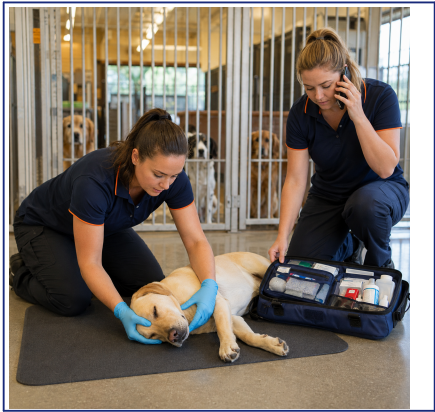


PROCEDURE 8

Canine medical emergency

Purpose: Provide safe first aid within training and achieve prompt veterinary assessment without creating delay or further injury.



SITE CUSTOMISATION REQUIRED. This national baseline must be adapted through a site risk assessment, worker consultation and advice from the relevant state or territory regulator, emergency services, council, insurer and veterinarian. Human life takes priority.

Business and site details

Business legal name		Trading name	
Site / branch		ABN	
Physical address		Emergency entry / cross street	
Site manager		Incident Controller	
Maximum dogs		Maximum people	
Operating hours		Main phone	

Document control

Issue date		Next review date	
Approved by		Position	

Activate this procedure when

- Collapse, unresponsiveness, abnormal breathing, choking, severe bleeding, seizure, bloat signs, heat illness, poisoning, major trauma, paralysis, uncontrolled pain, burns, envenomation or rapid deterioration.

P Protect people	A Alert and activate	W Welfare and secure dogs	S Sign off accountability
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Step-by-step emergency response

- 1 Make the scene safe.** Remove other dogs and hazards. Approach cautiously; pain, fear and hypoxia can trigger biting. Use humane restraint only when it does not compromise breathing, vomiting or treatment.
- 2 Triage.** Check response, airway, breathing and circulation using the business's current dog first-aid training. Begin indicated lifesaving care within competence.
- 3 Call a veterinarian.** Contact the nominated clinic or emergency vet immediately. State dog ID, weight, signs, onset, suspected cause, first aid given and estimated arrival.
- 4 Prepare transport.** Use a stretcher, board, crate or restraint appropriate to the condition. Keep the route clear, take the record and medication, and assign a driver plus attendant where possible.
- 5 Notify the owner.** Use the consent and emergency-contact process. Do not delay urgent veterinary care where the owner has already authorised treatment and delay would threaten welfare.
- 6 Document.** Record observations, times, first aid, advice received, persons involved, transport and handover.

Do not

STOP	Give human medication, food, water or home remedies unless a veterinarian specifically directs it.
STOP	Induce vomiting unless a veterinarian or animal poison service directs it.
STOP	Use a muzzle on a vomiting dog or one with breathing difficulty, facial trauma or reduced consciousness.

After the immediate danger

- Separate and observe dogs that witnessed or were involved in the event.
- Quarantine equipment if contamination or infectious disease is possible.
- Review whether staffing, environment, supervision, intake information or equipment contributed.

Assigned emergency roles

Incident Controller	Selects the safe action, liaises with emergency services and authorises recovery.	
People / Area Warden	Protects people, sweeps assigned areas if safe and reports status.	
Dog Movement / Canine FA	Secures, identifies, separates, triages and moves dogs within training.	
Communications / Recorder	Calls services and owners, maintains the time log and preserves records.	

Procedure readiness checklist

- ☐ Maintain canine first-aid training, equipment and a nominated canine first-aid lead on every shift.
- ☐ Keep each dog's identity, weight, health alerts, owner consent and medication record accessible.
- ☐ Nominate a primary and emergency veterinary clinic and confirm after-hours arrangements.
- ☐ Stage a stretcher, board, crate or safe transport restraint suitable for the dogs in care.
- ☐ Maintain a clear vehicle route and a backup driver for urgent veterinary transport.
- ☐ Review ventilation, supervision, intake disclosures and equipment after every serious event.

Site-specific arrangements

Canine first-aid kit location	
Canine first-aid responders	
Emergency vet / route	
Stretcher / transport equipment	

Emergency contacts and notifications

Emergency veterinarian		Owner / authorised contact	
Manager, insurer or authority if required		Primary / emergency vet	

Recommended drill: Triage a simulated collapsed dog, call the vet with a structured handover and prepare safe transport.

Drill, review and authorisation record

Last drill date		Participants	
Corrective action owner		Action due date	
Procedure authorised by		Authorisation date	
Gaps identified / corrective actions			

Sources and further guidance

[1] [Safe Work Australia - Emergency plans and procedures](#)
[16] [Animal Poisons Helpline - Emergency instructions](#)
[21] [Agriculture Victoria - Boarding establishments code](#)

Review date: source links and national emergency numbers were checked for the master manual on 31 August 2026. Confirm local numbers, warnings, laws, codes, licences and veterinary arrangements before issue and at every review.

