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Emergency / Process	Preventative Measures	Emergency Response
Emergency Contacts List	Create a list of contacts that can help in emergencies. Ensure list is kept up to date. Have contact list on your mobile phone AND a hard copy version with you.	Your Emergency Contacts are people who will be able to help you if an emergency occurs. They may be friends, work colleagues, pet owners, other pet owners etc. but should be a list of at least 10 people you can contact in an emergency.

Emergency / Process	Preventative Measures	Emergency Response
<p>Vehicle crashes while dogs are in the back</p>	<p>Ensure dogs are unable to escape.</p> <p>Drive safely.</p> <p>Fit a dash cam in the vehicle.</p> <p>Keep notebook and pen in the van.</p> <p>Do not talk on the phone while driving.</p> <p>Stay alert at all times and keep the vehicle well maintained.</p> <p>Regularly check all lights, the condition of the brakes and windscreen wipers.</p> <p>Perform dynamic risk assessments before driving away in the vehicle, and pay particular attention to the risks of balls, toys or other items dislodging themselves under any of the foot pedals.</p> <p>Always ensure the vehicle is parked in gear.</p>	<p>Step by step process in an accident:</p> <ul style="list-style-type: none"> • Check on the dogs and ensure they're safe and uninjured. Perform First Aid if necessary. • By law you must stop if there's been harm to people or property. Try to pull over in a safe place without obstructing the traffic. Then check whether anybody needs attention from the emergency services. Drivers must also stop if an animal other than their own (dog, horse, sheep, cow, pig, goat, donkey) has been injured or killed. • Swap details: Record the date & time of accident. The people at the scene fall into two categories: those involved and those who are witnesses. You want to take down the name, address and telephone number of all of them. So not to muddle them up, write these down in two columns: Note down which car they were in and get the insurance details of the relevant drivers. If any of the vehicles are being used for work (e.g. delivery vehicle), get their employer's details too. If there are any police officers present, get their name, rank, and the number on their collar. And if someone leaves the scene without giving you their details, call the police. • Collect evidence: Throughout the whole process, it's wise to be taking photographs or video footage of the scene, the cars, the damage and the people. Note precisely the make, model, registration number and colour of every car involved in the accident. Then add the direction it was travelling in, the car's condition and how many passengers it was carrying. Note down if it was indicating or braking and what role it had in the accident. While it's still fresh in your mind, write down the sequence of events as you remember them. Be sure to include anything that might be relevant, such as parked vehicles obscuring your view. • Contact your insurer: Have phone number and policy number available. Never admit blame or liability for an accident or offer to pay for any damage. Tell your insurer if any other person admits blame. Even if you don't plan to make a claim, give them a call straight away. • If the vehicle is damaged or unfit to drive: If available, arrange for recovery to a garage for further inspection and repairs. Have list of contacts who can help you in an emergency. Contact owners to see if they are able to collect their dog. • If any dogs are injured: contact your vet or the vet of the dog injured. Provide them with all the details they will need. Follow their emergency plan. Contact and inform owner.

