

ACCIDENT PROCEDURE & POLICY



Updated 01 December 2025

Overview

At Stoke Lane Stables, the safety and well-being of our animals, associates¹, volunteers² and clients³ are our top priority. In the event of an accident, we are committed to responding quickly and efficiently to minimise harm and provide the best possible care. This policy outlines the procedures to follow in the event of an accident, whether it involves animals, associates, or clients.

1. Immediate Response

- **Assess the Situation:** Upon discovering an accident, the first priority is to assess the severity of the situation. Check for immediate hazards (e.g., aggressive animal, slippery surfaces, etc.) and ensure the area is safe for responders.
- **Call for Help:** If the accident involves injury, immediately call for assistance. Depending on the severity of the accident, this may involve calling emergency services (ambulance, veterinary services) or notifying senior associates members.

2. Injuries to Associates or Clients

- **Ensure Safety:** Ensure the injured individual is safe from further harm. If needed, move them to a safe location, but do not move them if it could cause further injury (e.g., suspected spinal injury).
- **First Aid:** Administer basic first aid if you are trained to do so. For minor injuries, such as cuts or sprains, provide immediate care and make the individual comfortable.
 - **CPR/Defibrillator:** If the individual is unconscious or not breathing, perform CPR and use an AED (Automated External Defibrillator) – this is found at the bottom of the lane – code 36910 - and if trained to do so.
- **Contact Emergency Services:** If the injury is severe, contact emergency medical services immediately and provide them with clear information about the nature of the injury and your location.
- **Provide Documentation:** Record the details of the accident, including the time, location, and circumstances as per our Accident Reporting Policy. Ensure all relevant information is included, such as the type of injury, how it occurred, and the immediate actions taken.

3. Injuries to Animals

- **Stay Calm and Assess:** If an animal is injured, remain calm and assess the situation. Ensure no further harm is being caused and that the animal is not in distress.
- **Protect the Animal and Others:** Ensure the injured animal is safely contained, and remove any other animals or individuals from the vicinity if necessary.
- **Contact a Veterinarian:** Call the emergency veterinary service immediately if the injury is serious, and provide clear details about the animal's condition.
- **Administer First Aid:** Only if you are trained, provide basic first aid (e.g., applying pressure to a wound) to the animal to stop any bleeding or stabilize the animal until the veterinarian arrives.
- **Record the Incident:** Document the injury details, including the animal's behaviour, how the injury occurred, and the actions taken to help the animal.

4. Reporting the Incident

- **Internal Reporting:** After immediate action has been taken, the accident must be reported to the Proprietor and logged in the accident book. This includes details of the incident, people involved, the nature of the injury, and any actions taken.
- **Incident Report Form:** Complete the Stoke Lane Stables **Incident Report Form** on ECPro which includes detailed information about the incident and any follow-up actions. This should be done as soon as possible after the incident.
- **Investigation:** A thorough investigation will be conducted by the Proprietor to identify the cause of the accident, evaluate the risk factors involved, and determine if any changes are needed to prevent similar incidents in the future.

5. Follow-Up

- **Medical Attention:** Ensure the injured person (whether an associate, client, visitor or animal) receives any necessary medical attention or treatment. Follow-up appointments may be required depending on the severity of the injury.
- **Support:** Offer support to anyone affected by the accident, whether it's through follow-up medical care or emotional support. For associates, this could involve counselling or time off as needed.
- **Preventative Measures:** Following the investigation, identify any necessary steps to prevent future accidents. This may include:
 - Revising safety protocols
 - Enhancing training for associates
 - Updating equipment or facilities
 - Improving hazard awareness and safety signage

6. Emergency Contact Information

- **Emergency Numbers:**
 - **Emergency Services** (Ambulance/Fire/Police): 999
 - **Emergency Veterinarian Contact:** 01963 362699
 - **Poison Control (if needed):** 0344 892 0111
- **Stoke Lane Stables Contact:** Kate – 07843047277

7. Training and Prevention

- **First Aid Training:** All associates at Stoke Lane Stables will receive regular first aid training, including CPR and basic animal first aid, to ensure they are prepared to handle emergencies effectively.
- **Health and Safety Briefings:** Regular health and safety briefings will be held to review accident procedures and ensure all associates are aware of their responsibilities in case of an accident.
- **Safety Equipment:** Ensure that safety equipment such as first aid kits, fire extinguishers, and PPE (Personal Protective Equipment) is available and easily accessible at key locations on the premises. Any out of date supplies can be retained and used for training purposes.

8. Documentation and Record Keeping

- **Accident Book:** All accidents, no matter how minor, should be recorded in the official **Accident Book**. This is essential for maintaining a record of incidents and for insurance and legal purposes.
- **Review and Improvement:** The Proprietor will review accident reports regularly to identify trends and areas for improvement. Any necessary changes to procedures, training, or equipment will be implemented to enhance safety.

9. Compliance

- This policy is in compliance with all relevant local health and safety regulations, as well as the Animal Welfare Act, to ensure that accidents are managed in a manner that protects all individuals, animals, and property involved.

¹ **Associate** - A self-employed individual engaged by Stoke Lane Stables to provide professional services, including instructors. Associates are not employees, and this term does not create an employment relationship.

² **Volunteer** - Any individual who freely offers their time and services to Stoke Lane Stables without receiving payment or remuneration. Volunteers carry out activities in support of the operations or events of Stoke Lane Stables and are not employees or associates.

³ **Client** - Any person who engages the services of Stoke Lane Stables, including riders, parents, or guardians who book lessons, sessions, or other services.