



FirstService
RESIDENTIAL



Pet Emergency Preparedness Guide

Making a Difference.
Every Day.

As New York City's property management leader,

we understand the importance of keeping every member of your family safe—even the furry, feathered and finned ones. Unfortunately, pets are often overlooked when it comes to developing an emergency preparedness plan.

Our Pet Emergency Preparedness Guide was specifically designed to help integrate your pets into your emergency preparedness plan. We've included tips and resources for planning your emergency checklist along with an information sheet about your pet(s) for you to keep on hand and share with your management team.

To learn more about how FirstService Residential makes a difference, every day, with emergency preparation, please visit:

www.fsresidential.com/new-york





Evacuating with Your Pet

In the event of an emergency evacuation, do you know where you will go and how you will get there?

When planning for an emergency evacuation:

- ▶ See if it's possible for family or friends in another area to house your pet.
- ▶ Find animal-friendly hotels outside of the affected area ahead of time—they will fill up quickly!
- ▶ Talk to your vet, kennel or groomer to see if they can provide a safe haven for your pet during an emergency.
- ▶ Create a go bag for your pet or service animal.
- ▶ Practice evacuation plans to familiarize your pet with the process and increase its comfort level.

- ▶ Know where your pet is likely to hide when scared so you can easily find it during an emergency. Scared pets may try to flee, so be as calm as possible when coaxing it to you.
- ▶ Keep in mind that a stressed pet may behave differently due to that stress; use a muzzle to prevent bites.

Include Your Pet in Your Plan

When packing your emergency supply kits, don't forget about your pets' kits! In the event of an evacuation, it's important to have everything they need ready to go. Keep the pet kits stored with your family Go Bags. Turn to page 6 for a detailed pet Go Bag packing list.



How to Make a *Pet First Aid Kit*

A first-aid kit is important not only in the event of a natural disaster, but any time a pet is far away from immediate help – for example, when the family takes the pet camping or on vacation out of the area. Help make sure you are prepared in the event of an unexpected pet emergency with this do-it-yourself first-aid kit, recommended by the ASPCA Animal Poison Control Center.

Your Kit Should Contain:

- ▶ Absorbent gauze pads
- ▶ Adhesive tape
- ▶ Cotton balls or swabs
- ▶ Fresh 3% hydrogen peroxide to induce vomiting (always check with veterinarian or animal poison control expert before giving to your pet)
- ▶ Ice pack
- ▶ Disposable gloves
- ▶ Scissors with blunt end
- ▶ Tweezers
- ▶ OTC antibiotic ointment
- ▶ Oral syringe or turkey baster
- ▶ Liquid dishwashing detergent (for bathing)
- ▶ Towels
- ▶ Small flashlight
- ▶ Alcohol wipes
- ▶ Styptic powder
- ▶ Saline eye solution
- ▶ Artificial tear gel
- ▶ Phone number, clinic name, address of your veterinarian as well as local veterinary emergency clinics

Make sure to check your pack every few months to make sure nothing has expired or needs to be replaced. And, of course, keep your kit out of the reach of children.

Proper Identification

Dogs and cats should wear a collar or harness, rabies tag and identification tag with your name, address and phone number. Dogs should also wear a license.

For more information on licensing, call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115).

A properly registered microchip provides positive identification of your pet if you are separated. To learn more about how to microchip, talk to your veterinarian or read these [frequently asked questions about microchipping](#) from the American Veterinary Medical Association.

If you become separated from your pet, you can [file a Lost Pet Report](#) with Animal Care Centers of NYC, an organization committed to reuniting owners with their furry friends. You can also text LOSTPETNYC to 56525.

Pets on Public Transportation and in Shelters

Pets in carriers are allowed on MTA subways, buses and trains. If an evacuation order is declared, pets too large for carriers will also be allowed, as long as they are muzzled and controlled on a sturdy leash four feet long or shorter. The city will announce when this policy is in effect.

If the city's emergency shelter system is open, legal pets are allowed at all city evacuation centers. Be sure to bring supplies to care for your pet, including food, leashes, a carrier and medication. Don't forget to bring supplies to clean up after your animal as well. Only legal pets will be allowed. Service animals are always allowed.

