



## **Introduction**

Walks with Olli is dedicated to the safety, health and wellbeing of your pet. We pride ourselves on our risk reduction practices. We aim to be at the forefront of operational safety in the Dog Walking sector, and we go above and beyond the standard requirements to ensure your dog is safe whilst in the care of our team.

In this document, we outline the safety procedures and incident response protocols adopted by our team. Although our team works to ensure the safety of your pet in every circumstance, working with animals means in some cases there is an element of unpredictability outside of our control.

## **Walks with Olli Waiver & Incident Response Protocol**

### **1. Minor injuries sustained**

When a minor injury occurs, we will treat it as best as possible to ensure no further harm occurs. Upon arrival to the dog's home, we will inform the owner of the injury. **Important:** The Walks with Olli team will not cover the associated treatment bills. It is possible that minor cuts and scratches will occur. These injuries are often caused by unavoidable circumstances. Aggressive behaviour is not tolerated and will result in the dog being removed from the walk.

### **2. Serious injury sustained while walking**

If a serious injury is sustained on one of our adventures our protocol is to go directly to the nearest emergency Vet. Whilst on route to the vet we will attempt to contact the nominated owner of the dog to inform them of the situation. It is an expectation that the owner immediately attends the clinic to release our staff. Our staff will brief you on the situation but know that we will do what is in the best interest of the dog. If the injury is caused by another dog belonging to a member of the public, we will attempt to obtain the details of that owner and pass them on accordingly.

### **3. Your dog retreats from the surroundings**

We are always in close proximity of our dogs, however, in some cases our dogs' natural instincts can get the better of them. Alternatively, some dogs may find themselves in an anxious state due to a variety of external factors, and therefore may act out of character. One example of this is the presence of rain, thunder or strong winds. If we are unable to locate them, we will attempt to search for them for 10 minutes. If there is a strong belief that they have now been seriously misplaced the owner will be called and we will seek advice on the next steps. There is an expectation that the owner should be in attendance in a reasonable amount of time. Our team are skilled and experienced in working with dogs however, despite our best efforts some dogs may act out of character and therefore put themselves in danger.

1. Once the owner arrives, our team will need to be relieved. We are unable to be in attendance as this may put the other dogs in care in jeopardy.
2. The Walks with Olli team do not take responsibility for any injuries that occur as a result of a dog retreating from the surroundings.

### **4. Your dog causes injury to another dog**

Our initial session is there to assess your dog's suitability for group environments. We are often able to get a good gauge on whether they are suited to our adventures. Despite our best efforts to evaluate your dog's suitability, in some cases your dog's behaviour may change due to a number of factors. In this case, if your dog is to cause an injury where treatment to the other dog is necessary, you may be required to cover the treatment bills. This will be determined by the Walks with Olli team and will depend on the circumstances.

**Our team will do everything within our control to ensure safety of your dog. However, in the event that an incident does take place that is outside our control, Walks with Olli is not liable for any damages that may eventuate.**

#### **Initial session**

In order to assess your dog's suitability, we run an initial session. During this session we do our best to evaluate their social and behavioural suitability as well as assessing their level of general obedience. It also gives us the opportunity to meet with owners to get a better understanding of their dog's social and behavioural aptitude.

#### **Online form**

Using our online form, we aim to obtain as much information on your dog prior to meeting them. This allows us to gain an understanding of your dog's age/gender, recall and social/behavioural skills. This information provides us with the basis of whether we feel an initial session is worthwhile, or perhaps your dog is suited to another service. We do rely on the honesty and accuracy of the information provided by owners.

### **Overall safety**

Our team are all Pet First Aid trained meaning if any injury or illness were to occur, we are able to provide basic first aid. In addition to this a first aid kit is carried on every adventure. A lead for each dog is also carried with the adventure leader should they be needed. All dogs are mounted in the van to limit their ability to disembark the van when the doors open as well as ensuring they are firmly secured.

### **Technology**

The Walks with Olli team strongly encourage the use of GPS tracking devices. These devices are a great tool to use should your dog ever retreat from the surroundings. Our recommendation is to obtain a GPS tracking device such as 'Tractive' tracker. These devices have cellular connectivity and largely work in all areas that have cell phone reception. Our secondary recommendation is an 'Air tag'. Apple do not recommend Air tags for pet tracking as they use Bluetooth connectivity meaning you will need to be in close proximity to the device to be able to connect. However, we understand that such devices do come at a cost and Air tags can be a more affordable option. Please note: Apple air tags are only water resistant. We recommend obtaining a waterproof case.

### **Walking within a pack**

Our groups are conducted in small and controlled packs. Should they be needed, a lead is carried for each dog on the walk. Our groups are carefully created to ensure each dog can be effectively managed.

### **Locations**

We select our walking locations based on safety. These locations are all away from main roads and are designated dog off lead spaces. Our vehicles are parked in close proximity of where we are walking.

### **Public liability insurance**

Walks with Olli has full public liability insurance.

### **Pet insurance**

We strongly encourage all owners to have pet insurance. This ensures that if your dog required urgent medical attention the financial burden would be lessened.

### **Conclusion**

We take the safety and wellbeing of your dog's seriously and will always act accordingly. Please understand that our operation does have some risk involved and whilst we always do our best mitigate risk, some circumstances are unavoidable. Should these circumstances arise, Walks with Olli is not liable for any damages.