Emergency / Process	Preventative Measures	Emergency Response
Tyre is flat	<p>Keep an eye on the road for any sharp items and safely avoid them wherever possible.</p> <p>Keep all tyres in good condition and ensure the pressure & tread is at the required level.</p> <p>Ensure spare is in good condition and inflated to the correct pressure.</p>	<p>If you feel confident enough change the flat tyre as detailed below. If you do not feel confident to do this, or are parked in a dangerous position, either contact your breakdown recovery provider if you have this cover, ask for help from your Emergency Contacts, or look around for local help.</p> <p>If required, refer to the vehicle's operating procedure for changing a tyre and/or repairing a flat tyre as appropriate.</p> <p>Ensure you're parked on a flat surface, the hazard lights are on, your high viz jacket is on and that the warning triangle has been erected at least 45m behind the vehicle.</p> <p>Leave the vehicle in gear and, if possible, place wedges either side of the wheel which is positioned diagonally opposite.</p> <p>Ensure dogs are unable to escape at any time.</p> <p>Release the spare wheel and replace back into position any moved items.</p> <p>After changing the wheel, load the flat tyre and wheel into the vehicle. If this is not possible, look to store at the scene or request help from one of your Emergency Contacts.</p> <p>The spare tyre is only a temporary measure and a new tyre will be required ASAP; please call your local supplier.</p> <p>If you need some assistance via online videos, search YouTube for help changing a flat tyre and name your type of vehicle.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Vehicle breaks down with dogs in the back</p>	<p>Keep the vehicle well maintained.</p> <p>Inspect the vehicle at regular intervals to ensure there are no leaks, obvious issues etc.</p> <p>Ensure breakdown cover is valid and details are in vehicle and your mobile phone.</p> <p>Keep a good supply of fresh water for the dogs at all times.</p> <p>Keep phone battery charger with you and charged up at all times.</p> <p>When using the vehicle, regularly check the operating gauges for any warnings.</p> <p>If any warning is shown, have a qualified mechanic check the vehicle asap.</p>	<p>Put hazard lights on and, if dark, ensure the vehicle's lights are left on.</p> <p>Put your high-viz jacket on and erect the warning triangle behind the vehicle at least 45 metres behind the vehicle.</p> <p>Contact your breakdown cover supplier.</p> <p>Frequently check on the dogs and ensure you have a good supply of water.</p> <p>If breakdown has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p> <p>Depending on how long the recovery takes, you may need to make alternative arrangements to return dogs using your Emergency Contacts and ensure owners are aware of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Vehicle catches fire with dogs in the back</p>	<p>Keep the vehicle well maintained.</p> <p>Inspect the vehicle at regular intervals to ensure there are no leaks, obvious issues etc.</p> <p>Ensure breakdown cover is valid and details are in vehicle and your mobile phone.</p> <p>Keep phone battery charger with you and charged up at all times.</p> <p>When using the vehicle, regularly check the operating gauges for any warnings.</p> <p>If any warning is shown, have a qualified mechanic check the vehicle asap.</p>	<p>If the temperature gauge shows the engine's overheating or you can see steam coming from under the bonnet, stop in a safe place and switch off the engine immediately.</p> <p>If you are certain the issue is water temperature / steam, wait for the engine to cool down and evaluate if you can proceed, but be aware you will almost certainly need to make new arrangements for the day's schedule. If you believe you are unable to proceed, contact your breakdown recovery supplier.</p> <p>If the vehicle catches fire, immediately evacuate the dogs prioritising the most in danger first and ensure they are all held securely once a safe distance away the vehicle.</p> <p>Once yourself and all dogs are a safe distance from the vehicle, decide how best to ensure all are kept safe in the short term. If in a very vulnerable spot, look for local assistance e.g. wave down passing vehicles to assist.</p> <p>DO NOT TRY TO PUT THE FIRE OUT YOURSELF AS THIS EXTREMELY DANGEROUS AND WASTES PRECIOUS EVACUATION TIME.</p> <p>As soon as possible, call the Fire Service to deal with the fire and when sensible contact your vehicle insurer, and record the date and time of the incident.</p> <p>Formulate a plan on how to return the dogs to their owners, utilise your Emergency Contacts, local assistance, the dog owners etc. to help you.</p> <p>Ensure each dog owner is made aware of the situation and your plan.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform these pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Dog escapes from vehicle while parked in residential area</p>	<p>Keep the lead on every dog you have in your vehicle.</p> <p>Ensure all exit routes (doors etc.) from the vehicle are closed at all times except for entry / exit and never left open for longer than necessary.