

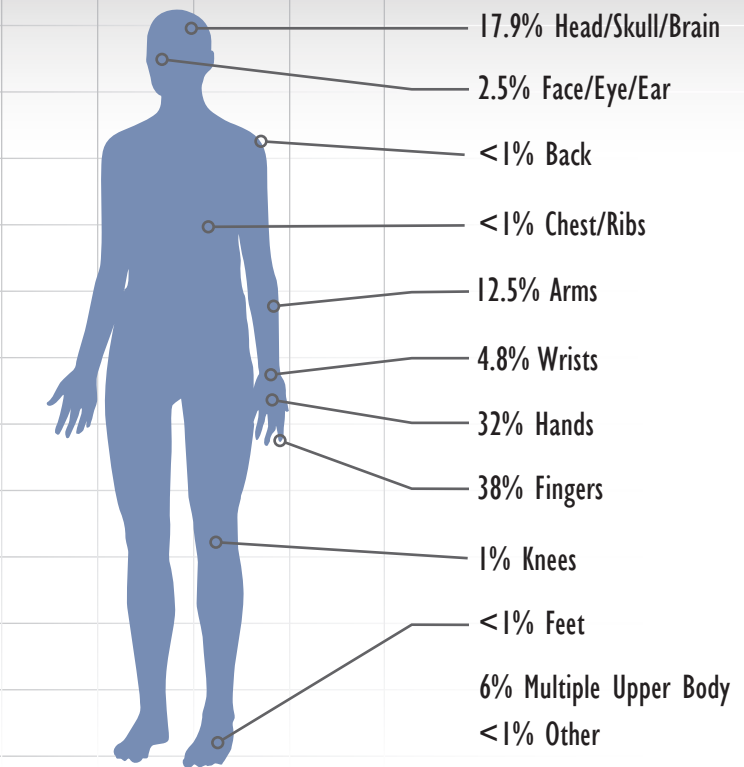


Working with Cats and Dogs Safely

Poster provided by the AAHA Business Insurance Program

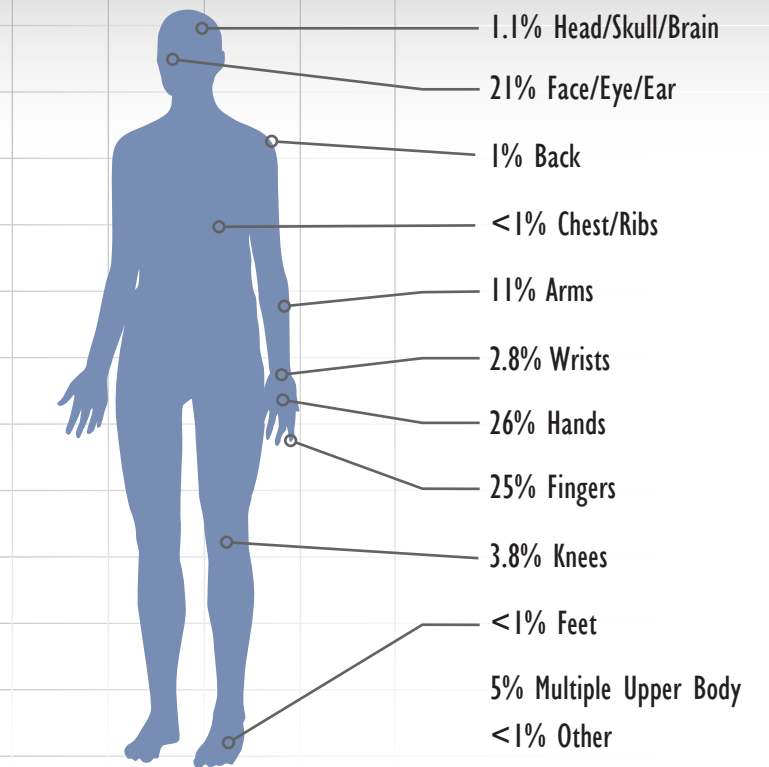
Workers' Compensation Statistical Data Provided by The Hartford

