become necessary they stay on campus or evacuate their home.
- Have your EAP available to help staff/volunteers with post event trauma.



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What We Learned: ICS



- Know and utilize ICS.

Hurricane Harvey

What We Learned: ICS 2.0

- Have all staff complete the online ICS courses: ICS 100, ICS20, IS 800 and IS 10.
- Identify staff members who show an aptitude to be an ICS Section Chief and provide necessary training.
- Include Fund Development in the ICS structure.
- IT and data management need to be separated from Operations.

Hurricane Harvey

What We learned: Sheltering Ops

- Fully utilize outside sheltering partners. They want to help!
- Have an infectious and hazardous material control plan.
- Create list of emergency items (vaccines, tests, etc.) for different events.
- Develop clear communications internally and externally concerning changes to intake, hours of operation, holding periods.
- Use "Group Me" to give staff a daily briefing.




Hurricane Harvey

What We Learned: MASH UNITS

- Have WIFI and hot spots in the field.
- Have a PIO at the remote location.
- Have a designated phone number for the remote team leader.
- Establish a set up team; then transition into a management team.
- Coordinate security in advance.
- Have an equine team.
- Pre-stage pallets with kennels and supplies.
- Develop a "MASH Unit in a Box" - an initial kit to be deployed with set up team.



Hurricane Harvey

What We Learned: Wildlife

- Have pre-planned social media posts to educate the community about the appropriate steps to take in the event of an encounter with compromised or injured wild animals.
- If you don't have a wildlife center, establish an MOU with one in your area.



Hurricane Harvey

What We Learned: Donation Management

- Have a designated phone number and one point of contact for organizations needing assets.
- Have a donations management leader who stays in that role until de-brief.
- Have a plan and assets available to pick up mail and packages from the Post Office.
- Carefully record incoming and outgoing in-kind donations.
- Have a plan for remote sites or MASH units to accept and record donations - in/out.
- Identify an appropriate space and location to receive and distribute donations.
- Identify and train staff/volunteers to drive fleet vehicles.



Hurricane Harvey

What We Learned: Fund Development

- The fund development team should not be reassigned.
- Consider a ghostwriter signature machine.
- Have a plan to retrieve donations from social platforms.
- Increase the limit on the postal meter machine before the storm.
- Order additional letterhead/envelopes before the storm.
- Set up a designated line or extension for donations.



Hurricane Harvey

What We Learned: Volunteers

- Communicate expectations related to dress, conduct, social media.
- Identify skill sets and use volunteers appropriately.
- People and organizations will self-deploy. Develop a management plan.
- Develop a badging system to identify disaster volunteers.
- Have a trained reserve force that can deploy in the field.



Photo Courtesy: Jerrica Owen/San Diego Humane Society



HOUSTON SPCA
STRONG

Thank you!