

## **Quiz: Shady Acres Pet Ranch Emergency Manual**

1. **What is the primary purpose of the Shady Acres Pet Ranch Emergency Manual?**
  - a) To outline day-to-day operational tasks
  - b) To prepare staff for handling emergency situations effectively
  - c) To provide training on customer service
  - d) To explain pet nutrition
2. **Which of the following is the first step to follow when an emergency occurs?**
  - a) Act immediately
  - b) Get help from a coworker
  - c) Evaluate the situation
  - d) Call the general manager
3. **If you encounter an unknown person on the premises after hours, you should:**
  - a) Politely ask them to leave
  - b) Call 911 and seek safety
  - c) Escort them to a secure area
  - d) Ignore them and continue your tasks
4. **What is the appropriate response if a known employee remains on-site after hours without a work reason?**
  - a) Allow them to stay
  - b) Inform the general manager
  - c) Politely ask them to leave and inform management
  - d) Notify the police
5. **If a pet escapes from the facility, what is your first action?**
  - a) Call 911
  - b) Notify the general manager
  - c) Chase the pet if possible and note the direction of travel
  - d) Post on social media
6. **What are the first actions to take if severe weather is approaching the facility?**
  - a) Close all doors and windows
  - b) Evacuate the building
  - c) Secure all pets indoors and lock all windows and doors
  - d) Gather all pets in one room
7. **Where can you find flashlights if there is a power outage?**
  - a) Under the front counter and in the manager's office
  - b) In the kennel area
  - c) At the front desk only
  - d) In each pet's suite

8. **How should the facility handle indoor temperatures during a power outage in warm weather?**
- a) Open windows for ventilation
  - b) Keep doors closed to maintain cool air
  - c) Turn on fans
  - d) Move all pets outside
9. **If an employee is injured on-site and the injury is severe, what should be done?**
- a) Drive them to a medical facility
  - b) Call for an ambulance and have a manager accompany them to the hospital
  - c) Have them wait until the end of their shift to seek treatment
  - d) Offer them a first aid kit
10. **What steps should be followed if a client is injured on the premises?**
- a) Notify management and gather witness information
  - b) Offer a discount on their next visit
  - c) Call the general manager immediately
  - d) Escort them to a waiting area
11. **In the event of a pet emergency, what is the first step to take?**
- a) Call the general manager
  - b) Remain calm and follow training for assessing injuries
  - c) Immediately transport the pet to the vet
  - d) Contact the pet's owner
12. **Who should accompany a pet to the veterinary facility if management is unavailable?**
- a) The most junior staff member
  - b) The most senior staff member
  - c) The front desk assistant
  - d) Any available staff member
13. **What is the designated veterinary facility for emergencies?**
- a) Downtown Veterinary Clinic
  - b) Shady Acres Animal Hospital
  - c) Central Texas Veterinary Specialty & Emergency Hospital, Round Rock, TX
  - d) Citywide Pet Clinic
14. **In case of a tornado, where should pets and staff take shelter within the facility?**
- a) In the front lobby
  - b) In the play yards
  - c) In an interior room or hallway away from windows
  - d) In the staff break room

**15. If an earthquake occurs while indoors, what is the recommended action?**

- a) Stand near a window
- b) Take shelter under sturdy furniture
- c) Go outside immediately
- d) Move to the nearest hallway

**16. Which of the following hazards is most likely to affect Shady Acres Pet Ranch during a hurricane?**

- a) Flooding and tsunamis
- b) Heavy rain, wind, and possible tornadoes
- c) Wildfires and landslides
- d) Snow and ice storms

**17. Before opening a door during a fire, what safety check should you perform?**

- a) Knock on the door three times
- b) Shout to ensure no one is on the other side
- c) Feel the top, doorknob, and edges with the back of your hand
- d) Check if there is smoke coming from under the door

**18. If a door is hot during a fire, what should you do to alert firefighters?**

- a) Bang on the door loudly
- b) Shout for help
- c) Hang a light-colored cloth outside a window
- d) Write a message and place it under the door

**19. Where should pets be evacuated during a fire if it is safe to do so?**

- a) To the front lobby
- b) To the play yards
- c) To the break room
- d) Outside the building entrance

**20. If a pet needs emergency veterinary attention after hours, which veterinary facility should be contacted?**

- a) Round Rock Animal Hospital
- b) Shady Acres Veterinary Center
- c) Central Texas Veterinary Specialty & Emergency Hospital
- d) Austin Emergency Vet Clinic