

Incident Response Procedure

Purpose

To ensure the safety and well-being of all dogs in our care as well as to comply with legal and operational requirements in the event of an incident involving a dog staying at Elena's Cosy Dog Boarding.

Scope

This procedure applies to all staff members at Elena's Cosy Dog Boarding located in Loughton Essex.

Definitions

- - Incident: Any event involving a dog that may cause harm distress or requires immediate attention (e.g. fights injuries sudden illness).
- - Isolation: Keeping the affected dog separate from other dogs to prevent escalation or further harm.

Procedure

1. Immediate Response

1.1 Assess the Situation:

- - Quickly but calmly assess the severity of the incident.
- - Identify if there are any immediate threats to the safety of other dogs or staff.

1.2 Isolate the Dog:

- - Use a lead or other appropriate method to safely separate the affected dog from others.
- - Place the dog in a designated isolation area such as a secure room or pen ensuring it is comfortable and safe.
- - Ensure other dogs are moved to a safe area away from the incident.

1.3 Check for Injuries:

- - Examine the dog for any visible injuries or signs of distress.
- - Wear gloves if there is any possibility of exposure to blood or other bodily fluids.

2. Contact the Vet

2.1 Determine the Need for Veterinary Attention:

- - If the dog has sustained serious injuries is in severe distress or if the incident involves a medical emergency (e.g. suspected poisoning) contact a vet immediately.

2.2 Access Dog's Details:

- - Log into the staff portal to find the affected dog's veterinary and contact details.
- - The staff portal will have the most up-to-date contact information and medical history for each dog.

2.3 Contact the Vet:

- - Provide the vet with detailed information about the incident and the dog's condition.
- - Follow the vet's instructions carefully and arrange for transportation if necessary.

3. Notify the Dog's Owner

3.1 Contact the Owner:

- - Use the contact details from the staff portal to inform the dog's owner about the incident.
- - Provide them with a clear and accurate account of what happened and any steps being taken.

3.2 Ongoing Communication:

- - Keep the owner updated with any new information or changes in the dog's condition.

4. Record Keeping

4.1 Incident Report:

- - Complete an incident report form detailing the event actions taken and outcomes.
- - Include dates times and names of any staff involved or witnesses.

4.2 Update the Staff Portal:

- - Ensure all relevant details are recorded in the dog's profile on the staff portal.
- - Attach any veterinary reports or additional documents related to the incident.

5. Legal and Regulatory Compliance

5.1 Regulatory Reporting:

- - Report the incident to the local authority if required especially in cases involving severe injury or death.
- - Ensure compliance with the Animal Welfare Act 2006 and any other relevant legislation.

5.2 Review and Preventative Measures:

- - Conduct a review of the incident to identify any potential improvements in procedures.
- - Implement any necessary changes to prevent future incidents.

6. Follow-Up Care

6.1 Monitor the Affected Dog:

- - Continue to monitor the dog closely after the incident especially if there were injuries or stress.
- - Follow any care instructions provided by the vet.

6.2 Support for Other Dogs:

- - Observe other dogs that may have been affected by the incident for any signs of distress or changes in behavior.
- - Provide additional comfort and reassurance as needed.

Emergency Contacts

- Local Veterinary Clinic:
 - North Weald Veterinary Surgery, Tel: 01992 525 556
 - Address: 42a-44 High Rd, North Weald, Epping, CM16 6BU
- - Emergency Veterinary Services (24 hours): 01992 525 556

Staff Training

- - Ensure all staff members are trained on this procedure and understand the importance of quick and calm responses to incidents.
- - Regularly review and update training to include any new best practices or legal requirements.

Review of Procedures

This procedure should be reviewed annually or after any major incident to ensure it remains effective and compliant with current laws and regulations.

By following this procedure Elena's Cosy Dog Boarding aims to provide a safe and responsive environment for all dogs in our care ensuring their well-being and that of our staff and clients.