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Death Policy – steps to take:

Steps to take:

1. Ensure that the area is completely quarantined. No other dog can come into contact with the dead dog.
2. Contact the owner and notify them of what has happened ensuring that you explain clearly: how, when and where it happened.
3. Explain to the owner that you must now notify their designated vet (or an alternative) to arrange for the (1) disposal of the corps (2) storage of the corps. Ask what they would like the vet to do with the body pending their return. If the dog is to be disposed of – do they want ashes to be kept in memory of the animal etc. Confirm that the costs associated with these instructions are payable by them as per the Service Agreement. Once next steps are clarified, contact the nominated vet and arrange removal of the body.
4. *Handling a corps:*
 - 4.1. When a dog dies, their body may still show signs of what can look like life, such as the following:
 - 4.1.1. Twitching, as a result of natural nerve spasms after death
 - 4.1.2. The release of air from the mouth when moved
 - 4.1.3. The release of bodily fluids and gas
 - 4.2. When handling any remains, always wear gloves and thoroughly clean any area that has been touched by the animal, as well as thoroughly cleaning any fluids that may have been spilt. It's important to limit the spread of germs in the immediate aftermath.
 - 4.3. Pending collection by a vet ensure that the body is left in a cool room, for no longer than 24 hours. Be aware that rigor mortis—the stiffening of joints after death—will begin to set in after around three to four hours.
 - 4.4. The room must be thoroughly disinfected post removal
 - 4.5. All bedding / drinking / feeding bowls / toys should be bagged and kept in an area of isolation.