Accidents 1

So good morning. If you're here on the West Coast, good afternoon. Just about every place else. So I want to welcome everybody to what the accidents have taught me. Part one, OK, this workshop, this menu free workshop is brought to you by positive educational training. And this is literally part one when I decided I was going to do this and I had asked for scenarios. There was. I have like 4050 of them of real scenarios. Ok, so just a little bit of housekeeping. There is closed captioning that is available, but you have to enable it at your end. So in your settings, if you need closed captioning for the live recording, if you're watching the, if you're watching the recording of this, then this doesn't apply.

Ok, that's what the transcripts are for. But you would have to enable it at your end. So I am pretty easy to find. Once this workshop is over and you have questions or anything like that you can email. Me though I am fairly slow to respond to email, it is much better to find me either on Facebook, send me a message and my group pick Roomer Town hall.

You send me a message through my website, but the same thing, it's email. I'm a little slower to respond to email. And that is my cell number. Ok, right here. Text me. Ok. I rarely pick up the phone, even for people that I know. They know to text me. So the goal of this, the goal of this is that it is my hope that you have a better understanding of how accidents happen, how to prevent them, as well as handling occurrences with minimal damage to all parties.

Ok, now a little bit of more housekeeping before we go further. Ok, for those who have who just signed up for the free workshop, OK, if you wish to have access to the recordings you should have received. A username and a password. If you did not, I'm going to stop this share for a minute because there was a little glitch in which systems were not talking to each other. Hold on a second. Meaning you need to have filled out this form. If you did not fill out this form then you did not get a username and a password or the tag so that you can watch the recording of this.

I have dropped a link in the chat if you need to do that. Ok, so once you have your username and the password you go over to so you would come to positiveit.com You click on login alright. Put your username and your password in. Log in. And it takes you directly over to the library, everything that's in blue, that's highlighted in blue you have you would have access to it. So this is mine. So we if we Scroll down a little bit to the mastermind. What I learned from accidents is right here you click on this. Ok, the recording will go up by the end of the day, along with the transcript that goes along with it.

If you have a summit membership, as long as you have an active summit membership you have permanent access to this recording. If you've signed up for just the free Workshop, then you have a week to watch this recording. So let's get back to work. Ok. Now, these are all real accidents. These are not theoretical. If they did not happen to me, they happened to somebody else, OK, some of them could have been prevented and some maybe not. Ok. So I've broken this down into a couple of different segments. All right, first, we're going to talk about the briefing.

I'm going to go into 11 real incidents and then we can stop for questions afterwards. Ok, so there's a briefing. So what is a debriefing? The purpose of a debriefing is understand what happened and to come up with solutions for the future, all right? And whenever there's an incident in your facility, it should be done with the full staff, because just because it happened to one grammar doesn't mean it's not going to happen to somebody else. So the three questions you want to answer on them is what happened. How did this happen? How could this have been prevented? Ok, so and the reason for the debriefing and why it is so important.

Probably was illustrated fairly early on in my career when I had a friend who when she. Had when she was a brand new groomer. Alright, if you've taken the pet first aid classes you've heard this story. Ok, so she's a brand new groomer and they give her a matted Yorkie. And this is back in the day when skip teeth were what we had. We didn't have the nice fine tooth blades. They were skipped tooth and then the fine tooth came out but the skip tooth were used for to going through matted pets. So she had a little Yorkie and she held a Yorkie up and zipped right down 3. Stitches in the palm in the flank of the pet of this little Yorkie.

Ok, so rather than taking an opportunity to understand what happened, all right, it was get back up on the horse and here's the sister who's equally as matted. Ok. And then zip 3 stitches in the same exact spot. She didn't not was not given the opportunity to understand first of all? How did this happen? So what happened in that case was that she, the skipped tooth blade, went right into the flank of the pet and it ripped it.

All right. And how did that happen was because she wasn't careful about where the blade was going, so she didn't pull the skin tight, all right? So she was going to use the skip tooth. Then somebody should have shown her. This is the technique you use when you use the skip two, you take the pep. Pull the skin a little tight and then use very carefully go over that.

It's not buzz, which is what she did. All right, so that second accident would not have happened had she not taken a time to understand. How this accident happened. So again, that was why. That was how debriefing and discussing that she took. When Beth was training me, she took a lot of time to explain that to me because nobody took the time to explain to her what accidents happened. So first realize incidents. This is bingo. This is my accident. Ok, several of them. Here are things that happened to me again if you have taken the pet first aid class, you've heard this story, right? So Bingo was a 9 year old Maltese that he had a known heart condition that was cleared for grooming.