</p> <p>Ensure every dog has a tag attached to their collar which outlines the owner's contact details along with your own details.</p> <p>Remain vigilant at all times and ensure the dogs are on the lead the moment you leave their house / vehicle.</p> <p>Ensure the lead is correctly attached to the D ring.</p> <p>Take care when entering and leaving the owner's property.</p> <p>Check it's not possible for the dog to slip its lead / harness.</p> <p>Carry a slip lead with you at all times.</p>	<p>Try and immediately retrieve the dog.</p> <p>If not quickly able to do so, ask any passers-by and / or motorists to assist in making the area safe e.g. stopping the traffic etc. The main risk in this situation is the dog getting hit by a car, so the quicker you react and start to manage the situation, the less likely it is for an accident to occur.</p> <p>If possible, decide on the reason that caused the dog to run away e.g. were they chasing after something, did something spook them, was another dog chasing after them etc. and use this information to help you locate them and retrieve them.</p> <p>As you're in a residential area, the dog has probably run away either as you collect / return the dog, or whilst on a local walk from the owner's home. In this case, it's most likely the dog will know where home is and will want to return there once they have settled down; therefore, initially it's important not to stray too far from the home address.</p> <p>If, after 10 minutes, you're still unable to locate the dog, then you will need to contact the owner. Ask the owner for the areas the dog would have most likely ran away to. Then search those areas immediately. Keep searching and constantly call their name in a calm and reassuring manner, and make treats available to help.</p> <p>If you are still unable to locate the dog, contact the vet's where the dog is registered as they may be contacted; also contact the Dog Warden if appropriate.</p> <p>If on a group dog walk, you will need to make alternative arrangements for the other dogs; use your Emergency Contacts to help you do this.</p> <p>If you were unsuccessful in locating the dog or the dog went missing for a long period of time, contact the Franchise for help with the next steps to take.</p> <p>Ensure the owner is made aware of the situation (whether found or not).</p> <p>If this incident has occurred before any other jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Dog escapes and runs away during individual walk</p>	<p>For individual walks, ensure the lead is correctly attached to the D ring.</p> <p>Check it's not possible for the dog to slip its lead / harness.</p> <p>Ensure every dog has a tag attached to their collar which outlines the owner's contact details along with your own details.</p> <p>Remain vigilant at all times and ensure the dog does not get tempted by any distractions.</p> <p>Avert their attention away from any significant distractions which may encourage them to bolt off / walk in other direction if on lead.</p> <p>Carry a slip lead with you at all times.</p>	<p>Try and immediately retrieve the dog.</p> <p>If not quickly able to do so, ask any passers-by and / or motorists to assist in making the area safe e.g. stopping the traffic etc. The main risk in this situation is the dog getting hit by a car, so the quicker you react and start to manage the situation, the less likely it is for an accident to occur.</p> <p>If possible, decide on the reason that caused the dog to run away e.g. were they chasing after something, did something spook them, was another dog chasing after them etc. and use this information to help you locate them and retrieve them.</p> <p>If you're in a local residential area, it's most likely the dog will know where home is and will want to return there once they have settled down; therefore, initially it's important not to stray too far from the home address.</p> <p>If you are walking the dog away from the owner's local area, note where the dog ran away for future reference, and remember to be constantly calling their name in a calm and reassuring manner, and have treats available to help; initially it's important not to stray too far from the original point but do use the information that caused them to run away to help locate them.</p> <p>If, after 10 minutes, you're still unable to locate the dog, then you will need to contact the owner. Ask the owner for the areas the dog would have most likely ran away to and how they normally react in this situation, and then continue to search using this information. If available, ask them to help you find the dog. Remember to keep calling their name in a calm and reassuring manner, and have treats available to help.</p> <p>If you are still unable to locate the dog, contact the vet's where the dog is registered as they may be contacted. Also, ask your Emergency Contacts for help.</p> <p>If you were unsuccessful in locating the dog or the dog went missing for a long period of time, contact the Franchise for help with the next steps to take.</p> <p>Ensure the owner is made aware of the situation (whether found or not).</p> <p>If this incident has occurred before any other jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