Tips for Handling Small Animals During Emergencies

Small pets, including hamsters, gerbils, mice, birds and guinea pigs, can be transported using a covered carrier, cage or secure box. To reduce your small pet's stress, cover the carrier and try to limit severe changes in temperature and noise.

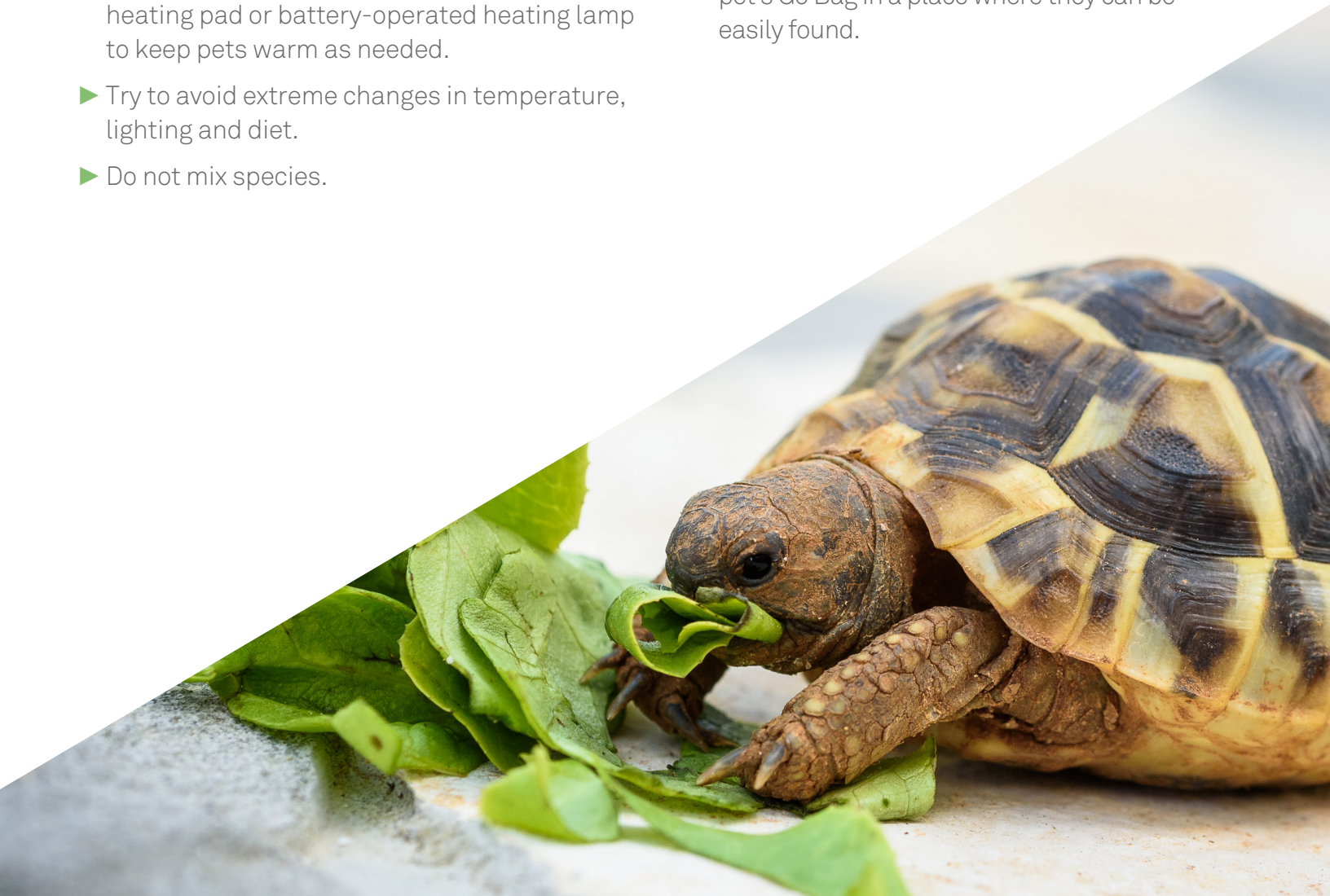
AMPHIBIANS/REPTILES

- ▶ Transport amphibians in a water-tight plastic bag or plastic container with ventilation holes.
- ▶ Transport reptiles in a pillowcase, cloth sack or small carrier. Move them into a secure cage as soon as possible.
- ▶ Use a spray bottle to keep pets cool and a heating pad or battery-operated heating lamp to keep pets warm as needed.
- ▶ Try to avoid extreme changes in temperature, lighting and diet.
- ▶ Do not mix species.