All right, So what happened? That heart attack on the table, he died, right? And it had been. Six years since I had taken a first aid class and I couldn't remember my CPR skills. Alright, So what happened was is that he had. Heart attack on my table and how did it happen is that he was grooming. I was grooming him and I flipped on the high velocity dryer and he gasped and he went down. Ok, how can I prevented that from happening? alright. I should have a thorough snaketail assessment on this pet.

Before grooming, he hadn't known heart condition. All right, checking gum color is so important. If you do nothing before groom but check gum color, that will go miles to preventing a lot of problems in your facility. So gums pets that are coming in with gum color other than pink or maybe they got modeled gums as normal, but anything other than paint, this is a pet that's. Problem is going to happen. If I would have looked at his gums at any point during the groom, I would have seen that they were white. Ok. When he went to the vet later. The vet simply told me it was his time.

It was absolutely there was nothing I could have done. If it didn't happen to me, it would have happened later that evening to the elderly client. But it wouldn't have happened on my watch. And maybe noticing that the gums were pale and saying we ought to go to the vet right now might have had a different outcome maybe. Ok. And especially with older dogs, checking gums throughout the room is important, right? So what does gum color really mean? Ok, so Paul is healthy, all right? You have a pet coming into your facility and the gums are red because they're stressed.

This is a pet that's already in the very first stages of a heat stroke, all right? Putting them in a moist, hot environment can exacerbate that situation, right? Yellow gums, that's liver issues. Had that should have been at the vet months ago. Dark gums like bluish grayish is hypoxic. There's not a lot of good blood flow there. Any dog that I have personally seen with Lou Gums or purplish gums, that was trachea issues. ok umm. But what bingo really did, he proved to be the catalyst for me to become a pet first aid instructor in the 1st place.

Because after I realized it had been six years since I took a pet first aid class and they were simply not available at anymore at the time. I made it my mission. To become a first aid instructor. Second scenario, OK. The general haircut. All right, So what happens? Groomer lost her ponytail when it got wrapped around a quarter Dremel and in fact in the last three days on Facebook. I have seen several Dremel accidents. With groomers losing part of their hair. Ok, so she lost her ponytail when it got wrapped around a corded Dremel. All right so how did it happen? Head down, ponytail on the side.

You know, near where the dogs paws were. Couple of hairs got caught and the next thing is this Dremel is up against her neck. She had the presence of mind to yank the cord out of the socket. Ok. How could this have been prevented? All right, well, first of all, corded Dremels are very powerful, all right, probably more power than we actually need to do the nails. Imagine instead of that ponytail getting caught up in the Dremel if it would have been a tail or an ear. All right, I've heard of a groomer that actually did gloved the tail of a small poodle and then another case snapped the neck of a poodle.

All right, because the hair got caught. In the general. To prevent that, how could that have been prevented? All right, several things could have been done there. Ok? She could have watched where her ponytail was. Ok, maybe instead of having a ponytail or loose hair hanging down that while you're working that you bunch it up and pin it to the top of your head. All right. Or another option would be to use a battery operated Dremel. They're not nearly as powerful as Corda trembles are. If you have questions while you are watching this, feel free to put them in chat, OK? Oh, look at that, we have a question.

Ok. In the case of the pet, the poodle that got its net neck snapped, it is because the long ear hair. Of the poodles ear got caught and the Dremel. Now all of these stories I have gotten permission to use. The ones that I mentioned that I have heard of. I know that happened, but I've not. They don't want to be identified. Ok. No, which is understandable. Malteses named Snow. So it happened. Two Malteses came in for grooming named Snow on the same day.

All right, So what happened? They left with the wrong haircut. All right. How did that happen? The groomer just looked at the name and assumed there was the correct information. Oh, snow, here's the card. Ok. So could you have prevented that right? When you who's ever in charge of setting up the for the appointments for the day right if you noticed dogs that have the same name, I mean how many golden retrievers that we come in that are named Casey.

All right, we're Bailey. All right, Bella, right. When dogs come in that have the same name, they need to be. Positively identified. Ok. So there should be a system that comes in that you have that to identify multiple dogs with the same name? Ok, for example, all right. In this case here, there could be the crate where Snow Jones goes in and then Snow Smith goes into the next crate and there should be a card with a color on it. I love color coding because it's visual and you can see it at a glance. So Red Snow cards have the cards are white. Then it's simply whatever it's one name for that dog.