Losing customer keys	<p>Ensure you have implemented a system for looking after customer keys.</p> <p>Always use the looking after key system.</p> <p>Never leave keys lying around.</p>	<p>If you lose the customers keys retrace your steps since you last were certain you were in possession.</p> <p>If still unable to locate them, contact the customer to decide how best to manage this.</p> <p>Remember you have lost the keys, so do everything possible to help the customer.</p> <p>Afterwards, ask the Franchise for advice on how to best manage this with your customer.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Vehicle is stolen with dogs inside</p>	<p>Purchase an iTrack Mini GPS Tracker (TK102) or something similar (£45).</p> <p>Ensure the tracker is fitted in a highly discreet area in the vehicle.</p> <p>Regularly check the tracker is correctly functioning and that the sim card is always topped up (shouldn't cost any more than 50 pence per month).</p> <p>Never the keys in the vehicle if you are not there.</p> <p>Check the vehicle manual to see if you can lock the vehicle without having the movement sensor active.</p> <p>Spend minimum amount of time away from the vehicle if unlocked, and try to keep in view.</p>	<p>Contact the police, giving them a detailed description of your vehicle and its current position based on the reading of your GPS tracker.</p> <p>Record the date & time.</p> <p>If possible, try and get transport so you can track your vehicle. Once located, decide on the best course of action depending on whether the vehicle is still occupied or not.</p> <p>If the vehicle is clear, check all of your dogs are accounted for and have not been harmed or injured, then drive away. Once a safe distance away, contact the police again to update them.</p> <p>If the vehicle is still occupied, keep a safe distance from them until the police arrive; make a judgement call on the best course of action.</p> <p>Contact the Franchise for advice on the next steps whether you have found the vehicle / dogs or not.</p> <p>Contact your customers to let them know what has happened.</p> <p>Contact your insurer with the details.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>All keys locked inside customer's house</p>	<p>Ensure you have implemented a system for looking after customer keys.</p> <p>Always use the looking after key system.</p> <p>Before closing the customer's door, ensure you have their keys with you.</p>	<p>Immediately contact your customer to establish if they have a hidden spare key somewhere outside. If a neighbour has a key, if they're able to pop back home etc.</p> <p>If your customer can't help or is unavailable, decide whether you need to gain access back inside their house or can look after the dog in the short term. Based on this, plan accordingly e.g. employ a locksmith to gain entry into the house etc.</p> <p>Remember the welfare of the dog(s).</p> <p>If your vehicle keys are involved so the dog(s) are trapped inside your vehicle, it is imperative they are removed asap. You must act to quickly, even if this means breaking a window of the vehicle to elicit their removal.</p> <p>If this has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Issues arising when getting an injured dog inside your vehicle</p>	<p>Consider your vehicle access points.</p> <p>Ascertain if you will need anything to help you move them.</p>	<p>For small dogs: gently carry the dog and put them in a safe area.</p> <p>Medium to large dogs: depending on their mobility:</p> <ul style="list-style-type: none"> • if they still have mobility, ensure their lead is on and encourage them to walk back to the vehicle and get into an easy area where available. • If they are unable to walk, encourage them to lie-down onto either a stretcher or a makeshift stretcher such as a large towel and gently drag the towel to the vehicle and lift in if possible. • If they are unable to walk and you are unable to get them to the vehicle, immediately call their vet for help. <p>When moving an injured dog, normal practice is to position their front legs first and then the hind legs.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Dog has catastrophic bleeding.</p>	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p> <p>Always carry out trial walks when introducing a new dog to the group.</p> <p>Always carry a slip lead in case one of your dog attacks and latches onto another member of the group. If the slip lead is ineffective, then lift the aggressor's hind legs and pull him off.</p> <p>Ensure you have advanced First Aid Kit readily available.</p> <p>Ensure you have a STAT tourniquet.</p> <p>Ensure the dog(s) cannot come into contact with any sharp items - check to the best of your ability.</p> <p>Immediately defuse any boisterous activity amongst the group walks.</p> <p>Check it's not possible for the dog to slip its lead / harness.</p> <p>Be alert for any potentially aggressive dogs in the group and / or you could potentially come into contact with.</p>	<p>Ascertain the degree of injury - if the dog loses enough blood it can be fatal, so immediate first aid is required.</p> <p>In severe cases, applying direct pressure to the wound will not stop the bleed.