

What Happens To Your Dog if Something Unexpected Happens to You?

By
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It was a normal, quiet September evening back in 2012. Doug, the overnight guy, was working his shift at Gilbert Dogs. He got a telephone call around 11 p.m.; a little late for a phone call, but not totally unusual. He answered the phone; it was the emergency room at Chandler Regional Hospital. They asked if we knew a man named (name is kept private). Doug said, "yes, he's one of our clients." The nurse told Doug that he had a massive stroke and didn't have any family, didn't have any friends but wanted the hospital to call Gilbert Dogs because he was terribly worried about his dog that was left unattended at home. Doug proceeded to get all the contact information from the hospital and then called me. I drove to the hospital and met with the nurses. Our client wasn't about to speak due to the stroke, but he gave me his house key and we were able to get his address from the file. I drove to his house and shuttled his dog to Gilbert Dogs for boarding until further notice. The next day, he did remember his family and had them contacted. His family was able to fly into town to be with him.

Two days later, we took him a report card with pictures of his happy dog wishing him well and hoping to see him soon. Our client couldn't say anything yet, but the tears rolling down his face and his big smile said it all! It was a priceless moment. We are pleased to say, he made a full recovery and his dog has been

back to board several times.

In February of 2013, in the middle of the afternoon, Amy got a call from a client that told her she just called 911 and was having chest pains. She said the ambulance was on the way, and asked if we could please come and get her dog? We responded so quickly that we got there at the same time the ambulance arrived. The client was so happy to see me and was greatly relieved that her dog wasn't going to be left alone at home while she was rushed to the emergency room. The paramedics on the scene wanted to know if they could use us in the future. They have many cases of animals being left behind with no one to care for them. I told the paramedic, for safety purposes, we can only provide this service to our clients.

The moral of the story: Do you have a plan in place for your dogs if something happens to you? We are here to help, day or night in case of emergency. In the coming days, we are going to provide special Gilbert, Chandler and Tempe wallet inserts and refrigerator stickers to our clients just in case of an emergency. These will be provided at no charge. It's just a little something we want to do so that our clients have a little extra peace of mind should an emergency arise in their lives.