If a groomer has sees a colored card, that should be an indicator that there's more than one pet with that name and to make sure you are choosing the information for the correct pet. Ok, so when I was mobile. My end of day consisted of getting everything together for the next day. Alright, so I knew where I was going, which pets I was seeing go over the notes that I knew what was what would normally be done for that pet. So who's ever in charge of that? Ok. Go color coordinated. So that when groomers are looking at the cards, information for what needs to be done for that day. Maybe you have different color.

You know, like I said, different color cards. So Snow Smith is red and then her instructions are in a red card. So that again, there's none of that wrong haircut thing, OK? Also at the beginning of the day, hey, we have two dogs named Snow and they're both malteses. Make sure you're doing the correct. Cut for the particular snow, so bring it this to the groomers attention that this could be an issue. Broken tailbone. Ok. So what happened? Primer broker tailbone right how did that happen? Ok, the flip flop got caught on itself. Down they went. Ok. Yeah, you know what? Sandals and flip flops. I mean, they're pretty comfortable. They're awesome, especially in the summertime to wear, but they're dangerous.

Ok, we've all tripped over a flip flop. Some point in our lifetime, OK. They are particularly dangerous, especially in a wet environment. Ok, there's no support, they get cut on the edges. They're also open to being stepped on from a large dog or dropping something sharp or heavy. Alright, I have dropped scissors while wearing sandals and they literally landed. Millimeters from my feet. Alright, that could have been a whole other difference accident so this case, she slipped.

She broke her tailbone. All right, if you drop scissors onto your into your foot while grooming, you're probably going to need a tetanus shot. There is a chance of infection because it's more likely that the scissors are not like clean out of your UV sanitizer. They are being used on a pet so they're dirty. I ended up with two hair splinters in each of my feet in one day because of open toe shoes. That was the last time I wore open toed shoes. Sliced pat. All right, so. Spec So what happened? All right, dog stepped on a kicked off a slice the pack. And how did it happen is that they kicked an open pair of scissors off the table, right? So how could that have been prevented? All right, number one, stop keeping equipment on top of your table.

All right, if you have a workstation. Put the tools on the workstation. If you have the belts, keep your tools on your belt. All right. What I did is this was one of my accidents by the way, OK, as I had my husband install drawers underneath my table. Ok, two drawers. And all of my equipment that I would be using for that particular groom before I got the pet on the table would go into those drawers. So that had them handy, but they were underneath the table. I just open the door, take what I needed out, close the door when I wasn't using it, put it in the other drawer.

Right, they're so easy to install. They picked them up at 2 drawers, probably at Walmart or Home Depot or Lowe's wherever they sell single drawers, and he just mounted it underneath the table. And because I was mobile, he put a little clasp on it so that the drawer would not open up while driving. We're going to finish up. A little bit of medical. Yeah, OK. So slice pad next one. Is vernacular osis all heard this term? Move it too fast ahead. Ok, so let's what is first of all vernacular osis? Ok, it's called post grooming.

Vernacular Osis is a deep bacterial folliculitis. Ok, it's very severe. It's painful. The inflammation is. It's typical of the hair follicle, so it's an infection that goes into the hair follicle itself so pustules and crusts appears on the skin. The pet can have a fit, can have a fever. If looked untreated, this is fatal. Ok. Clinical signs generally appear 24 to 48 hours after bathing, hand stripping or a traumatic brush. Ok, meaning that you are really going to town. Getting the mats brushing out this pet, OK. It typically typically affects the dorsal midline and trunk area of the coat. There's a pattern of lesions over the back, sort of reflects where the application of shampoo and the more vigorous rubbing of skin already irritated stripping.

Ok, how does this happen? Ok. So very sick pet ends up in the vet about two days after grooming, I premixed shampooer, a conditioner that has been sitting for more than 24 hours enters the bloodstream of a pet because of either demanding sores on a pet. Or like rough brushing. Anything that really opens up that follicle could be the water temperature that you're using. Whatever opens up the hair follicle. And you're using contaminated shampoo or conditioner on this pet and it may not look contaminated.

All right, it looks perfectly normal. But it takes all of 24 hours. Is water breeds bacteria, so water breeds bacteria. So in that shampoo condition that has been sitting for more than 24 hours is premixed only. Okay has bacteria in it already. Alright, so how could this been prevented? Your premix shampoos should be only premixed for less than 24 hours. ok so. If you fill up bottles. Of shampoo before at the end of the day, say I'm throwing up the time saying 5:00 Whatever you premixed needs to be used up before 5:00 the next day.

