

PUP  LUXE
GROOMING



Emergency Protocols
— **LUXE** —



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SECTION 1



**The Golden Rule:
Don't Panic**





It's pretty easy, and understandable, to lose your cool during a stressful or dangerous situation. However, it is extremely important to **remain calm and not panic**. Panicking causes your reaction time to slow down and increase the chances of making mistakes that can make your situation worse, or endanger your life and the life of others.

The purpose of this handbook is to prepare you for most emergencies that **COULD** happen in our line of work. We recommend you read this book from cover to cover at or before the start of your employment here. We also suggest you continuously refresh your memory of these protocols by revisiting this handbook from time to time.

Remember that how quickly you act in an emergency can make all the difference in the outcome. Chances are, when an emergency does happen, you won't really have the time to sit down and read this book. So the best way to avoid putting yourself in a situation where you need to act fast but don't know what to do, is to read this book and study it well!

And remember—**ALWAYS, remain calm**. Don't panic.

SECTION 2



Operational Emergencies



Vehicle Crash or Accident

Follow these steps if you are involved in a car accident in the PupLuxe Grooming van:

1. **Stop IMMEDIATELY** and move only if it is safe to do so.
2. Check for damages and for injuries. Do not try to argue or have any incriminating conversations regarding “fault” with the other driver(s) involved.
3. Call the police. If there are injuries, inform them so they can send an ambulance.
4. Ensure you have your license, vehicle registration and insurance paperwork handy. These documents are located in the front-passenger glove compartment inside the white plastic case that contains the vehicle manual.
5. Obtain names, addresses, phone numbers and driver’s license numbers of all the drivers.
6. Obtain licence plate(s) and vehicle identification numbers. Ask to see their vehicle registrations to make sure their information is accurate.
7. Obtain names, addresses and phone numbers of other passengers and witnesses.
8. Take photos of the damages and the entire accident scene (make sure to get any traffic lights and road obstacles that could have contributed to the accident).
9. Call your fleet manager to let them know of the accident. The fleet manager will call the insurance company and provide you with further instructions.
10. Do not leave the scene until being instructed to do so.

Popped Tire & Other Vehicle Debilitating Emergencies

If a tire blows or any other vehicular malfunction takes place:

1. Immediately pull over to the safest place nearest to you.
2. Get off the vehicle to inspect the damages.
3. If a tire has popped or fully deflated, **do not attempt to fix it yourself**. Move on to step 5.
4. If the issue is not tire related, check for the following issues:
 - Walk around the vehicle to check for anything unusual (ie. foreign objects or debris stuck underneath, any parts of the vehicle bent out of place or damaged)
 - Unlock the hood and CAREFULLY open it, **keeping your body as far away from it as possible**. Check the engine for smoke, fluid levels, loose wires/wires out of place, or any objects or foreign debris. **DO NOT TOUCH** any part of the engine with your bare hands as it will be hot.
5. Call your fleet manager to report what you've found. Your fleet manager will give you further instructions on what do next.
6. In the event that you must be towed (after calling your fleet manager), simply press the "SOS" call button located overhead in the center of the van. The van will be towed to the nearest Mercedes-Benz dealership for servicing.



Common Warning Lights for vehicle debilitating conditions:



Parking Brake

At the start of your day before driving the van, make sure to disengage the parking brake (lever to the right of the driver's seat). Parking brakes become impaired when driving on wet roads or dirt-covered surfaces causing corrosion and a reduction in braking force.



Engine Oil Level

Indicates low engine oil level, too high, display malfunction, or oil level sensor fault.



Diesel Exhaust Fluid

Diesel exhaust fluid warning light comes on with the engine running when the exhaust gas after-treatment system has malfunctioned or the level of Diesel Exhaust Fluid (DEF) is running low, contaminated, or thinned.



Low Battery Charge

If the red battery light stays on or comes on when driving, there is a fault in the battery, alternator, or torn poly V belt.



Air Filter

The air filter has been contaminated. Change the air filter as soon as possible.

If these or any other warning lights appear, pull into the nearest parking lot you can find to park your vehicle. Call your fleet manager to inform them of the warning light and await further instructions.

Police & Law Enforcement Protocols

If you are approached by a law enforcement officer **while driving**:

1. Immediately pull over to the safest place nearest to you.
2. Ensure you have your license, vehicle registration and insurance paperwork handy. These documents are located in the front-passenger glove compartment inside the white plastic case that contains the vehicle manual.
3. Provide these documents to the officer when asked.
4. Wait for further instructions from the officer.
5. When the officer has returned your documents and informs you that you are “free to go”, immediately call your Fleet Manager to inform them of the incident and the outcome.
6. Await further instructions from your fleet manager.

If you are approached by a law enforcement officer **while grooming**:

1. Remove the pet from the tub or the table, but keep them on a short leash (or crate if it's a pet that isn't leashed, such as cats).
2. Open the door for the officer and inform them that you have a live animal in the van with you.
 - If it will be too difficult to assist the officer with the pet in your care on a leash, ask if you can return the pet to the pet parent first before continuing the discussion.
3. Provide any documentation the officer requests. Wait for further instructions from the officer.
4. When you are told that you are “free to go,” complete the grooming service.
5. Call the fleet manager upon completion to inform them of the incident and the outcome.