If You are Unable to Get Home to Your Pet

Some emergencies may prevent you from returning home. To plan for that:

- ▶ Identify a trusted friend, neighbor or pet sitter to care for your pet in your absence. This person should have a set of your apartment keys, be familiar with your home and pet, know your emergency plan and have your contact information.
- ▶ Put a sticker on your door to alert first responders of the number and types of pets inside. Update the sticker every six months. You can order [free Rescue Alert stickers](#) from the ASPCA.
- ▶ Keep a collar/harness, leash, carrier and your pet's Go Bag in a place where they can be easily found.





Go Bag Packing List for Pets

- Pet food.* If you use wet food, make sure you have pull top cans or a manual can opener on hand.
- Water.* Check with your veterinarian to see how much water your pet needs each day.
- Food, water and dishes for at least three days.
- Portable carriers (cages, tanks, etc.)
- A recent color photograph of you with your pet, in case you get separated.
- Proof of identification and ownership, including copies of registration information, adoption papers or proof of purchase and microchip information.
- Medical records with vaccination info and medications — along with the dosages and reason for taking them.
- Animal first aid kit, including flea and tick treatment if needed.
- Muzzle, extra collar and sturdy leash if applicable.
- Natural fiber sheet to drape over the carrier to help calm your pet.
- Comforting toys or treats.
- Litter, litter pan and litter scoop.
- Plastic bags for cleanup.

**Rotate food and water in your emergency kit every six months to avoid expiration.*



Local and National *Information and Resources*

New York City Office of Emergency Management

- ▶ [Click here](#) to access Ready New York: My Pet's Emergency Plan webpage.
- ▶ [Click here](#) to download My Pet's Emergency Plan workbook, which is also available in audio format.

Humane Society of New York

- ▶ [Click here](#) to learn more about services provided by The Human Society of New York.

Federal Emergency Management Agency (FEMA)

- ▶ [Ready.gov](#) is a national campaign designed to educate and empower people to prepare for, respond to and mitigate emergencies, including natural and man-made disasters.
- ▶ [Click here](#) to learn more about how to prepare your pets for disasters.

American Society for the Prevention of Cruelty to Animals (ASPCA)

- ▶ If you think your pet may have ingested a potentially poisonous substance, can call the ASPCA Animal Poison Control Center at (888) 426-4435, 24 hours a day, 365 days a year. A consultation fee may apply.
- ▶ [The ASPCA website](#) includes useful information to help parents recognize and protect their pets from poisonous substances including plants, human foods, human medications and more.
- ▶ [Click here](#) to access additional pet disaster preparedness information from the ASPCA.
- ▶ [Click here](#) to order a free Pet Safety Pack, which includes pet rescue window and door stickers to help alert rescue personnel that pets are inside your home in the event of an emergency.



SECURE RECENT
PET PHOTO HERE

PET INFORMATION

Name

Species

Breed

Age

Gender

Distinguishing Marks

Color

Allergies

Eye Color

Microchipped?

OWNER INFORMATION

Name

Email

Phone

Veterinarian

Address

Veterinarian Phone

Other Emergency Contact

Corporate Responsibility

At FirstService Residential, our goal is to make a difference, every day, for the residents and communities we serve. That's why we provide our managed properties with comprehensive emergency preparedness solutions and support following a major weather event. FirstService Residential teams work closely with first responders, vendors, contractors, insurance adjustors and residents to help families return home as quickly and safely as possible.

- ▶ Expert consultants for building specific emergency operation plans
- ▶ Disaster relief resources to assist buildings with storm damage recovery
- ▶ Emergency loan funds to repair damages before insurance claims are finalized
- ▶ Mass communication tools for text/email alerts owners for impending weather events
- ▶ Educational seminars with FDNY, engineers, insurance professionals and legal experts
- ▶ Emergency event training programs for building staff and property managers



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