

EMERGENCY ACTION PLAN

It's awful to think that something bad might happen or there'll be an emergency, but you need to have a plan just in case something unexpected does happen.

Now your plan will differ depending on the situation and nature of your business so it's good to have an idea of what you will do in each circumstance.

Here's some things to think about when you create your plan.

1

What could go wrong?

I know sorry! But trust me, things DO happen and I've heard some horrible stories. So first **list some emergency situations** you might find yourself in. e.g. if you're a dog walker; a dog running off, a dog injuring itself, a dog being attacked while on a walk. If you're a dog groomer; you accidentally cut a dog with scissors, a dog injures you... you get the idea.

2

What will you do?

Then take each situation and **decide what you will do first, second, third** etc. So if the emergency is a dog has run off, what will you do FIRST? Will you call the owner and wait for their instruction, call a friend to help you look, run around for an hour like a headless chicken? If a dog is attacked, will you rush them to a vet or call the owner first?

3

Who is your emergency contact?

Most of the time you'll need to call *someone*. So **who is your emergency contact** in each situation? Do you call the pet's owner first or the vet? Whichever you decide make sure you have up to date contact numbers in your phone so you can reach someone ASAP. I would also store your customers vets phone numbers too.



Bonus Tip

Make sure you have emergency contact numbers and an emergency plan agreed with your customer too so that you know what THEY want you to do in an emergency involving their pet.

4

Your next customers

If the situation is serious and you can't get to your next job's or you'll be really late, will you **let your other customers know?** How will you do this, or will you have someone else cover those for you while you deal with this situation?

5

Write them down

Once you've decided what your steps are, **write them down**, so that you're clear in your mind what you'll do in each situation and you'll be in less of a panic if something unexpectedly arises. You may find you need to alter the plan in the moment, as I said every situation is going to be different, but at least if you have some sort of plan in your head you'll be able to deal with it much easier and less likely to make a silly mistake.

Use the next page to create your Action Plan or on a separate piece of paper.



MY EMERGENCY ACTION PLAN

1

2

3

4

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