Seeing or Smelling Smoke

If you see or smell smoke **while driving**:

1. Immediately pull over to the safest place nearest to you.
2. Get off the vehicle and search around the outside from a safe distance to find the source of the smoke.
 - If the smoke appears to be coming from the hood of the vehicle, it is likely an engine issue.
 - If the smoke appears to be coming from the back of the vehicle, it is likely a generator or electrical issue.
 - If the smoke appears to be coming from the sides of the vehicle or from inside the salon, it is likely an issue with the water heater or equipment for the salon.
3. If you see that the smoke is coming from something that appears to be burning or on fire, call 911 immediately and keep your distance from the vehicle.
 - Call the fleet manager immediately after calling 911 to report the incident and await further instructions.
4. If there doesn't appear to be anything burning or on fire, do not attempt to get back in the vehicle and operate it. Call the fleet manager to let them know of the presence of smoke. If it is safe to do so, you may be asked to press the **SOS button** to be towed to the nearest Mercedes-Benz dealership for servicing.



Seeing or Smelling Smoke *(cont)*

If you see or smell smoke **while grooming**:

1. Turn the generator and water pumps off.
2. Immediately stop the service and exit the vehicle with the pet.
 - If there is a fire or open flame inside the salon, use the fire extinguisher located right by the sliding door underneath all of the power switches, before exiting the vehicle.
3. Return the pet to the pet parent and inform them of the smoke.
4. Carefully walk around the vehicle to see if you can find the source of the smoke.
5. If you see that the smoke is coming from something that appears to be burning or on fire, call 911 immediately and keep your distance from the vehicle.
 - Call the fleet manager immediately after calling 911 to report the incident and await further instructions.
6. If there doesn't appear to be anything burning or on fire, do not attempt to get back in the vehicle and operate it. Inform the pet parent that you cannot complete the service at this time, and that you will be removing the vehicle from the premises as quickly as possible.
7. Call the fleet manager to let them know of the presence of smoke. If it is safe to do so, you may be asked to press the **SOS button** to be towed to the nearest Mercedes-Benz dealership for servicing. Otherwise, the Fleet Manager will instruct you with what to do to remove the vehicle safely from the premises and return you home.

Fire Emergency Protocols

If you see **fire while driving**:

1. **STOP IMMEDIATELY** and get out of the vehicle, watching for hazards or incoming vehicles upon exiting.
2. Move a safe distance away from the vehicle, informing any other nearby people of the fire. **DO NOT ATTEMPT TO PUT OUT THE FIRE YOURSELF.**
3. Call 911.
4. Call the Fleet manager to let them know of the fire.
5. Await further instructions from law enforcement and the fire department.
6. Call the fleet manager again to inform them of the outcome. Do not leave the scene until instructed to do so.

If you see **fire while grooming**:

1. Turn the generator off.
2. If it is a small, controlled flame inside of the salon, you may try to **QUICKLY** extinguish it with the water nozzle or by using the fire extinguisher located right by the sliding door underneath all of the power switches.
3. If the flame is large or quickly spreading, exit the vehicle immediately with the pet. **Do not leave the pet behind unless it would result in endangering yourself.**
4. Return the pet back to the pet parent and inform them of the fire inside the vehicle.
5. Call 911. Ensure you, the pet and the pet parents seek safety from the fire.
6. Await further instructions from law enforcement and the fire department.
7. Call the fleet manager again to inform them of the outcome. Do not leave the scene until instructed to do so.

Generator Failure

If the generator **does not crank at all**, it is possibly a **battery** issue:

1. Go to the generator located in the back of the van.
2. Locate the 2 white wires with the red tips (connectors) plugged into the top of the battery.
 - If you see that they have come unplugged from the battery, or that the red connector is still plugged in but the wire came off of the connector, call the fleet manager. If they are both plugged in, continue to step 3.
3. Wiggle the wires to ensure they are secured to the red connectors, and push the red connectors down to make sure they are making contact with the battery.
4. Retry starting the generator. If it still won't crank, call your fleet manager for next steps.

If the generator **does crank** but does not start, it is possibly an **oil** issue:

1. Check the oil (yellow top to the left of the generator).
 - To properly check oil level, pull the dip stick out (yellow top), wipe the oil off of it, reinsert completely and then pull it back out to check oil level.
2. If the oil is at the bottom of the fill line, add 1 quart into the same opening you pulled the dip stick out, using a funnel with an attachable flex tube.
3. If the oil is above the fill line, continue troubleshooting by checking the error code (*next page*).

Generator Failure: Error Codes

Follow these steps to retrieve the error code:

1. Press the stop/prime button 3 times.
2. Wait 5 seconds.
3. Press one more time.
4. Read the flashes to get the error code. The codes are two digits.
 - Ex. Flash (pause) Flash, flash, flash = Error Code 13.
5. Give the error code to the fleet manager.
6. Fleet manager advises further action.



Note: Use the prime button located on the generator's control panel (left side of the gen set), not the control panel inside the van. See the photo above for reference.

