

Emergency & Disaster Plan

Hazard Response Protocols

Step-by-step response plans for 18 hazard types, debriefing forms, evacuation & shelter in place protocols, resources, recovery, and maintenance schedules.

📚 About This Guide

This guide covers the hazard response section of your Emergency & Disaster Plan. For each of the 18 hazard types, you will find a clear, numbered action plan to follow when an incident occurs.

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Hazard Types Quick Reference

This guide covers the following 18 hazard types. Each section contains a numbered action plan to follow when an incident occurs. Customize and add your own in the blank spaces at the end.

1	Chemical / Radiation	**10**	Heat-Pet
2	Civil Unrest	**11**	Heat-People
3	Cyber	**12**	Hurricane
4	Death of Pet	**13**	Medical Event
5	Dog Attack	**14**	Power Outage
6	Earth Movement	**15**	Reputation
7	Groomer / Staff Safety	**16**	Tornado
8	Fire / Gas Leak	**17**	Water Loss
9	Flood	**18**	Winter

🚨 Hazard Response Protocols

Each hazard below has a numbered action plan. Follow the steps in order. Assign a team member to review this section annually and update any steps that no longer reflect your facility.

> 📋 **Note:**
> Post a printed copy of this guide in your facility's designated emergency area. Every team member should know where it is.

1 ☢️ Chemical / Radiation

1. Follow government recommendations to either evacuate or shelter in place.
2. If evacuating, follow your standard evacuation protocol.
3. If sheltering in place, set up a vapor barrier on all windows and doors in addition to standard shelter-in-place protocol.
4. Turn off all HVAC systems immediately.

2 🚨 Civil Unrest / Active Shooter

1. Follow shelter-in-place protocol.
2. Follow active shooter training protocols.
3. Lock all doors and windows.
4. Call 911.
5. Go to your designated safe hiding place.
6. If safe to do so, or if instructed by emergency responders, exit the building.

3 💻 Cyber Attack

1. Contact all credit card companies and banks immediately.
2. Change all passwords.
3. Contact clients if personal information has been compromised.
4. Contact your insurance company to start a claim.
5. If a device has a virus, turn it off and do not attempt to fix it yourself — let a qualified IT service handle it.
6. Use your alternate system for processing clients and payments.

Prevention

- Keep your password list secure and stored separately from your devices.
- Use two-factor authentication on all business accounts.

- Back up all devices on a regular, scheduled basis.
- Use RFID-blocking cases for cards and devices.

4 💔 Death of Pet

1. Secure all other pets in the facility immediately.
2. Inform the team leader.
3. Collect the client's information, including any vet release forms on file.
4. Contact the veterinarian.
5. Contact the owner using the prepared statement below — use a designated staff member for this call.
6. Transport the pet to the veterinarian unless instructed otherwise by the owner.
7. Order and pay for a necropsy report.
8. Download and save all relevant video footage to a separate, secure drive folder.
9. Inform your insurance company.
10. Inform your business attorney.
11. Debrief staff.
12. Prepare for potential reputation impact — see Reputation protocol.
13. Set up grief counseling or staff support.

💬 Prepared Statement (Phone Call to Owner)

Hi, [Name of Client]. We regret to inform you that a medical incident has occurred with [Name of Pet]. We will meet you at [Name and Address of Vet].

💬 Preemptive Social Media Post

It is with great sadness that [Name of Pet] has passed in our care. Our trained staff did [what was done] and are devastated. We have ordered a necropsy report and hope to have answers soon.

5 🐕 Dog Attack

1. Secure and remove all pets not involved in the incident.
2. Separate the dogs, or dog from person, using techniques from aggressive dog handling training.
3. Secure the aggressive pet.
4. Call 911 if a person has been injured.
5. Contact a veterinarian if a pet has been injured.
6. Call emergency contacts for all injured parties.
7. Begin appropriate first aid treatment for injuries.
8. Contact your insurance company.

6 🌍 Earth Movement / Earthquake

1. If inside, stay inside — do not run outside during active shaking.
2. Take pets off grooming tables immediately.
3. Secure pets in lower kennel crates, as close to the ground as possible.
4. Turn off utilities.
5. Prepare for aftershocks.
6. Follow evacuation protocols once shaking has stopped and it is safe to move.
7. If in a tsunami zone, take pets and staff to higher ground immediately after shaking stops.

7 🛡️ Groomer / Staff Safety

1. Set up a buddy system and identify your mutual aid contact before incidents occur.
2. Know where all exits are in every location you work.
3. Maintain an unobstructed path to the exit at all times.
4. Trust your gut — if something feels wrong, act on it.
5. Check the sex offender registry for unfamiliar addresses before mobile visits.
6. Decide on personal protection options and complete any recommended training.
7. Have a prepared list of excuses ready if you need to leave a situation without confrontation.

> 💬 **Sample Exit Excuse**
> I have a family emergency and will call you to reschedule.