</p> <p>Keep the dog as calm as possible, reassuring him the whole time.</p> <p>If the dog is distressed, the dog may need to be restrained – fit a muzzle or if there are other people around, ask them to help safely restrain the dog.</p> <p>To stop a catastrophic bleed (which would usually be on a limb), apply pressure a few inches above the injury site using a STAT tourniquet. Pull the tourniquet as tight as you can until the blood stops pulsing (this will mean the blood has stopped and the tourniquet is cutting off blood supply to the area).</p> <p>Push down the timer on the tourniquet and this will allow the vet to determine the exact time the tourniquet was applied.</p> <p>It's crucial at this stage to get the dog to the vets ASAP. Phone the vet first to make sure they're prepared for your arrival.</p> <p>For internal bleeds: The best thing you can do is treat your dog for shock, by wrapping them in a foil blanket and keeping them warm (see page 20). Contact the vets immediately.</p> <p>If on a group walk, contact your Emergency Contacts for support and help.</p> <p>Contact the owner to update them on the situation.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
Controlling bleeding	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p> <p>Always carry out trial walks when introducing a new dog to the group.</p> <p>Always carry a slip lead in case one of your dog attacks and latches onto another member of the group. If the slip lead is ineffective, then lift the aggressor's hind legs and pull him off.</p> <p>Ensure you have advanced First Aid Kit readily available.</p> <p>Ensure the dog(s) cannot come into contact with any sharp items - check to the best of your ability.</p> <p>Immediately defuse any boisterous activity amongst the group walks.</p> <p>Check it's not possible for the dog to slip its lead / harness.</p> <p>Be alert for any potentially aggressive dogs in the group and / or you could potentially come into contact with.</p>	<p>Bleeding can be controlled by applying direct pressure to the wound or by using a pressure dressing.</p> <p>In the case of leg bleeds, you can also apply pressure above the wound to reduce blood flow.</p> <p>When applying the dressing, start furthest away from the heart and work up the limb.</p> <p>If the bleeding is on the body, apply direct pressure using a gauze pad or bandage. If blood comes through, then apply another.</p> <p>Always look out for shock as this can kill the animal (see page 20).</p> <p>Get the animal to the vet without delay.</p> <p>Keep the animal calm and, wherever possible, make the pet lay down.</p> <p>If on a group walk, contact your Emergency Contacts for support and help.</p> <p>Contact the owner to update them on the situation.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
Dog is hit by a car	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p> <p>Take extra care when entering and leaving the house.</p> <p>Ensure you have advanced First Aid Kit readily available.</p> <p>Keep your dog on a lead whilst outside.</p> <p>Take care when unloading or loading your pets into vehicles.</p> <p>Keep your pets away from busy main roads.</p> <p>Check it's not possible for the dog to slip its lead / harness.</p> <p>Distance yourselves from any potential distractions.</p> <p>Walk the dogs using high visibility equipment wherever possible.</p>	<p>Locate and contact the nearest veterinary practice and follow their advice. If not available, contact your local vet.</p> <p>Get help to secure the area and make safe. If still in a vulnerable position or you are forced to move the dog, use a car parcel shelf, mat, large towel or piece of clothing. Avoid bending joints or the back as best you can.</p> <p>If there are other people in the area, ask for some help and assign them tasks.</p> <p>Keep the animal calm, warm and avoid excessive movement.</p> <p>Talk to the animal the whole time and perform a head to tail assessment checking for any injuries.</p> <p>Control bleeding wherever necessary following the procedures outlined in the document for catastrophic bleeds.</p> <p>Watch out for signs of shock. If the animal goes into shock, wrap them in a foil blanket as calmly and quietly as possible (see page 20).</p> <p>Do not give the animal any food or meds as this could potentially interfere with the vets' treatments.</p> <p>Upon arrival, request the vets to assist in bringing the animal into the practice. It's important to give them as much notice as possible; the animal will thus receive prompt care on arrival.</p> <p>If it's a pet in your care, contact the Franchise for advice prior to speaking with the owner.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Dog chokes – small dogs</p>	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p> <p>Avoid the use of small toys during the walk.</p> <p>Providing suitable treats which aren't too big or small for your dogs.</p> <p>Avoid giving them any bones – the dog may try to swallow it whole or in too large pieces.</p> <p>Always stay on alert for any objects on the walk your dogs may try to eat.