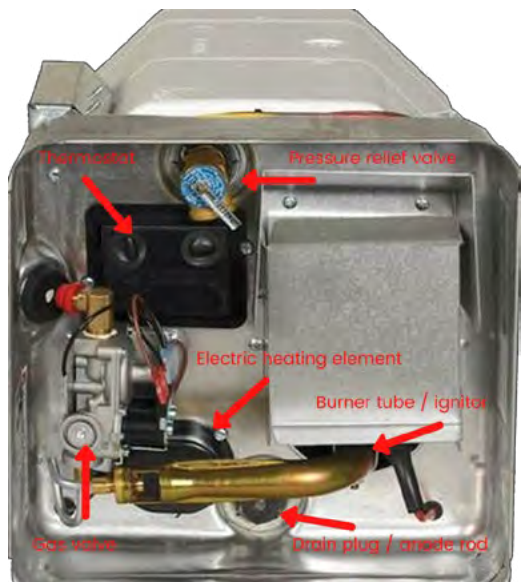
The red/orange square pictured is the light that will be flashing for the error code.

Water Heater Failure

If the propane water heater fails or the propane tank runs out:

1. Go to the back of the van and locate the electrical panel behind a black rectangular cover. (*Top left side, above generator*)
2. Remove cover and find the switch labeled water heater. (*By default, it will be toggled down.*)
3. Toggle it on (upwards) to switch to the electrical water heater.
4. On the back passenger-side of the van, there is a detachable panel with a metal grid-like screen (it has the words “Caution - Hot” embossed on it). Turn the knob on that panel to unlock it and remove it.
5. There may be a switch toggle inside this panel that is labeled “**Electrical Heating Element.**” Ensure that this is toggled to the “**On**” position.
6. Wait a few minutes, then test the water again to see if it heats.
7. Inform the fleet manager that the propane heater is not heating.

Picture of the water heater components inside of the passenger-side panel (may differ slightly depending on van model).



Water Pump Failure

If the freshwater pump is not pumping:

1. Make sure the water pump switch is turned on (red button).
2. Make sure the tub handle is turned on (turn the lever to the left. If it's all the way to the bottom-right, it's in the off position).
3. Press the trigger on the hose, listen closely for the sound of the water pump running. The water pump sounds like a loud vibrating sound (difficult to miss). If you hear nothing, the fresh water pump likely needs to be replaced.
4. Call the fleet manager and inform that water pump is not working.
5. Follow their instructions on replacing the water pump.



(Picture of water pump that is used by Wag n' Tails vehicles)

SECTION 3



Pet Emergencies



Pet First Aid Kit Items

- Pain-Relieving Cleansing Spray (Bactine Max)
- Styptic Powder (ie. Kwik Stop)
- Liquid Band-Aid
- Cleansing Solution
- Antibacterial Ointment (ie. Neosporin)
- Sterile Bandages
- And more (see image below)



Fainting or Losing Consciousness

If grooming and the **pet faints or loses consciousness**:

1. Shut off the generator to turn everything off.
2. Unhook the pet from grooming loop and lay them down on the floor.
3. Contact the pet parent.
4. Return pet to pet parent.
5. Contact the fleet manager so that they may make notes and follow up with the pet parent. The Fleet Manager will also instruct you on what to do next.

Seizures

If grooming and the **pet experiences a seizure**:

1. Shut off the generator to turn everything off.
2. Ensure the pet doesn't fall or injure themselves while having the seizure. Remove surrounding objects if possible.
3. DO NOT put your hand in or near their mouth.
4. DO NOT put anything in their mouth.
5. Time the seizure duration for the veterinarian.
6. Return to pet parent to seek veterinary care.
7. Contact the fleet manager to report the incident.

Treating a Heat Stroke

Pets may be in danger of heat stroke (hyperthermia) if they have been left in the heat without shade or water. This is especially common in Florida during the Summer.

Pets will have excessive panting, sticky and dry gums, become lethargic or even have seizures. If you notice these symptoms:

- 1. Stop grooming immediately.**
2. Turn anything that produces heat off and ensure that the salon A/C is turned up as cool as it can be. Open the salon/cabin door to allow the cold air from the front of the van to enter the salon area, if necessary.
3. Apply cool water (not cold) to the head, armpits, stomach and paws of the animal repeatedly.
4. Cool, wet rags may be used but will need to be replaced frequently as they quickly retain heat.
5. Do not cool too quickly. No ice or ice baths.
6. If the pet is conscious, you can try giving them cool water by mouth with a syringe.
7. Call the pet parent to retrieve their pet and seek immediate veterinary care.
8. Contact the fleet manager to report the incident and await further instructions.

Minor Cuts & Wounds

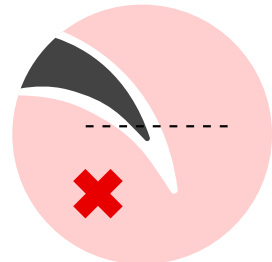
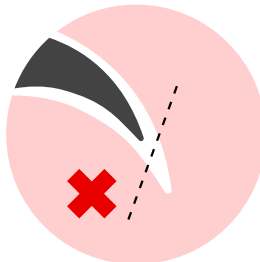
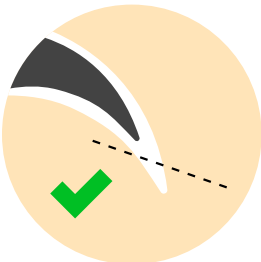
If you **nick or cut** the pet:

1. Wait until the pet calms down. Muzzle if necessary.
2. Assess the cut. If it is smaller than a quarter, you should be able to treat without requiring immediate veterinary follow-up.
3. Retrieve the following from the pet first aid kit:
 - Sterile bandages
 - Pet-friendly cleansing solution
 - Antibacterial ointment (ie. Neosporin)
 - Clean towels or rags
4. If the wound is bleeding, put a clean towel or cloth over the wound and apply light pressure until it stops bleeding.
 - If the bleeding does not stop after 10-15 minutes, wrap the area with gauze and end the service. The pet parent needs to immediately take their pet to the vet.
5. Clean the wound with the cleansing solution. You may need to trim the area around the wound in order to properly flush with cleaning solution.
6. Disinfect the wound with the antibacterial ointment.
7. Cover up the wound with a bandage, if necessary.
8. Complete the grooming service.
9. Tell the pet parent and offer tips for follow-up treatment.
10. Inform the fleet manager of the incident.

Bleeding Nails & Dew Claws

If you accidentally cut the pet's quick or dew claw:

1. Retrieve the following from the pet first aid kit:
 - Styptic powder
 - Antibacterial ointment (ie. Neosporin)
 - Clean towel or rag
2. Immediately compress the wound for at least 2 minutes with a clean cloth.
3. Apply Neosporin to the nail to prevent infection.
4. Cup your hand and pour in the styptic powder into your palm.
5. Dip the pet's bleeding nail into the powder for 5 seconds, or until the bleeding stops.
***Note: The styptic powder will cause an initial sting. Be prepared to hold onto the dog firmly while applying.*
6. Complete the grooming service.
7. Inform the pet parent and offer tips for follow-up treatment.
8. Inform the fleet manager of the incident.



Brush & Clipper Burn

If you **scrape** the pet or cause **brush/clipper burn**:

1. Retrieve the following from the pet first aid kit:
 - Pain-Relieving Cleansing Spray (Bactine Max)
2. Apply the product to the area.
3. Complete the grooming service.
4. Inform pet parent and offer tips for follow-up treatment.
5. Inform the fleet manager of the incident.



Eye Injuries

If the eye is red or inflamed, it may have been injured or has a foreign body causing irritation.

- 1. Stop grooming immediately.**
2. Gently open the eye and flush with sterile saline solution or clean water in a syringe.
3. Use a sterile gauze pad to gently wipe the solution from around the eye.
4. Prevent the animal from rubbing the eye and causing further irritation.
 - If the foreign object is stuck to the surface of the eye, do not attempt to remove it.
5. Return pet to pet parent to seek immediate veterinary care.
6. Contact the fleet manager to report the incident and await further instructions.



Major Cuts & Deep Wounds

If you inflict a **serious cut on the pet:** (ie. cut into the ear, deep cuts, etc.)

1. **Stop grooming immediately.** Wait until the pet calms down. Muzzle if necessary.
2. Assess the cut. If it is larger than a quarter or the cut is deep, it will need immediate veterinary attention.
3. Treat the bleeding before returning the pet to the pet parent. Retrieve the following from the pet first aid kit:
 - Sterile bandages
 - Pet-friendly cleansing solution
 - Antibacterial ointment
 - Clean towels or rags
4. If the wound is bleeding, put a clean towel or cloth over the wound and apply light pressure until it stops bleeding.
 - If the bleeding does not stop after 10-15 minutes, wrap the area with gauze and skip to Step 8.
5. Clean the wound with the cleansing solution. You may need to trim the area around the wound in order to properly flush with cleaning solution.
6. Disinfect the wound with the antibacterial ointment.
7. Cover up the wound with a bandage, if necessary.
8. Contact the pet parent so that they may take them to the vet.
9. Contact the fleet manager to report the incident.

How To Handle Fractures

If the pet sustains injuries such as sprains, broken bones, dislocated joints, etc.

1. **Stop grooming immediately.**
2. Muzzle and restrain the pet (unless they are showing signs of labored breathing).
 - Broken bones are very painful, so no matter how obedient or loving, they will probably attempt to bite.
3. Assess for any open wounds or exposed bone.
4. Check for pale gums as it can mean loss of blood or shock.
5. Treat any bleeding first, follow the guidelines under **“Major Cuts & Deep Wounds”**
6. If bone has come through the skin, cover it with a sterile non-stick pad and protect it with additional padding or towels.
7. Call the pet parent immediately to retrieve their pet and seek immediate veterinary care. Exercise extreme caution with moving the pet. Do not apply any pressure to broken limbs.
8. Contact the fleet manager to report the incident and await further instructions.

How To Handle Bites & Stings

Animal Bite: Wild or Domestic

1. Try to know or figure out what animal bit the pet so the veterinarian can use appropriate rabies protocols.
2. Muzzle and/or restrain the pet while you assess the wound.
3. Using disposable gloves, sanitize the area with pet-friendly cleansing solution from the first aid kit.
4. Apply pressure for 2-3 minutes using gauze pads or a clean cloth to any bleeding areas.
5. Use the cleansing solution to flush any non-bleeding wounds free of debris and contaminants
6. Return the pet to pet parent to seek immediate veterinary attention.
7. Call the fleet manager to report the incident

Insect Bite Or Sting

1. Sanitize the area with pet-friendly cleansing solution.
2. If you see the stinger, remove it by placing the edge of a credit card under the stinger to lift it up and flick it out. **Do not use tweezers!** It may squeeze more venom out of the stinger sac.
3. Spray pain-relieving cleansing spray (Bactine Max) on the area.
4. Keep the area clean and apply antibiotic ointment.
5. Apply an ice pack to reduce swelling, if necessary.
6. If there are signs of a severe allergic reaction (pale gums, dizziness, fainting, vomiting, diarrhea), return the pet to the pet parent for immediate veterinary attention.
7. Report the incident to your fleet manager and await further instructions.