8 🔥 Fire / Gas Leak

1. Evacuate immediately as practiced — take pets to a secure location outside the building and secure them.
2. Take the basket with that day's paperwork.
3. Call 911 from a safe location outside the building.
4. Contact the team leader.
5. Contact pet owners.
6. Turn off utilities if you are able to do so safely before exiting.
7. DO NOT attempt to re-enter a building that is on fire under any circumstances.

9 🌊 Flood

1. Turn off utilities.

2. Place important business equipment, paperwork, and tools as high as possible.
3. Follow evacuation protocols.

> 📋 **Note:**
> If you are in a known flood zone or within close proximity of a river or dam, it is advised to have inflatable boats available as part of your emergency evacuation equipment.

10 🌡️ Heat — Pet

1. Cool the pet using active cooling: pour tepid (not cold) water over the pet's body and place the animal in front of a fan.
2. Monitor body temperature with a digital thermometer. Stop active cooling once the body temperature reaches 103°F — the body will continue to cool on its own. Continuing active cooling beyond this point risks hypothermia.
3. Contact the veterinarian for further instructions and to prepare for your arrival.
4. Prepare the pet for transport and bring signed client waivers.
5. Contact owners and ask them to meet you at the vet.
6. Watch for signs of shock or seizures during transport.

> 🚨 **Important:**
> Heat stroke is life-threatening. Fast action is essential. Heat stroke causes the body to lose its ability to regulate temperature, causing the core temperature to continue to rise.

11 🧑‍🚒 Heat — People

1. Cool the person by removing as much clothing as possible.
2. Contact 911 (heat stroke) or urgent care (heat exhaustion) for further instructions.
3. Begin active cooling: pour tepid water over the patient's body and place cold packs in the armpits, sides of the neck, back of the knees, and groin area.
4. Prepare the person for transport to urgent care or wait for 911 to arrive. If self-transporting, bring any relevant employee documents.
5. Contact the person's emergency contact and ask them to meet at urgent care.
6. Monitor the patient continuously for signs of shock or seizures.

> 🚨 **Important:**
> Heat stroke is life-threatening. Fast action is essential. Heat stroke causes the body to lose its ability to regulate temperature, causing the core temperature to continue to rise.

12 🌀 Hurricane

1. Make sure the generator has fuel; check and fill any additional gas containers.
2. Protect electronic equipment and duplicate client information to cloud storage if possible.
3. Turn off and unplug all electrical equipment.
4. Turn off utilities.
5. Board up windows and doors.

6. Add sandbags to entry points.
7. Bring in all outside loose objects.
8. Follow shelter-in-place protocol unless evacuation is advised or ordered.

13 🚑 Medical Event

1. Call 911.
2. Assess the medical concern and provide appropriate first aid or CPR (use AED if available and trained).
3. Contact the team leader.
4. Prepare for ambulance arrival or arrange transport to urgent care.
5. Contact the emergency contact for the person involved.

14 💡 Power Outage

1. Unplug sensitive electronics such as computers and monitors.
2. Contact the utility company — not 911 — to report the outage.
3. Contact owners to arrange pet pick-up.
4. Evaluate whether to use a generator and address sanitary concerns, including filling water containers to be able to flush toilets.

15 📱 Reputation Incident

1. Review all relevant video footage and secure it to a separate drive folder immediately.
2. Choose one of your pre-prepared statements to respond publicly or to affected clients.
3. Contact your attorney and insurance company before making any public statements.

16 🌪️ Tornado

1. Evacuate if ordered to do so by authorities.
2. If there is not enough time to evacuate safely, move all pets, staff, and clients to your designated safe area within the building immediately.
3. Contact owners.
4. If unable to contact owners, place pets in a secure safe area or contact mutual aid partners if needed.

17 🚿 Water Loss

1. Finish bathing any pets currently in the tub using stored bottled water.
2. Complete the grooming of any pets who have already been bathed.
3. Contact owners to pick up pets who cannot be bathed due to the water loss.
4. Contact clients scheduled to come in and reschedule their appointments.

18 ❄ Winter Storm

1. Keep warm. Review safe heating equipment practices if using space heaters or supplemental heat.
2. Minimize heat loss from drafts by covering windows and doors with insulation kits.
3. Wrap exposed pipes and let water trickle from faucets to prevent freezing.
4. Contact owners for pet pick-up.
5. If owners are unable to pick up pets safely, proceed with shelter-in-place protocol or contact mutual aid partners.

A Final Word

A plan that exists on paper but has never been practiced is only slightly better than no plan at all. The most effective emergency response comes from teams that have read through the protocols, talked about them, and practiced them.

Schedule a review of this guide at least once a year and practice your evacuation and shelter-in-place procedures with your full team. Update any sections that no longer reflect your facility, your team, or your equipment.

📅 Annual Review Reminder

Set a recurring annual calendar reminder to review and practice every protocol in this guide.

Last Reviewed: _____ Reviewed By: _____

💡 Spirited Dog Productions

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