

Emergency procedure.

1. If it is life threatening go straight to your nearest vet.
2. If you are seriously injured contact the emergency services.
3. If you require assistance call:-
The **office** : 01522 823536
4. If no response then ring mobiles:-
Sheena: 07833 680095 or 07817 984757,
Jade 07977 324722
Jake 07817 911404
Rob 07799 377295
Laura 07814541773
5. If you know there is a colleague in your area contact them.
6. If you have a minor injury or feel you need support please tell the office and we will get someone over to you.
7. If you have contacted the office we will:-
 - Ring the vets to let them know you are on the way.
 - Ring the customer to advise that you are on the way to the vets.
 - If it is out of hours you will need to take them to the out of hours vets which is at Park View In North Hykeham.
 - Contact the police if it is an attack to obtain an incident number.
8. When the casualty is at the vets to let us know any information to pass on to the owner, we may not of been able to contact them before this.
9. If you can take the pet home but the owner is not home and they cannot be left alone let us know how long you can stay and if we need to arrange for someone to take over from you.
10. If you are able to take them home until the owner can get home this is fine.
11. You will possibly be in shock if you need someone to come and sit with your please let us know someone will be there to support you.
12. As soon as you can after the event please write a report on what happened. Giving the following details:-
 - Location.
 - Approx time
 - Date
 - What you did.
 - Get the names of any witnesses.
 - Email this in to the office at the earliest opportunity.
13. Do not worry about any other jobs you have, the office will cover them for you.
14. If possible try and take a photo at the scene and any injuries the animal may have.
15. In none severe cases you may find it easier to contact the owner yourself and to see if they want you to take the pet to the vets. When you have done this please ring the office if there is no reply leave a message with the details
16. If you do not feel comfortable speaking to the owner ring the office and give them as many details as possible so they can pass it all onto the owner.