How To Handle Bites & Stings *(cont)*

Snake Bite

Always assume the snake is venomous and seek immediate veterinary attention.

1. Do the best you can to identify the snake or at least take a photo or find a picture of it to assist the Veterinarian in finding an antidote. If a rattlesnake bites your pet, the key is to get to a veterinary hospital as soon as possible so it can receive antivenom.
2. Muzzle and restrain the pet and assess any wounds.
3. Return the pet to the pet parent to seek immediate veterinary care. The pet parent should carry the dog, or walk the dog slowly, to keep the pet's heart beat stable. The pet should remain as calm as possible to slow the spread of venom through the bloodstream.
4. Report the incident to the fleet manager and await further instructions.



Common Poisonous Substances For Pets:

1. Chocolate
2. Onion/Garlic/Chives
3. Rubbing Alcohol
4. Macadamia nuts
5. Caffeine
6. Apple seeds
7. Rhubarb, potato and tomato leaves
8. Grapes/raisins
9. Xylitol (artificial sweetener in gum)
10. Anti-inflammatory medications (ibuprofen)
11. Acetaminophen (Tylenol)
12. Antidepressant medications
13. Rodenticides (rat poison)
14. Fertilizers
15. Antifreeze (they love the sweet taste)
16. Marijuana

While the vast majority of these things aren't typically in the salon, be wary of the things that you bring into the salon during your work day (meals, drinks, snacks, sweets, candies, etc). If you leave these things anywhere a pup can reach, there is a risk they can grab it and ingest it before you are able to respond to it. **It's also important to note that while our shampoos, conditioners, and sprays are pet-friendly, they ARE NOT SAFE TO INGEST. Ensure pups do not lick or drink any solutions used in the salon or they may experience nausea, vomiting and/or diarrhea.**

How To Handle Poison Ingestion

A pet that has ingested a poison will show one or more of the following symptoms: **excessive drooling or foaming at the mouth, vomiting/diarrhea, body or facial tremors, collapse and lethargy.**

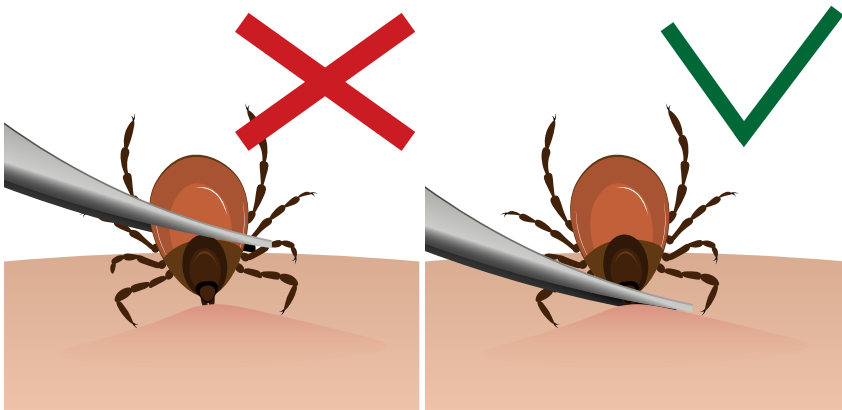
1. If the pet is experiencing symptoms of poison ingestion, **stop the service immediately.**
2. If ingestion happened in the salon, identify or recall what they may have ingested.
3. If possible, try to wipe the substance, drooling or foaming out of the pet's mouth with a towel.
4. Do not give them anything to drink or eat.
5. Call the pet parent to inform them of their pet's symptoms and to retrieve their pets. If they ingested a substance from the van, let them know of the substance and how much you believe they may have ingested.
6. Have the pet parent call a veterinarian or the Animal Poison Control hotline right away at **1-888-426-4435.**
7. If the pet vomited solid remnants, pick up the solid remnants with a poop bag for the pet parent to take with them to the vet for further examination.
8. Inform the pet parent to not induce vomiting unless otherwise advised by their vet or the Animal Poison Control hotline.
9. Call the fleet manager to report the incident and await further instructions.

How To Remove a Tick

If you notice a tick, remove it as soon as possible. Never use your fingers to remove a tick.

1. Using an antiseptic wipe, sanitize the affected area and the tick removal tool OR metal tweezers.
2. For larger ticks, slide the tick remover tool against the skin and under the ticks head and mouth. Gently slide forward and upward to remove the tick.
3. For smaller ticks, use the metal tweezers to grab the tick as close to the skin as possible. Gently and slowly twist and pull up until the tick is removed.
4. Sanitize the area again afterwards.
5. Complete the grooming service.
6. Inform the pet parent of the tick removal and let them know to monitor for signs of swelling or infection for the next few days.
7. Report the presence of ticks to the fleet manager.