</p>	<p>The foreign object will be completely obstructing the dog's airway and will cause respiratory arrest (inability to breathe). You'll hear coughing but it won't be accompanied by the intake of air. If they're unable to expel the obstruction themselves, you must clear it by following the below steps:</p> <p>Initial Treatment:</p> <ul style="list-style-type: none"> • Examine inside the mouth and remove any foreign object you see. • If you can't safely remove the item, lift and suspend your pet with its head pointed down; if doesn't work, proceed to administering abdominal thrusts detailed next. <p>Abdominal Thrusts:</p> <ul style="list-style-type: none"> • Pick up your dog and hold them closely towards you (with its back against you). • Take the thumb side of your fist and position it onto their stomach, where the ribcage finishes. • Support the fist with your other hand, and give a sharp inward and upward blow. • After each thrust, check the dog's mouth to see if the obstruction has cleared. • Carry out up to five abdominal thrusts. • If these do not work, strike your dog between its shoulder blades with the flat of your hand. • After each strike, check the dog's mouth to see if the obstruction has cleared. <p>If the above techniques fail and the dog is <u>still conscious</u>, rush the dog to the nearest vets; it is likely this is only a partial airway obstruction as the dog is still conscious. Phone the vet first to make sure they're prepared for your arrival.</p> <p>If the above techniques fail and the dog is <u>unconscious</u>:</p> <ul style="list-style-type: none"> • Try and remove the obstruction from their throat. • Carry out mouth to nose ventilations and, if the dog also loses its pulse, carry out CPR. • If not resuscitated, immediately take them to the vets (phone the vet first to make sure they're prepared for your arrival). <p>If you were able to expel the obstruction, a veterinary visit will still be required.</p> <p>If on a group walk, you may need to contact your Emergency Contacts for support and help.</p> <p>Contact the owner to update them on the situation.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Dog chokes – large dogs</p>	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p> <p>Avoid the use of small toys during the walk.</p> <p>Providing suitable treats which aren't too big or small for your dogs.</p> <p>Avoid giving them any bones – the dog may try to swallow it whole or in too large pieces.</p> <p>Always stay on alert for any objects on the walk your dogs may try to eat.</p>	<p>The foreign object will be completing obstructing the dog's airway and will cause respiratory arrest (inability to breathe). You'll hear coughing but it won't be accompanied by the intake of air. If they're unable to expel the obstruction themselves, you must clear it by following the below steps:</p> <p>Initial Treatment:</p> <ul style="list-style-type: none"> • Examine inside the mouth and remove any foreign object you see. • If you can't safely remove the item, lift the dog's rear legs so the head is tilted down; if doesn't work, proceed to administering abdominal thrusts detailed next. <p>Abdominal Thrusts for Large Dogs:</p> <ul style="list-style-type: none"> • Grasp your dog around its waist so that the rear is nearest to you, similar to a bear hug. • Place a fist just behind the ribs. • Support the fist with your other hand. • Compress the abdomen several times by applying a firm blow upwards. • After each thrust, check the dog's mouth to see if the obstruction has cleared. • Carry out up to five abdominal thrusts. • If these do not work, strike your dog between its shoulder blades with the flat of your hand. • After each strike, check the dog's mouth to see if the obstruction has cleared. <p>Abdominal Thrusts for Large Dogs</p> <ul style="list-style-type: none"> • Grasp your dog around its waist so that the rear is nearest to you, similar to a bear hug. • Place a fist just behind the ribs. • Support the fist with your other hand. • Compress the abdomen several times by applying a firm blow upwards. • After each thrust, check the dog's mouth to see if the obstruction has cleared. • Carry out up to five abdominal thrusts. • If these do not work, strike your dog between its shoulder blades with the flat of your hand. • After each strike, check the dog's mouth to see if the obstruction has cleared. <p>If the above techniques fail and the dog is <u>still conscious</u>, rush the dog to the nearest vets; it is likely this is only a partial airway obstruction as the dog is still conscious. Phone the vet first to make sure they're prepared for your arrival.</p> <p>If the above techniques fail and the dog is <u>unconscious</u>:</p> <ul style="list-style-type: none"> • Try and remove the obstruction from their throat.

- Carry out mouth to nose ventilations and, if the dog also loses its pulse, carry out CPR.
- If not resuscitated, immediately take them to the vets (phone the vet first to make sure they're prepared for your arrival).

If you were able to expel the obstruction, a veterinary visit will still be required.

If on a group walk, you may need to contact your Emergency Contacts for support and help.

Contact the owner to update them on the situation.

If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.