Ok, so yes, you can still make your eyes your life easier. I would put a little sticker on it as to the day and time that anything premixed has been made. Distilled water makes minimal difference. Ok. It's still water and bacteria will breed in water because you are adding something to the water, which would be the shampoo or the conditioner. You can refrigerate it and that'll extend the life of it. But again, not by a whole look much. It is just better to premix or to get to use within a 24 hour period and ditch it.

Ok. This is a very expensive vet bill, right, the amount of shampoo that you're tossing. At the end of the day is pennies compared to that vet bill. Ok, Nick, the back leg of a cat. That was me. ok so. Hi nick. The back of a hawk shaving a matted cat. All right, I zipped right up at the back of the Hock. Nicked it. And because cat skin is not attached to muscle the way dog skin and people's skin is, that Nick turned right into a tear.

Ok. How could that have been prevented? Holding the skin tight over the area and not clipping around the leg? You know what, let me just get a stuffed dog for a second. Ok, so pretend this is a cat. Nick happened. Right here. And it just tore right up the back of the hawk, right? So if I needed to shave that area, I needed to. Pull the skin so it's tight. Ok, would have been one way to do it or not. To clip a basically up a scene. So clip. Where you going off? So you're not making a quartern on the leg, you just flipping off, flipping off that you never hitting an edge? Ok.

Did that answer your question Anita, by showing you? Ok again so. Here's the batting is like here in this area. Ok, So what I did is I take the Clipper and I went zip right up that way. Little nick. Turned into a tap. Ok, the other way I should have been doing it is to pull the hair this the skin tight and then clip this way.

Ok. And or if I have my Clipper and instead of going around the leg. Flip off, clip off, clip off. So don't make that turn OK. Clip off, clip off, not making the turn. Ok, you know what, let me stop the share to show it might be better. ok so. Zip right up here. Click the Clippers and went zip right up there and I just tiny little Knick and it's turned into a tear. So the better way to have prevented that. Would have been to either pull the skin up so it's tight, skins not loose. In clip alright or not, clip around, so not taking my Clippers and going around the leg.

All right, clip off, clip off. So it's clipping straight off rather than making that turn. Does that make sense? Yes OK, cool. Let's go back to the screen share. Ok. Next one tipped ear. Now technically this happened to me only because it was an owner issue. Alright Carmen de Briard, alright, so back when I first is mobile and did not have really good as far as boundaries were concerned and making sure people stuck the schedule to briards on a 3 month schedule who came in. Mattered every single time.

Ok, so Carmen lost the tip of her ear, right? And the reason she lost the tip of the ear was to cause Mom was trying to cut out Max. Before grooming so she wouldn't get a speech from me. And she literally cut off the tip of the ear, right? So I get the dog in the tub and it's hard to see anything on this pet because the dog is just so mad at. And she had two of them. One was very well behaved, the other one was not. And this is actually the well behaved 1. And I'm rinsing the dog and the it's just.

What is turning red? All right. And I'm looking at the ear and I'm like, holy cow, she cut off the tip of the ear. So I called her and she goes, Oh yeah, i was cutting out mats, I thought. She yelped. Ok. So how could this have been prevented? All right, there's lots of things that this could be prevented, all right? Keeping the owners having a conversation with the owners regarding. When and where to care for their pets if they we are the professionals. So I would have conversations with my clients that the number one cause of pets coming into a vet for injuries is because the owner cut out a mat.

Alright, and that's a vet bill, alright, see it a lot with the mats behind the ears. The ones on the ears. Generally the two probably most common. Owner injuries that are there and how I put a stop to the golden people doing it all right is that I called them love mats, all right? I said I want to see the love mats all right, because I'm really suspicious of goldens that come to me. Don't have the love mats behind their ears. That's oils on their fingers and you keep rubbing back there and it causes the mat. Leave them for me.

I can say that I cannot. You know, comb and brush it out, then I can safely shave it out. So I'm not causing an injury and I found that made a huge difference in that I started getting goldens with mats behind the ears, which was fine because then I could shave them out myself, right? So this is owner education. This is requiring owners to be on a regular schedule and also not my mistake was making her feel bad that her dog was mad and she was went to cut them out beforehand, all right, so.

