



Dells Equine Veterinary Service

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Help Us Help You—Emergency Action Plan

- 1) Assess the horse. If you can do so safely, take the horse's vitals before calling us so you can better describe the situation. Before you call us, make sure you know the farm address and nearest intersecting road. We want to be able to leave right away and drive straight there without getting lost.
- 2) Call us. Press 1 to be forwarded to our phones. **DO leave a voicemail if we don't answer**. Missed calls are not forwarded to our phones, so do not waste time by calling and hanging up repeatedly. We seldom answer the phone after 5pm and on weekends, but we will respond to voicemails promptly. You may also send a text message (but please only use texts for emergencies). **Answer the phone when we call back**.
- 3) Try to stabilize the horse with techniques described in the session or as advised by us over the phone.
- 4) **Use your time waiting for us to get set up** so when we arrive we can get straight to work:
 - Put a halter and lead rope on the horse. Find fly spray if it's summer.
 - Put dogs, cats, goats, etc. away so they can't knock over equipment or contaminate sterile supplies.
 - All other horses need to be tied up or moved to other locations so they cannot approach us working. It may help to keep a buddy horse nearby as long as it is restrained.
 - Put on long pants and protective boots. If you are wearing sandals when we arrive we will wait for you to find safer footwear before getting started.
 - Have your horse's health binder, emergency plan, past medical records, and vaccination history available, especially if it has been treated by other vets.
 - Move vehicles or clutter so that we can drive close to the barn or pasture. Shovel snow, put cat litter or sand on ice, etc.
 - Clear a large area where we can set up equipment and work on all sides of the horse safely. If you don't have a barn, depending on the weather we may need to use your garage. Find dry bedding that can be put down if the area gets wet or bloody.
 - Bring extension cords and a garbage can to the work area.
 - Bring a bucket or two of clean, warm water. Old towels are handy, too.
 - Set up lights if needed. If nothing else, shine headlights on the work area.
 - Set up a heater or fan if needed. Hair dryers are appreciated in very cold weather.
 - Turn off noisy machinery or radios so we'll be able to listen through a stethoscope.
 - Prop open gates so we can easily walk and carry equipment between the work area and the vehicle. Unplug electric fences if we have to go through them.
 - Think about how you will haul the horse to a hospital if needed.
 - Find a blanket for your horse if the weather is cold.
 - Think about how you will set up a clean, dry stall in case the horse will need to be confined or quarantined.
 - Be prepared to pay for the emergency at the time of service. \$500 should be available at any time to cover an emergency or at least pay a good portion of it. If you anticipate this being a problem, our retainer payment system is a good option for you.