NOTE: *It is important to remove the entire head and mouth of the tick otherwise it can irritate the skin and potentially cause infection.*

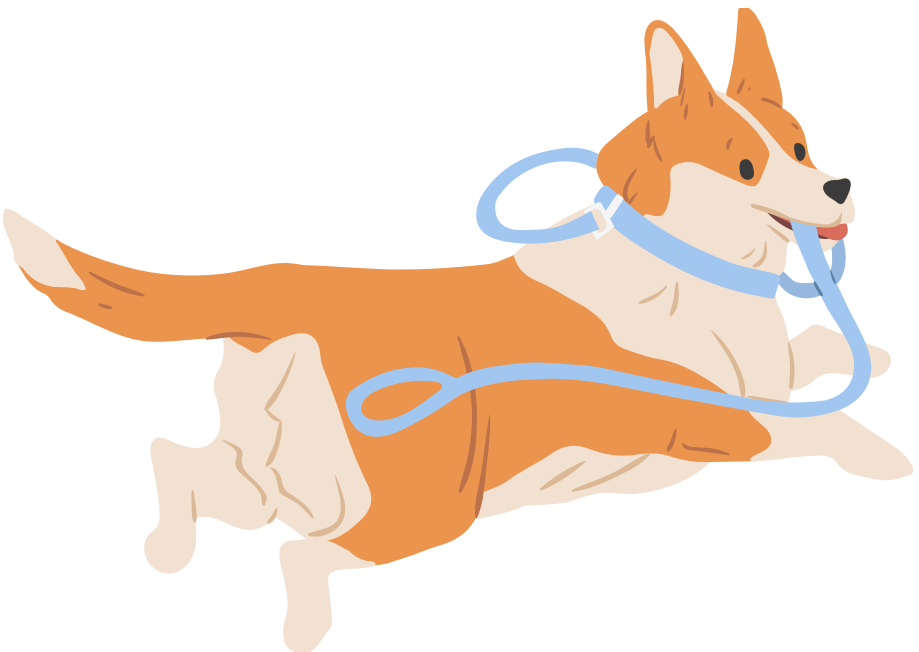


Pet Escapes in Your Care

In the event a **pet escapes** in your care:

1. Remain calm and keep your eyes on the pet. **DO NOT CHASE.**
2. Contact the pet parent so that they may assist.
3. Contact the fleet manager and inform them of the incident.
4. Grab a lead/leash or collar to help catch the pet.
5. Report the incident to the fleet manager after the pet is reclaimed. **If the pet is not reclaimed after a period of 15 minutes**, report to the fleet manager for further instructions.

Note: *Keep the van door locked to prevent bigger dogs from accidentally opening the door.*



Pet Dies in Your Care

If a pet dies in your care:

1. Inform pet parent so that the parent may take them to the vet.
2. Inform the fleet manager of the incident.
3. Await further instruction from the fleet manager.



Remember to remain calm and do not panic!

Experiencing the death of a pet while grooming can be scary and traumatizing. Senior dogs and dogs with pre-existing health conditions are most at-risk for injury or death due to the stress of the grooming process. For these reason, it's important to be extra vigilant with these pets and end a service if it feels unsafe. Even with all the necessary precautions, the death of a pet during a service can happen to anyone at any time. If and when it does, rest assured that our team will ensure that you can take the time you need to emotionally recover from the incident and that the pet parents receive any follow-up needed.

SECTION 4



Life-Threatening Emergencies



Hostile Pet Protocols

If a pet appears to be aggressive **BEFORE** accepting it for a service:

1. Immediately let the pet parent know that you cannot let a pet that shows signs of aggression into the van.
2. Apologize for the inconvenience and return to the van.
3. Call the Fleet Manager to explain the incident and await further instructions.

If a pet is aggressive **AFTER** accepting it for a service and it is restrained:

1. Step away from the pet at a distance where it cannot reach you.
2. Immediately call the pet parent to retrieve their pet.
 - **Do not exit the vehicle unless absolutely necessary.** You must still supervise the pet from inside the van to ensure that the pet does not injure themselves while restrained.
3. Call the fleet manager to inform them of the incident and await further instructions.

If a pet is aggressive **AFTER** accepting it for a service and it is **NOT** restrained:

1. Close yourself off in the driver's side of the van, while trapping the aggressive pet in the salon side of the van. The pet will not be able to enter the driver's side because the door cannot be pushed open from the salon side.
 - If you cannot trap the pet in the salon, you can attempt to leash or restrain the pet if it is small enough to easily overpower. As a last resort, exit the vehicle and call for help.
2. Immediately call the pet parent to retrieve their pet.
3. If you are seriously injured, call 911. Otherwise, call the fleet manager for further instructions.

Groomer is Bitten or Injured by a Pet

If a pet **bites or attacks you** in a way that causes an injury:

1. Immediately step away from the pet, creating as much distance as possible.
2. If you are safely able to do so, turn everything off (water pump, generator, etc)
3. Assess the severity of your bite/injury from a safe distance.

If it's a minor bite or scrape:

1. Locate the human first aid kit (typically tucked away behind the driver's seat), ensuring you are still keeping an eye on the restrained pet.
2. Disinfect the bite/scrape with alcohol pads or antibiotic ointment.
3. Bandage the cut/scrape, ensuring full coverage over the wound.
4. Call the fleet manager, inform them of the incident and follow their instructions/recommendations on how to proceed.