After that, I showed her if she's got to cut out mats. To make sure that she knows where the tips of her scissors are and where body parts are in relation to it. Ear injuries are probably the most common form of injuries that there are. Tongue down the throat. Ok, so it happened here. Tax stated client showed the tongue down the groomers. Friend rumors throats during the holidays alright. We were having been going to this House for years and there was always that little, you know, that innocuous touching, right? Made her a little uncomfortable, but not enough to say anything.

You know what? And I'm just going to say it. These assholes bank on that. They bank on you not saying anything. So it's, you know, the little touch of the shoulder, you know, it's the hand around the waist, you know, the hand on the back, things in itself that don't seem really so bad. You know what? They're just being nice, all right what? They're assholes, all right. Set clear boundaries and don't let them touch you, especially if it makes you feel uncomfortable.

So he offered her a holiday drink. All right. It was the last call of the day, you know? So she's being nice, OK? And she took the drink. That was all he needed, OK? She was fortunate that she was able. She was much bigger than he was, that he that she literally shoved him off of her and left. And honestly, she was well within her rights to file an assault charge. All right. Ok, so how could this have been prevented? Trust your gut.

If somebody makes you feel uncomfortable, don't groom their pets. You do not have to groom every pet because they've called. You don't have to continue grooming a pet. From somebody who makes you feel uncomfortable. Right, I have had I not even, not even an established client. Answer His door and what I like to refer. In his less than tighty whitey's. Ok. Google sex offenders? Especially if you're mobile. Or house call, alright. And that is really easy to do. You just go to Google, put in sex offenders, slash the county slash the state in which you live. All right, websites going to come up all right.

It's going to have you put in an address, OK. And if you're mobile, what I would put in would be like. In the center, so like the center of town, right? Because the radius goes. I think the largest radius I was able to get on any of these sites was like about 5 miles. Right, but you put in multiple addresses, so I knew where all the registered sex offenders were before going to their house. So Zeus has some broken teeth. This was a really large German shepherd, OK, so he broke 2 teeth. He didn't like being in a crate, and he started to aggressively chew his way out right so when I worked the shop, Zeus became an express groom.

All right, in and out on the table, try out the door, OK. When I went mobile, he did really well because he was never created. So Mom had to stay. She had two really big German shepherds. All right. Both were cage aggressive, right? Zeus would just try to get out of the crate right and her other shepherd would try would kill you if you try to get her out of the other thing. So they were tied off at a loop in the back of the shop. We did one. And then the other one. And as I refinish them, mom took them into the car and left. When I went and mobile it was a godsend because these two dogs tried to kill me in a shop, did so well in a mobile.

So sometimes it's the environment in which they are in, right? For pets who are cage aggressive the way I handle that. And the shop was not to put them in a crate. Ok, mobile and household tends to be much better options for these pets have a good network with the area groomers and you know what? Hey, you know, so you're able to swap out dogs that are more suitable for the environment. All right. There were some pets that I need really actually needed to be done in the shop, right, because they didn't tolerate the grooming process. They'd be really good for like 15 minutes and then.

They were done right and a pet like that needs to be done in a shop environment because you can work on them for 15 minutes. You know, give them that bath, get him into the into the crate, get him to start drying, give them time to decompress before moving on to the next part. Work on them for 15 minutes. They've had enough back into the crate, right? So would it would be an unfeasible situation in mobile becomes very feasible in shop and vice versa.

So actually while driving. So what happens here? My mobile grooming ban was clipped on the right as I was pulling into a business. Ok, so how did this happen? The road before? So you have the road and then the light and then the business. All right, so the road before was two lanes. Ok. So this is after the light that was happened. Was a single lane, so it went from 2 lanes down to one lane.

But the lane that was on the right was meant to make the turn OK, not go straight. So I went straight. He went straight instead of making the turn and then when I turned into the business, clipped me. On my van, OK. He was trying to pass me, all right? Because, you know, you have to pass them over the big, the big vans. And he didn't notice that I had my turn signal on, right? I didn't see him because he was in my blind spot. All right? So how could this have been prevented? All right, on my part, because you can't control the driving of other people.

It meant that I added blind spot mirrors to my van so that I could see before making a turn, someone's trying to pass me on the right hand side instead of letting me make my turn. Ok. So let's go all the way back to the beginning and we're going to talk about dealing with these things, OK? So in the case of bingo. Ok. Medically speaking, is what I'm talking about at this point. Ok, so medically speaking, all right, then you have the heart attack on my table.