Emergency / Process	Preventative Measures	Emergency Response
Dog collapses	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p>	<p>Procedures to follow if a dog collapses:</p> <ul style="list-style-type: none"> • Place the dog on its right side and check for breathing: tilt the head back slightly and look, listen & feel for signs of breathing for 10 seconds. • If they are breathing; get them straight to the vets (call them first so they can prepare). • If they aren't breathing; begin the CPR process. Get hold of the tongue, pull it out to one side and close the mouth to create a seal. • Carry out 5 initial rescue breaths by breathing into the dog's nose (create a seal with your mouth over the entire nose)- deliver 1 breath every 6 seconds, ensuring the airway remains open (head slightly tilted back). • Watch the chest rise and fall between each breath. • After the 5 rescue breaths, check if the heart is beating: take two fingers (leaving your thumb to one side) and feel for a pulse on the inside of the back leg. • If there is a pulse: continue to deliver rescue breaths until the dog starts to breathe. Continuously check the pulse while delivering the breaths. • If there isn't a pulse: Deliver 30 chest compressions. Place one hand (2 fingers for smaller dogs) in the centre of the chest; where the right elbow meets the chest. • Deliver approximately two compressions every second. • After the first 30 compressions, the cycle should then be: 2 rescue breaths followed by 30 chest compressions. • Regularly check for a pulse and for breathing (every minute). • Continue this process until the dog has been resuscitated. If, after 20 minutes, you are unable to resuscitate the dog, get them to the vets ASAP. • If the vets are unable to resuscitate the dog, call the Franchise and then the owner, explaining that you did everything possible to resuscitate them. <p>If on a group walk, you may need to contact your Emergency Contacts for support and help.</p> <p>Contact the owner to update them on the situation.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Dog is poisoned / eats a dangerous foreign object</p>	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p> <p>Purchase hydrogen peroxide and ensure advanced First Aid Kit is readily available.</p> <p>Replace the dog bowl with fresh water daily</p> <p>Check for any slugs in the water.</p> <p>Check for snails, slugs and mushrooms in the field and remove any you find.</p> <p>Beware of the common toxins and keep them well away from your animals:</p> <ul style="list-style-type: none"> • Rat poison – it's important to know what type of poison they ingested • Slug bait • Antifreeze • Grapes • Chocolates • Onions • Paracetamol • Ibuprofen 	<p>If you suspect (or know for certain) that your animal has ingested something, and you are not sure if it is a toxin or not, phone the Animal Poison Hotline immediately for advice on 01202-509000.</p> <p>The Animal Poison line will need to know as much information as possible such as:</p> <ul style="list-style-type: none"> • The animal's breed, sex, age and any existing medical conditions, weight and name. • What the dog has taken; this can include the product name and any other details of what is in the product. • How were they exposed? This can include how they came in to contact with the poison e.g. eaten. • How much were they exposed to and at what time. • Is this a one-off or have they been exposed before? <p>If they confirm the substance is poisonous, you must get them to the vets ASAP. If more than two hours pass, it will have entered into the small intestine which is when it becomes really serious.</p> <p>If you are advised to induce vomiting, carefully follow their instructions over the phone. You should have hydrogen peroxide in your First Aid kit.</p> <p>If on a group walk, you may need to contact your Emergency Contacts for support and help.</p> <p>Contact the owner to update them on the situation.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
Dog goes into shock	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p> <p>Ensure advanced First Aid Kit is readily available.</p> <p>Minimise fluid loss such as bleeding.</p>	<p>Signs of shock include:</p> <ul style="list-style-type: none"> • Rapid heart rate which, in dogs, is over 140 BPM. • White or pale pink gums; depending on what's normal for the dog in question. • Cool extremities like the ear tips, tail and toes. • Low rectal temperature. • Lethargy & weakness. • Changes in their character. <p>In first aid terms, treatment is limited but wrap your dog in a foil blanket and get them to the vet.</p> <p>If on a group walk, you may need to contact your Emergency Contacts for support and help.</p> <p>Contact the owner to update them on the situation.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Dog goes into anaphylactic shock</p>	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p> <p>Ensure advanced First Aid Kit is readily available.</p> <p>Keep the dogs away from foreign items and ensure they do not play with bees, wasps or any other insects.</p>	<p>Anaphylactic Shock is an allergic reaction to a toxic substance, such as an insect sting or something eaten.