If it's a serious injury (deep cut or punctured wound):

1. Locate the human first aid kit (typically tucked away behind the driver's seat).
2. If your wound is bleeding, apply pressure with gauze until bleeding stops.
 - If bleeding does not stop, immediately call 911 and continue to apply pressure until first responders arrive.
3. Call pet parent to retrieve their pet. **Do not attempt to continue the service**, even if you manage to get the bleeding to stop.
4. Call the fleet manager only **AFTER** you have stopped the bleeding, or help has arrived to treat your injuries.

Hostile Pet Parents

If a pet parent becomes hostile towards you, physically or verbally, **AFTER** you have returned their pet to them:

1. **DO NOT continue to engage with them**, except in the event of necessary self-defense (see “Assault & Violence” section).
2. If you have returned their pet to them, back away from the hostile pet parent slowly, ensuring you still have them in your line of sight.
3. Board the van from whichever door is closest to you, close the door behind you, and lock all of the doors once you are in.
4. Leave the pet parent’s premises.
5. Call 911 to report the incident to the police, and wait for them to arrive at a safe location away from the pet parent’s line of sight.

If a pet parent becomes hostile towards you, physically or verbally, **BEFORE** you returned their pet to them:

1. Only make an attempt to return the pet to them if it is safe to do.
2. Do not allow the pet parent to enter the van or approach you. If the pet is in the vehicle, you may try to enter the van and release the pet by any means necessary (your safety is more important).
 - Attempting to flee the scene in the van with the pet still in your care may further aggravate the pet parent, who may try to pursue you in their vehicle. Avoid this if possible.
3. If you are able to safely board the van and leave the premises, call 911 to report the incident from a safe location.
 - If you are unable to board the van, leave the premises on foot, and seek shelter in broad view of other people. Call 911 once you are out of the line of sight of the hostile pet parent.
 - **Do not return to the van** without being escorted by the police.

In either case, **call the fleet manager only once you are safe.**

TRIGGER WARNING

The following sections will include references to gun violence, assault and harassment.

Assault & Violence

Why do we need to talk about this?

“In 2020, assaults resulted in 20,050 injuries and 392 fatalities, according to Injury Facts®.” - nsc.org

“23% of employees worldwide have experienced violence or harassment in the workplace.” - techjury.net

At PupLuxe Grooming, the safety of our employees is not just a priority, it is the cornerstone of our business. We cannot, in good conscience, send our staff out into the field, unprepared for any and all dangers they might face while on the job.

The preservation of our employees' lives supercedes everything else.

In this section, we will cover situations that may make you feel uncomfortable. We ask that you do take the time to read it and really understand the emergency scenarios we will discuss in the following pages. In all of these scenarios, the decisions that you make within split seconds can mean the difference between life and death.

Everything in our vans is insured and completely replaceable.

Your life cannot be replaced.

We hope that you are never in your lifetime put into any of these situations. We also hope that if you ever find yourself in any of these situations, that what you learn here will save your life.

Robbery

If someone is attempting to break into the van to rob you and **you are safely locked inside and able to drive away**:

1. **DO NOT ENGAGE with the assailant.** Always assume that they are armed.
2. If you are able to turn on the van and drive away, do so quickly.
 - You want to maneuver the van so that the back of it faces them. The back of the van has no windows, and has 3 layers of separation from you and potential gunfire: the metal door, the metal tub, and finally, the barrier between the salon and the driver's area.
3. Call the police immediately upon fleeing. **Do not stop driving away.** Only stop in a very public area, such as an open, frequented business.

If someone is attempting to break into the van to rob you and **you are safely locked inside but cannot drive away**:

1. Assess what the assailant wants from you. Cash? Wireless devices? Equipment? Hand them whatever they are requesting without exiting your locked vehicle. Have a weapon handy (fire extinguisher, shears, heavy blunt objects, etc) nearby but out of their sight.
2. Roll the window as little as possible in order to provide them what they are asking for. Close the window back up after giving them their items. **Wait for them to leave.** Do not call the police until they are out of sight.
3. If they continue to linger:
 - Attempt to negotiate with the assailant. Find out what it would take for them to go away and leave you alone, without having to exit the vehicle.

Robbery *(cont)*

- If they cannot be reasoned with, look around for an escape route or signs of people nearby. Your goal is to flee through another exit quickly and get away from the assailant, or to attract attention from people in the surrounding areas.
 - If you choose to flee, bring a a weapon with you in the event that you need to defend yourself in close-quarters. **Keep running, preferably using obstacles and walls to block you from their view.** DO NOT STOP RUNNING until you have found shelter in a place where others are around to help you.
 - **Do not hide in the van.** There is nowhere to hide and the robber can break any window to get in. Do not assume that the assailant will just “go away” eventually.
 - If you have a loaded firearm in your possession, you may choose to use it if no other reasonable option seems possible. **You must be decisive.** Remember that once you aim a firearm at them, you have a very limited amount of time to decide on what to do next before the assailant reacts. Do not allow them to make sudden movements or reach into any part of their body. You must assume they are armed, so do not hesitate to shoot if they make any sudden movements.
4. When you are safe from the threat, call the police to report the incident. Follow their instructions.
 5. Immediately call the fleet manager to inform them of the incident. The fleet manager will handle cancelling any remaining appointments and arrange to return you home safely.
 6. Cooperate with law enforcement when they arrive. If you injured or killed the assailant, **you may be arrested.** In this situation, **remain silent and remain calm.** Do not answer any questions or say anything that may incriminate you of a crime. Only speak to the attorney that will represent you in court.