But here's The thing is that I didn't remember my CPR, all right. I have been six years since I had taken a class. Again, he was the catalyst for why I became a first aid instructor. All right bingo needed CPR and he needed it quickly, right. So if you have not taken a CPR class, I'm going to recommend that you do so and not something. Online, I mean a hands on class, I mean a class in which you have the dog, the cat and you practice on that because when you physically practice going through the motions of doing CPR, this muscle memory, all right.

So what happens in any given emergency is that the endorphins are dumped into your body like adrenaline, all right. And what that is responsible for the fight, flight or freeze syndrome? So you're not thinking you're reacting to the situation, but if you've taken a hands-on pet first aid class. Second, I've had my own dog have a heart attack and my first reaction was to stand there all right. But the second I put my hand on the dog that had muscle memory kicked in, so I was able to do CPR on my own personal dog, right? So the recommendation is take a CPR class in which you are doing hands on.

If you can't find a class, send me a message. I will most certainly help you find an instructor. In your area in which they're teaching hands-on, OK. All right, so medical for this general haircut. Alright, that hurt. All right, that general went up against her neck. There's going to be abrasions, right? You ought to have first aid kits, all right, first aid kits that are both for people and for the pets in your care. They need to double duty. You can't have people pet forsake people kits and pet kits. Make one kit. Just make it so that it's safe for both you.

If it's for you and dogs, just about everything is going to be the same. If you're grooming cats, that's different. There's different things in there for the, what do you call it, the. For cats, alright, triple antibiotic. You can't add to a pet first aid kit. If you have cats because it's a rare allergy, but the cat is allergic to the combination of the three ingredients, then it's a fatal allergy. Also, wound cleansers that are that are stabilized with citric acid you can't use on cats and those are the wound cleansers you're probably going to find in a supermarket.

However, Amazon and I believe Davis. There's better resin and kerosene, they all make products, wound cleansers that are safe for cats but anyway, so this neck is going to be a braised OK so you're going to have to clean it out. And put on some sort of cream. You ought to know where the nearest urgent care is so that if you have to go, you know where it is. Possibly set up an account as a business in case an employee has an issue, OK.

So there's no medical with this except for noyd clients who got different haircuts. And the best thing you can do here is on one of them. They were able to fix it, but the other one had to grow out. Ok, own up to your mistakes. Mistakes happen. It's what you've learned from them. Ok? I have found that any of my accidents. All right when phrased. In a way. That puts the blame on me, and the blame on them tends to be better accepted.

I'm really sorry. All right. You could comp the screw, you could. Offer free extra services. Whatever it is, this was your mistake. You need to own up to and fix it. Broken tailbone, OK. This groomer needed help to get to the doctor. Ok, this is very painful. Unfortunately she worked in a shop which she had that help. What happens if you're in a facility or your mobile that you don't have somebody for help? Ok, a friend of mine's back went out while she was grooming, and her phone was up on a cabinet where she couldn't reach it, and she's doubled up on the floor.

Ok, keep your cell phones in your pocket right in this case, she would be able to call for assistance. The sliced pad. I did not glue this pad. Ok, this is the deal with surgical glue. And I don't mean crazy glue or super glue, OK? Because crazy glue and super glue do not contain medically safe ingredients. In fact, you can introduce some toxic chemicals into their bloodstream, right? There's a bleeding injury, right? It was treated as if it was a bleeding injury.

Again, take that first aid class right? It was wrapped up and sent to the vet where the vet glued it. Ok. Gluing in most states is considered practicing veterinarian medicine. And it's not that I'm saying don't have glue in your first aid kit, surgical glue in your first aid kit. But if you're going to use it, make sure you have the vet on the other end of the phone instructing you to do it, because now you're under veterinarian care, OK? All right, pilosus.

This, again, is a very expensive vet bill. All right. I hope you have insurance. Every business ought to have insurance. Ok. And if you're mobile, this is really important, OK? If your mobile, your insurance. Your vehicle insurance and your business insurance need to be tied together. Because if they're not tied together, your business policy may only be in effect in your driveway place of business. Ok, so that is a question you want to ask your insurance agent, not your insurance agent. The insurance company, OK. Is my business policy in effect? Outside of the business address, there are some people who have mobile groomers and they have two different companies.

They have one company for the vehicle and they have another company for the business. They are not tied together. That is a very important question, OK, even if it's within the same company, if it's not one that is specific to the pet industry, that is a question you want specifically answered and not by the insurance agent you wanted answered. By the insurance specialist at the insurance company, OK. All right. So the nick the back of the leg again, it might be Umm.

