



Emergency Plans

Death of a Dog.

If a dog passes away while in my care, I must conduct a final check for breath and vital signs. If there are none, I need to record the time and contact my veterinary clinic, Drove Vets at Ridgeway Farm, immediately, as the death must be confirmed and registered. After discussing the situation with the vets, I will follow their protocol. The client has already signed the Vet Release Form, and I have a letter from my vets confirming they will cold store the body until the owner returns, unless other arrangements have been specified.

After speaking with the veterinarians, I must reach out to the client or their emergency contact as soon as possible. It is important to clearly, honestly, and calmly explain the situation to the client. This conversation should take place in a quiet room, free from distractions, and conducted with the utmost respect. I should provide as much information as possible, including any first aid attempts that were made. Once I have expressed my sincere condolences, I will carefully listen to the client's wishes. Some clients may prefer not to have their pet placed in cold storage and may wish to collect them personally if they are local. In such cases, I will handle their pet's body with respect and ensure it remains safe until they can collect them.

In the unfortunate event that a dog passes away while under my care, it is essential to document the death accurately and maintain copies of any

veterinary reports. I should utilize an incident form for this purpose, and if necessary, reach out to my Insurance Company for any relevant advice.

Additionally, I must continue to provide support to the grieving client and consider training options that could help counsel grieving clients in the future. Also if I am in shock I should remember to speak to someone who can help me too.



Fire

To reduce the risk of fire, I have 2 smoke alarms and a carbon monoxide filter fitted. Within the kitchen I have a fire blanket in case the fire breaks out in the kitchen.

However in the event of a fire, if it cannot be controlled immediately by the fire blanket, as is a serious fire, the animals will be removed from the premises, the leads should be near the exit to help get the dogs out safely. I should make sure that I have all the dogs if I can and I should immediately call 999 and not think of reentering the building. I should remain calm so as not to cause the dogs to panic.

If the fire service advise its ok and a safe I can return to the building although I should still inform all the clients of what has a happened and reassure them that their dog is fine and safe.

If it is determined that returning to the building is unsafe, the clients must be notified. For those who are out of the country, I will reach out to their emergency contact. Should they wish to pick up their dog, arrangements can be made to facilitate that. In the event that I am unable to reach anyone, the dogs will be taken to Flaxlands Kennels, as per our agreement. They will be transported in my vehicle (please refer to the Transport Policy).

If any dogs exhibit signs of illness, I will ensure they are examined by my veterinary service, as specified on the Veterinary Release Form.

Lack of Heating.

Should the heating fail, we have fan heaters, we also have an electric fire in our living room which can be used as a temporary measure. We have central heating coverage from British Gas and a helpline option is available to book an engineer visit. Blankets are available to keep the dogs warm. In the event of this being insufficient we will relocate and move the dogs to one of my emergency contacts house until it has been sorted.

Flooding

Daily monitoring of the weather forecast is essential to prepare for any extreme conditions. I need to be ready to relocate to the upper levels of the house and set up sandbags outside as a precaution. Additionally, all dog food and accessories should be stored high, and dog beds need to be moved to the upper levels.

In the event of a water breach and flooding, I must keep an eye on the water levels. If they start to rise, I should evacuate the dogs to higher ground or the upper levels of my home. It's important to remain calm and avoid showing any signs of stress to the dogs.

If the situation escalates, I should contact emergency services, providing them with all necessary information, including the number of dogs needing evacuation.

Once the dogs are safe, I will ensure they are warm and comfortable, and I will inform the clients. If the boarding facility becomes unusable, I will reach out to Flaxlands Kennels to arrange alternative accommodations for the dogs until their owners or emergency contacts can pick them up.

Heatwave

If I receive alerts about high temperatures from daily checks on the weather forecast and humidity levels, I should ensure that the rooms are well-ventilated and equipped with cooling fans. I can offer the dogs cooling mats, ice cubes, and frozen peas or toys to help them stay comfortable.

For those dogs that prefer to stay outside, I can create shaded bedding areas in the garden.

Each room in use should have a water bowl that I will keep filled with fresh, cool water, and I will also provide water bowls in the garden.

Under my supervision, dogs can enjoy cooling off in a paddling pool or with a sprinkler. However, I should limit their outdoor time and avoid the hottest parts of the day. Any activities should be brief and low-energy, and walks should be shorter, taking place either early in the morning or during the cooler evening hours to protect their paws from burning on hot pavements.

I will encourage more indoor play and monitor each dog for any signs of overheating, such as excessive panting, drooling, weakness, rapid heartbeat, vomiting, or confusion. It's important to note that dogs with thicker coats, flat faces, and older dogs are at a higher risk of overheating.

If I notice any dogs beginning to overheat, I will attempt to cool them down with cool cloths or damp towels on their bodies. If their condition worsens, I will contact a veterinarian. I will keep the clients informed and maintain communication with them while caring for their dog.

Serious Illness

In case I am unwell, my husband Lennie, who works from home and is already familiar with all the dogs and clients, will step in as a backup caregiver. Please ensure that client information is readily accessible so they can be informed of my situation. Reassure them that, although I'm not well, I will stay at home and can guide Lennie on their routines unless hospitalization is necessary. If my condition extends over a longer period, I will be transparent with clients and do my best to accommodate their needs.

Loss of Key/Getting Locked Out

I have a key box located in the back garden that contains a key, along with emergency contacts who also have keys. However, the chances are that someone will always be at home, as I prefer not to leave the dogs alone for extended periods, and Lennie works from home.

Suspended or Revoked Licence

I need to determine the reasons behind the suspension or revocation and seek clarification from the Licensing Authority if necessary. It's essential for me to inquire about any steps I can take to have my license reinstated.

I must communicate with my clients, informing them that I can no longer provide services, while being transparent about the situation. I will strive to reassure them

that I am doing everything possible to reverse this decision, and I hope for a swift resolution.

If feasible, I should offer alternative options to my clients and express my concern for their dogs' welfare.

I plan to create an action plan and document all relevant details to serve as evidence if I decide to appeal the decision. This will also help me regain the trust of my clients if given the opportunity to rebuild my business.

Lastly, I need to demonstrate to the local licensing authority my commitment to rectifying this situation, requesting a re-inspection to support my case for reinstatement.