Robbery *(cont)*

If you are actively being robbed inside or outside of the van:

1. **Try not to act angry or weak**, they will take even more advantage of you than they already are. Remain as calm as possible.
2. **Do not retaliate!** Even if they're not holding you at gunpoint, you must assume they are armed and the gun is loaded.
3. **Give them what they want**, and do not hold back. Remember that the assailant is looking to rob you, not kill you. Everything is insured, so just give them everything of value.
4. **When they run, call 911**, but make sure they are at least one hundred feet away and completely out of sight. Take some time to calm yourself down.
5. **Call your fleet manager when you are safe.** They will cancel all appointments and arrange for you to be returned home safely if not already returned by the police.

Precautions For You To Consider:

- **Fighting should be your last resort.** You have a much higher chance of surviving a robbery encounter by escaping or simply giving the assailant what they want to get them to go away. **Remember that killing you is not the goal of the robber.** Don't give them a reason to have to shoot you.
- **Be vigilant.** Your best option is to not be held at gunpoint in the first place. **ALWAYS** lock the van door when you are inside. Keep an eye out for suspicious people, especially for people who have their faces concealed by masks.

Active Shooter

In the event of an active shooter encounter, use the following 3 tactics in this specific order: **Run. Hide. Fight.**

Run

- If the active shooter is not actively targeting you, this is the best course of action with the highest possibility of survival.
- Stay out of the shooter's line of sight. Take advantage of cars, trees, buildings, and solid fences to use as cover and conceal yourself from the shooter.
- Keep running and don't stop running until you are in a safe location far from the shooter.

Hide

- Only hide if running away is not a viable option.
- Avoid hiding in the van unless it is your only option. It is better to hide outdoors, in a home or large building with multiple exit options that you can leverage to find a way to escape.
- Take advantage of cover. Hide behind barriers and objects, such as brick walls, cars/trucks, etc, that obscure the shooter's line of sight and bullets cannot penetrate easily.

Fight

- **Fighting is your LAST RESORT!** Only fight back if the shooter is actively pursuing you and there's no where to run or hide.
- Make use of sharp or blunt objects to use as a weapon. The goal is to catch the shooter by surprise and deliver a swift attack to subdue them.
- If your attack disorients them or renders them unconscious, disarm them immediately. Otherwise, take this opportunity to run.

Suspicious Person Watching/Stalking

If you notice someone who has no business with you is **suspiciously lingering around you, watching you (for an unreasonable/unusual period of time), or is actively following/stalking you:**

- 1. DO NOT ENGAGE with them.** Ensure all doors are locked and there is no way for them to enter the vehicle.
- If you are with someone's pet, contact the pet parent and let them know of the suspicious person. Find out if it is someone they know or has any reason to be there.
- If the pet parent cannot justify the person's presence, or you are not with anyone's pet to begin with, **call 911.**
 - If you are with a pet, continue to tend to them until the police arrive. Do not leave the vehicle or encourage the pet parent to leave their home until help arrives.
 - If you are not with a pet, continue to Step 5.
- When the police arrives, you can exit the vehicle to return the pet back to the pet parent. Don't worry about the checkout process or having any conversations with the client. This can be done after you leave in the safety of a public place.
- Once you have spoken to the police, leave the premises immediately. Keep a watchful eye to make sure you are not being followed by any suspicious people.
- Park in a public place where people will be present (shopping plaza, grocery store, busy gas station, etc).
- Call the fleet manager to inform them of the incident and to get instructions on what to do next.

Self-Defense Protocols

Florida's law states *“a person who is not engaged in an unlawful activity and who is attacked in any other place where he or she has a right to be has no duty to retreat and has the right to stand his or her ground and meet force with force, including deadly force, if he or she reasonably believes it is necessary to do so to prevent death or great bodily harm to himself or herself or another or to prevent the commission of a forcible felony.”*

At PupLuxe Grooming, the preservation of the lives of our groomers supersedes all other priorities. It is for this reason that we will allow our groomers to take **any reasonable measures** of their own to ensure their safety while out on the road. This includes:

1. **LEGAL** possession of **handguns** (no rifles or shotguns), electronic weapons/devices, knives, etc.
 - You must have a **Concealed Weapon Firearm License** in order to bring a concealed weapon to your van, even if you're just going to secure it in the vehicle. You must also remove it from the vehicle at the end of each work day.
 - All connected staff (coworkers) and managing officials must approve of the employee's authorization to bring a concealed weapon to work. All connected staff members must believe without reasonable doubt that the employee seeking authorization is a person of sound judgement.
 - Any employee's authorization to bring a concealed weapon to their van can be relinquished, at any time, for any reason, by any member of management.
2. Possession of noise devices such as whistles, air and bull horns.
3. Possession of non-lethal deterrents such as pepper & bear sprays.
4. Using any self-defense tactics, including the ones listed above, to protect themselves against anyone seeking to harm them.

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