</p> <p>Signs of Anaphylactic Shock:</p> <ul style="list-style-type: none"> • Swelling. • Changes in the colour of their mouth and/or gums. • Respiratory problems. • You may feel some swelling around their neck. • If you can see through to their skin, you might find the skin is very red. <p>Keep the animal calm and reassure them, and get the dog to the vets asap.</p> <p>For bee stings, the stinger can carry on pulsating for up to three minutes so it's important to try and remove the stinger by using a credit card and scraping it away from the base.</p> <p>Call the vets and advise you are en-route so they can prepare for your arrival.</p> <p>If on a group walk, you may need to contact your Emergency Contacts for support and help.</p> <p>Contact the owner to update them on the situation.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Dog becomes hypothermic</p>	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p> <p>Ensure advanced First Aid Kit is readily available.</p> <p>Always bring towels in the vehicle with you.</p> <p>If the dogs get wet or muddy during their walk in the colder months, ensure they're thoroughly dried before setting off in the vehicle. Use a microfiber towel as this works most effectively.</p> <p>Avoid using stone cold water to cool dogs down in the summer months.</p> <p>Try and have the dog positioned in the cool part of the vehicle as the dog must be warmed up slowly.</p> <p>Constantly be on the lookout for early signs of hypothermia and ensure the dogs are sufficiently warmed up before setting off.</p> <p>If it's particularly cold and wet on the walk, use your judgement and shorten the walk if necessary to prevent dogs getting hypothermic.</p>	<p>Hypothermia in dogs is an extreme lowering of the body temperature. It happens when pets suffer exposure to frigid temperatures for too long, or if they have wet fur in cold, windy environments.</p> <p>It's imperative to recognise the early signs of hypothermia.</p> <p>Signs of hypothermia include: Strong shivering followed by no shivering; sleepiness, lethargy & weakness; fur and skin are cold to the touch; body temperature is below 35°C; decreased heart rate; dilated pupils (black inner circle of the eye appears larger); gums are pale or blue; trouble walking and trouble breathing.</p> <p>If you suspect the dog is getting hypothermic, begin treatment immediately and get them to the vets ASAP as it can quickly become a life-threatening emergency:</p> <ul style="list-style-type: none"> • A hypothermic dog must be warmed up slowly so that their temperature rises gradually. • Do not take them from the cold and expose them to heat from car heaters. • Dry the dog thoroughly whilst inside the vehicle and away from the elements. • Wrap your pet in a foil blanket as best you possibly can. • If you have another blanket or towel available, lay that over the top of the foil blanket. • Ensure the dog is sat on a dry towel inside the vehicle and transport them to the vets. <p>If on a group walk, you may need to contact your Emergency Contacts for support and help.</p> <p>Contact the owner to update them on the situation.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>

Emergency / Process	Preventative Measures	Emergency Response
<p>Dog becomes hyperthermic</p>	<p>Have response plan in place e.g. ask your local vets to be first line of call.</p> <p>Attend a Pet First Aid course and regularly review content.</p> <p>Ensure advanced First Aid Kit is readily available.</p> <p>Always bring towels in the vehicle with you.</p> <p>Ensure the dogs have plenty of water on their journey and during their walk.</p> <p>If it's particularly hot during the walk, use your judgement and shorten the walk if necessary to prevent dogs getting hyperthermic.</p> <p>Ensure each area in the vehicle has a cooling mat and / or consider purchasing cooling towels</p> <p>Bring plenty of water with you in the vehicle.</p>	<p>Hyperthermia in dogs, which is defined as a temperature greater than 39.7°C is often caused by a heat stroke.</p> <p>Dogs don't tend to know when to stop, so they will continue to chase that ball, getting to a point where they have got heatstroke and on the verge of collapsing.</p> <p>It's critical you do not allow the situation to escalate to the point of collapse.</p> <p>Signs of a heatstroke / hyperthermia include: Excessive or heavy panting; dark red gums; excessive drooling; warm to the touch; red flushed skin; racing heart rate; vomiting; diarrhoea; bloody diarrhoea; black tarry stool and collapse.</p> <p>So, act quickly if a dog is in the early stages of a heat stroke by getting them cooled down:</p> <ul style="list-style-type: none"> • Cool them down safely and gradually. • Don't submerge them in an ice bucket as this could cause the dog to go into shock. • The best way to cool the dog down is to cover them up with some damp towels. • If the dog is still showing signs of hyperthermia, ensure you get them to the vets ASAP. <p>If on a group walk, you may need to contact your Emergency Contacts for support and help.</p> <p>Contact the owner to update them on the situation.</p> <p>If this emergency has occurred before jobs scheduled later in the day, inform the pet owners of the situation.</p>