

Procedures for Handling an Incident

(Carry In your WAGS Bag)

REMAIN CALM

1. Secure your animal immediately so you can manage the situation. Do not tie your animal to furniture or equipment, which can shift easily.
2. Get help for the injured person. Volunteers should never give medical aid to an injured client. Facility staff, and not volunteers, should provide medical treatment to clients, even if the treatment is as simple as applying a Band-Aid.
3. End your visit.
4. Before leaving, report the incident in writing to your facility contact person so the injury can be documented in the client's medical file. Most facilities have accident or unusual incident report forms. You will need to fill out all required paperwork.
5. If you can before you leave the facility - Complete the WAGS Incident Report that you carry in your bag. This form will be provided to you in WAGS 101 and after successful completion of WAGS Ambassador test. (There will be signatures that you need, and you might not want to go back to get them, i.e. the person may be off, etc.) You must notify a WAGS Evaluator if any unusual occurrence takes place during your visit as a WAGS Ambassador.
6. Notify a WAGS Evaluator on the day/first business day of the incident. This is very important since any accident can result in an insurance claim.
7. Notify the team leader of the incident immediately and contact a WAGS pet evaluator within 24 hours of incident. Submit in writing within 7 days, a detailed account of the incident including circumstances before, during and after the incident. Follow all procedures required by WAGS.
8. The pet evaluator will then contact team members and/or facility personnel who witnessed the behavior/incident and make a determination on a course of action
9. If, after review of all the details, the pet evaluator feels the incident requires action from the Executive Committee, the Executive Committee will vote on a course of action based on the recommendation of the pet evaluator.

What should be reported?

1. Injury to a person (even you) or an animal.
2. High potential that an injury could have occurred either to a person or an animal even though no one was hurt at the time.
3. **The perception of an accident or injury.**
4. Damage to property.
5. Violation of WAGS Ambassador policies/procedures.
6. Unprofessional conduct.
 - Breach of client confidentiality.
 - Abuse of any client or animal or conduct detrimental to the WAGS Ambassador program. This includes fellow Ambassadors, affiliates, evaluators, board members.
 - Theft or removal from the premises, without proper authorization, of any property of a facility, client, staff, or another WAGS Ambassador.
 - Unauthorized use or possession of intoxicants, narcotics, or other drugs while volunteering as a WAGS Ambassador.
 - Being unfit to volunteer due to the influence of illegal drugs or alcohol.
 - Harassment of any type.
 - Using your WAGS Ambassador vest to gain public access or otherwise misrepresenting your pet as a service animal.