First reaction might be all just the glue it. And please don't do that. Used incorrectly, the glue can introduce bacteria and slow down healing. Again, this is treated as a wound all right, wrapped up and sent off to the vet. The tipped ear. The edge of the ear was already had a crust on it, already had a scab over it. Ok. I made mention of it if this was my pet. I'm going to do a quick demonstration. Ok, so I just injured the ear of this particular pack here, OK, so I'm going to clean out the wound.

I personally like nonstick gauze. For the first one, so after I clean it. I want to put gauze on it, and I'm going to put gauze on both sides of the ear. Ok, because I want this ear cushioned. We see that. So ear flocked to the head. Gonna wrap it. And when I wrap this ear to the head. See the Goodyear right here. I'm going to make sure I wrap on both sides of this ear. So the injured ear is secured to the top of the head.

The unended your ear is out and that is because. So when he goes like this it doesn't slip off the top of his head. And I'm going to secure this ear and place with a happy hoodie. Because you know what happens when? They you get the bleeding to stop on their ear. They're really happy to see Mom and Dad. They shake their head and. Starts bleeding again.

All right. So that's wrapping into your injury? Let's go on ohh. Ok. Alright, the tongue down the throat, honestly and truly. She should have filed assault charges. That's this is actually a 9-1-1 call. All right, I'm being assaulted. All right, dial 9-1 You get the police out there. You file a report. These people, they get away with this because nobody ever holds them accountable. All right. Zeus is broken teeth, all right. This is when I worked corporate. Corporate handled it, OK. So corporate hadn't go to the vet and the vet took care of it and the vet build the corporates insurance company.

So again, the insurance company is really important. There was no bleeding involved in this case, just the chunks of tooth. On the crate door. Ok, so you have an accident while you're driving, you pull to the side of the road. Ok. And you exchange? Insurance information? Call the police because this guy that hit my van was trying to intimidate me, all right? Have dash cams. I do not have one at the time, but I have dashcams on my own personal vehicles now, all right? So that you could put a stop to that hole, he said.

She said when you can prove. You're driving, all right? You went straight. You were in the lane to go straight. Where this guy came from, I don't know. Ok, so dash cams are really good. You could put dashcams anywhere you want, right? You can put them on the side of your vehicle, inside your vehicle looking out so you can catch the road from the side. All right. They are really easy to install.

They do need a power source. That's something you'll have to figure out. But the mobile grooming vans if you either. Run the generator or leave the inverter running while you're driving. You could easily plug them in anywhere. Ok, you may need an adapter. Because a lot of them were dashcams are made for cars, so they go into the what's supposed to be the lighter and but you know. You figure that out. All right. But, you know, don't engage the driver. Take photos.

And have a checklist of what it is. So your checklist should say just like pull to the side, call police, take photos, document what happened, and contact your insurance company. Ok. So any questions? Just as a reminder. Ok, if you have a membership this is permanently in your membership. If you have if you purchased it first for the free workshop then you need to you have one week to watch it. Does anyone here that is here not know how to access? Where this recording will go or if you have any questions.

And what are the thing about pet first aid kits? Sugar please. Sugar has no bearing, no use in a first aid kit. Ok? The reason you don't want to use sugar on any kind of a bleeding injury is because you don't know if the pet is diabetic or pre diabetic or pet under stress. I've had diabetic pets OK and adding sugar in a in a bleeding injury could set this pet into ketone acidosis which is not only extraordinarily expensive and vet bill.

But could be deadly. A black tea bag is so much better than sugar. Ok, plain old black whatever you get at the supermarket, all right, because black tea contains tenants, and tenants are a natural coagulant. Ok. Question is, if using a truck and trailer and truck is for business and personal use, do you know they'll be under the same insurance? This is a question you have to have with your insurance. Company, the company itself, right. So my last vehicle, alright, it was a personal vehicle, all right, that I leased to my business, right? And I had to send, I had to send my insurance company a lease letter stating that the vehicle was being used for business so that the insurance would cover it.

Ok. But having a conversation with the it's called an insurance specialist. So whatever company you have, call them up. Tell me you want to talk to whoever's handling your account because they understand the job of an insurance adjuster. Is to really figure out how to deny your claim. Ok. Is it best to go to the client, establish a bet or the closest bet? Ok. I my advice is to go to a vet you have a relationship with. Ok, and depending on the scenario, whatever is the closest vet. So Bingo, who had heart attack on me.

