

What to do in case of a veterinary emergency

If there is an emergency, we should first notify the person in charge at the shelter and they will decide, after examination, if the dog should be taken to the vet. If the dog does need to be taken to a veterinary clinic, it should be done under the following conditions:

1. The person in charge will make the final decision. We can offer to help as volunteers, but we should be aware of the skills needed during an emergency and whether or not we have the capacity to really help. In addition, if a dog needs to be handled by someone they trust, and we are not that person, we should not put ourselves at risk.
2. The dog should be taken to the vet by at least 2 people: a driver plus one other person to look out for the safety of the dog and the driver on the way to the clinic.
3. You should go to the veterinary clinic indicated by the shelter. They will give you the address and directions to get there.
4. When you arrive at the clinic, inform the person in charge at the shelter, and help in any way they tell you to, if necessary.
5. Once the dog has been seen by the vet, let the person in charge at the shelter know the result. If the dog does not need to be admitted, they should be taken back to the shelter.

Do NOT:

- Take a dog to the vet without authorization from the person in charge at the shelter
- Take the dog to an unauthorized clinic
- Give a dog medication with authorization from the vet
- Feed a dog on the way to the vet. If they need surgery, we are putting their life in danger.
- Take a dog to a clinic without permission from the vet and the person in charge at the shelter
- Withhold information from the vet on how to care for the dog following treatment
- Take the dog home with us, unless we are asked to foster the dog, in which case we must sign the necessary documentation
- Go against the shelter or veterinarian's decisions regarding the dog
- Defame or give our opinion that the shelter or its workers are responsible for the incident.

Accidents can happen even under the best circumstances. In case of conflict, we should remain peaceful and respectful. Teamwork is key in these types of situations.

PROTOCOLS

