**Dog Boarding & Daycare Incident Response Policy**

At K9 Doggy Daycare UK, the safety and well-being of every dog in our care is our highest priority. Despite our stringent safety measures, unforeseen incidents may occur. This policy outlines our response procedures in the rare event of a dog escaping or passing away while under our supervision.

**1. Response to a Dog Escape**

If a dog escapes from our facility or during supervised activities, we will take immediate action:

**Immediate Action:**

* Initiate emergency search procedures, including staff deployment in the surrounding area.
* Secure other dogs to prevent further incidents.
* Contact the pet owner(s) immediately to inform them of the situation and coordinate search efforts.
* Utilize local resources such as animal control, nearby veterinarians, shelters, and social media alerts to aid in the search.
* Review security footage (if available) and investigate how the escape occurred to prevent future incidents.

**Follow-Up & Resolution:**

* Provide regular updates to the pet owner(s) until the dog is found.
* If the dog is recovered and requires medical attention, ensure immediate veterinary care at our expense if negligence on our part is determined.
* Conduct an internal review of the incident and implement any necessary facility or policy changes.

**2. Response to a Dog’s Death**

In the tragic event of a dog’s passing while in our care, we will act with urgency, transparency, and compassion.

**Immediate Action:**

* Notify the pet owner(s) immediately with full details of the incident.
* Transport the dog to a licensed veterinarian to determine the cause of death, if necessary.
* Provide emotional support and resources for the grieving owner(s).

**Follow-Up & Resolution:**

* Cooperate fully with the owner(s) in handling final arrangements, including facilitating cremation or burial as requested.
* Conduct an internal review to determine whether any procedural failures contributed to the incident and implement corrective actions.
* Offer a transparent report to the pet owner(s) with findings from any veterinary examination or internal review.

**Commitment to Prevention**

* Maintain strict security protocols, including secure fencing, proper supervision, and emergency preparedness training for all staff.
* Conduct regular health and safety checks on all dogs in our care.
* Ensure that all staff members are trained in emergency response and first aid for animals.

Our goal is to provide a safe and loving environment for all dogs in our care, and we are committed to handling any incidents with professionalism, accountability, and empathy.

For any questions or concerns, please contact Tracey Marriott at K9 Doggy Daycare UK at 07729109921 or tracey@k9doggydaycareuk.com.