Cat Injury Locations



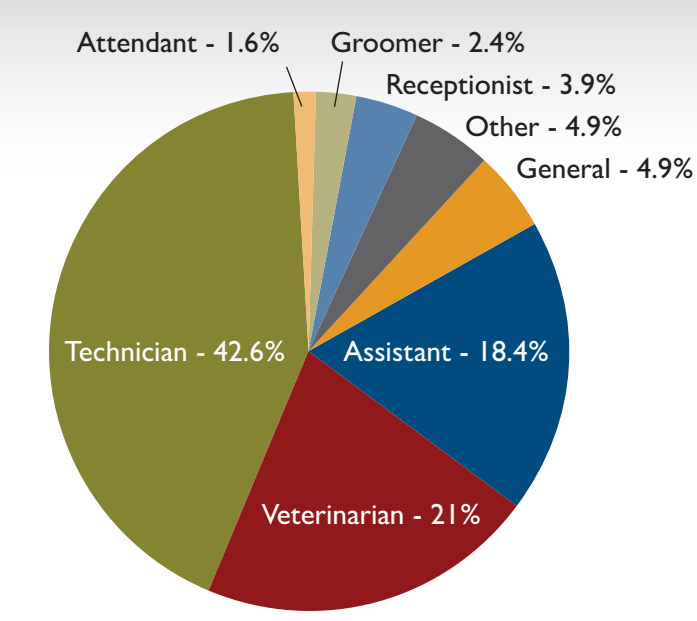
Cats account for 53% of all bites

Dog Injury Locations

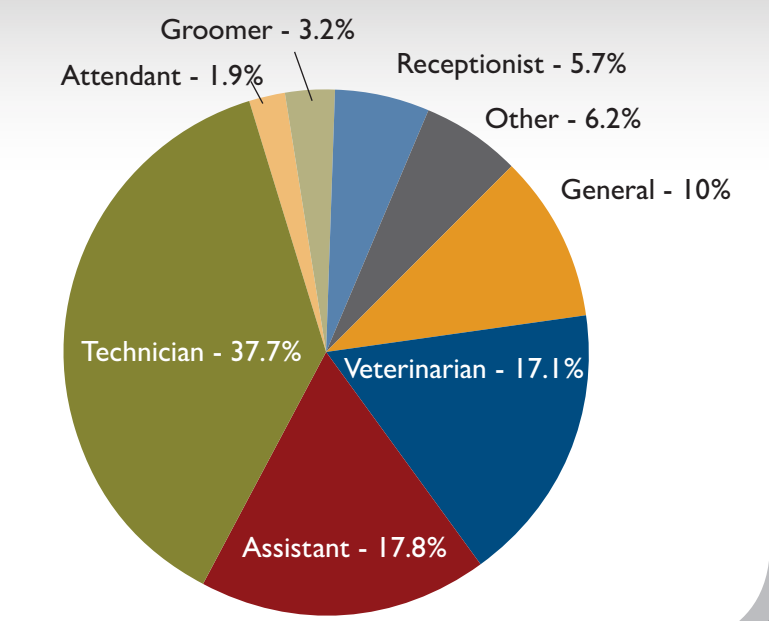


Dogs account for 43% of all bites

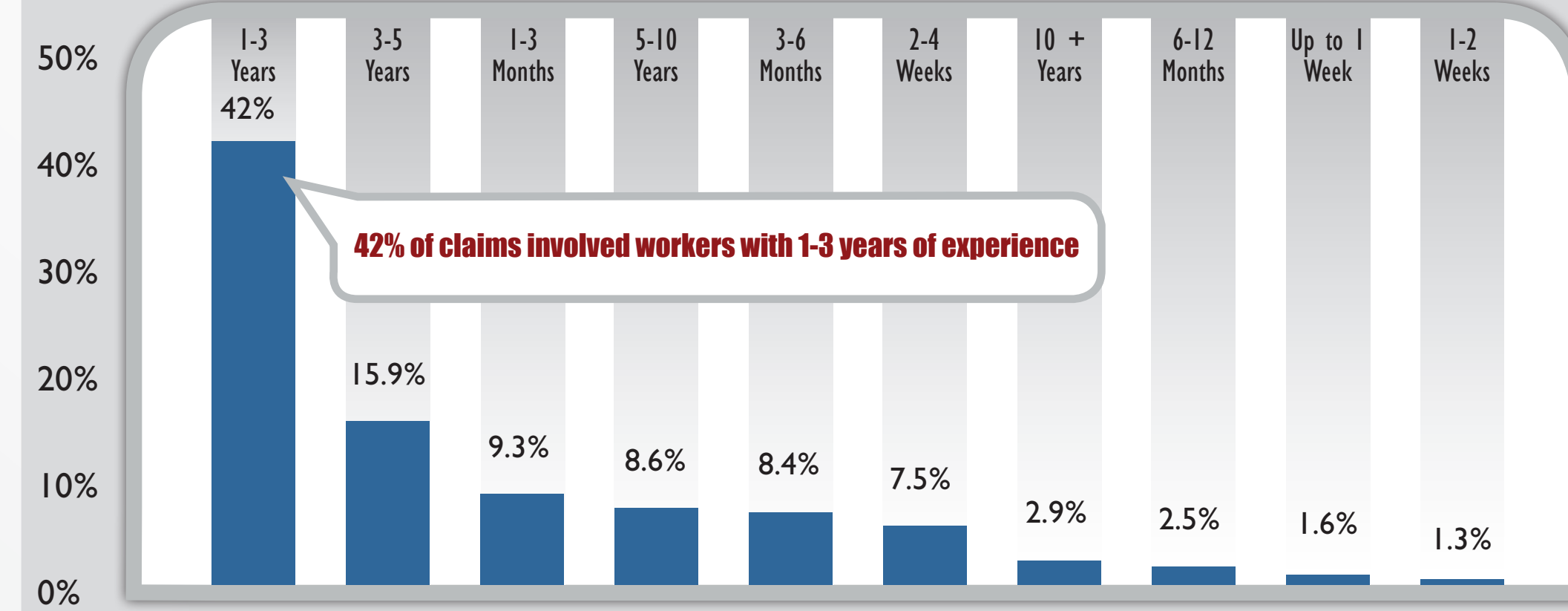
Employee Job Position for Injuries Involving Cats



Employee Job Position for Injuries Involving Dogs



Experience Level of Injured Workers



X Don't

- Place cats with dogs
- Place aggressive dogs together
- Make sudden moves, loud noises, or threatening gestures
- Believe that a docile cat will not bite or scratch
- Show fear or aggression
- Provoke or torment
- Hold a patient's mouth closed with your hand
- Reach into kennel cages without Personal Protective Equipment (PPE)
- Allow inexperienced or poorly trained employees to handle potentially aggressive animals
- Wear loose jewelry or articles that may interfere with handling patients

✓ Do

- Use proper Personal Protective Equipment (PPE)
- Transport the patient from the lobby to the exam room as soon as possible
- Use proper restraint techniques at all times
- Use chemical restraint when appropriate
- Treat all cats and dogs as potential biters
- Separate cats and dogs from other animals to avoid anxiety and fearful outbursts
- Use appropriate equipment to handle and restrain patients
- Be cautious of patients waking from anesthesia—the loss of consciousness may cause behavior changes