Technically his vet was actually closest, but he was closed and couldn't be reached. My vet was a little further away. And we took him there instead. Ok, and Anita is talking about a tea bag of Tunks. Ok, another story which will make Part 2 of this will be the time I dog lick the pair of scissors. All right? And that was long before i was knew anything about teabags.

And yes, I use sugar on it, you know what? And yes, it worked. Ok. It's not the best thing to do. And fortunately for me, that was fine. But yeah, tea bags are way better. Have another question? Do you wet the tea bag before putting on the tug? Not necessary. So it's not necessary to wet the tea bag. Ok. What if you can't get a hold of the owner? You are mobile and no one's home and no one to talk to the family, which is why you have signed the waivers. All right, so in my client information, I had four waivers. The first one was to do first aid, the second one was to do CPR or not.

As a mobile, I specialized in senior pets the my the bulk of my clients were aged 10 and over. There were some clients that did not want me to do CPR. That was their option. The third was a veterinarian waiver, meaning I can go to the vet. My waiver clearly stated that I was not responsible for payment unless I assumed responsibility, but that signed veterinarian waiver gave me permission to bring a pet to a vets office and the fourth one was a guardianship waiver.

And that's in the event of an evacuation that I had to take possession of the pet because it was not safe for them until such time I can get the pet. Back so I had four signed waivers. Ok. Do we have any more questions? In fact, if you do have a question, do me a favor. Just raise your hand on the chat so I know you're typing. When your message. Ok, yes, any black tea bag? Alright, you can spend a lot of money and go get the organic ones. That's fine. Black tea. Or you can get like red Rose or Lipton. Not green, not herbal. Has to be black. All right. So do I have those waivers on the Facebook group or in OK, so if you have a summit membership, OK.

If you go over to must have forms. There's a bunch of them in there if you've ever taken a pet first aid class from me. All right in the material that I give out at the end of the class. I have the waivers there as well i hope you enjoyed this free workshop. Ok, I when is the next first day class? Cat, where are you located? California Bay Area OK, You're in luck. You know, the California Association does pet first day classes all the time with pet tech instructors. So if you're not in the California group, join it. Ok, I know at the board meeting that's tomorrow night they're discussing some upcoming classes, but pay attention to them.

Because there's they offer a lot of classes on a regular basis, OK. If not, if there's not one that's convenient for you, let me know. I will put you in touch with there's when she Lu, there's Judy Bratton, and there's Deb Oliver. They're all instructors. They're in California. And that's just off the top of my head. What power? Anderson is another one. I'm not familiar with the geography of California, so I don't know where like the Bay Area is in relation to the entire state.

And even if you told me, that wouldn't help because I don't know where they are in relation to the entire state, OK? My next class is going to be at the Atlanta Pet fair. We have three set up there. Those classes feel really quickly. I will also be in Vegas. They will probably have us doing 2 classes in Vegas. Ok. And that's probably as close to California with the exception I will be in Oregon next year doing a pet first aid class in the Rosedale area that has not been set up.

If you join Oregon dog groomers, that'll be listed there. Roseburg, correct? Ok, so getting back. All right. So if you enjoyed this free workshop, OK. Positive educational training. Offers monthly summit membership, which means there are two days of workshops every single month. Anita, who I know is on here, has a membership. She can tell you what she thinks of it, but it's 97$ a. Month you get access to two live 2 live days of workshops every month except the May and December, and those are private only to members only.

And those are wonderful day of workshops. You have six weeks to watch the recordings. You have access to the mastermind library, so as long as you have an active membership. You'll have access to the Mastermind library where this particular recording will live, as well as when I do Part 2, Part 3, and part 4 down the line. Oh hey Aaron. So both Aaron and Anita, I'm highly recommended. I will. That's the website. And again thank you everybody for. Kate, do you still have a question? Thank you everybody for taking time out of your day to watch this again.

If anybody cannot access, if you do not have a membership and you want to access this recording and you can't, please let me know. Ok. Thank you. Wait, we have a raised hand. Do you have a SEC? Ok. Do you have another question? Ok. All right. Thank you everybody. Dean, the next summit will be the behavior and handling summit in November, December is private, that's the Wellness summit. January is going to be breed grooming, February product, March will be neurodiverse. And then April and Aaron, we gonna have to have a conversation. Aaron, April will be the creative grooming summit.

And that's all I have on the top of my head. So thank you for attending.