- Train your staff on cat and dog restraint techniques, behavior, and specific safety methods and protocol
- Conduct and document safety training sessions at least quarterly and review specific safety issues
- Seek prompt medical attention when someone is injured
- Educate clients on the proper use and manufacturer's guidelines of restraint products
- Ask that owners muzzle aggressive dogs before entering the practice and that cats are brought in carriers
- Implement an aggressive "Patient Will Bite" Program that records aggressive behavior in the patient's records
- Postpone treatment or refer if adequate restraint is not available to you

AAHA Business Insurance Program

P.O. Box 1629
Chicago, IL 60690-1629
Phone: 866-380-AAHA (2242)
Fax: 866-381-AAHA
Email: aaha@hubinternational.com
www.aahainsurance.org

Broker and Consultant:

Hub International Midwest Limited
Hub International Midwest Insurance Agency (CA)

Business Property/Liability	Workers' Compensation	Umbrella Liability
Flood	Employment Practices Liability	Special Coverage for Mobile Practitioners
Safety and Loss Control Resources	Commercial Auto	ERISA Bonds

Workers' Compensation Claim Trends

- ▶ Almost half (45%) of all claims happened before 12:00 p.m.
- ▶ Overall, technicians claimed the most injuries at 40% followed by veterinarians at 20%
- ▶ Bites and scratches were the most common injuries; however, cats caused 13% more claims than dogs.
- ▶ The most common types of injuries sustained were punctures and lacerations.