



TAILS: Emergency Procedures in South Lantau

Emergency Procedures in South Lantau ONLY

How to use this guide:

1. Find your emergency under the first column 'Emergency'
2. Identify situation and follow suggestions in the second column 'Situation': can you touch, move and transport the animal or not?
3. Follow procedures under the third column 'Procedures' in the correct order of the numbers (1, 2, 3 etc.). Here it is important to note the difference between 'and' and 'OR': **And** means to follow through with the next step, whereas **OR** means that if you cannot reach the designated person or organization please try the next one. For ease, we have highlighted steps that can all be followed in **green** and steps where a decision needs to be made in **yellow**.

DISCLAIMER: When dealing with animals, please follow your own instinct, knowledge and common sense, and take into consideration your experience. These procedures are merely a suggestive guideline for who to call and to simplify the process of getting help and support in animal welfare emergencies. We accept no liability for the situation you are dealing with, its outcome or the welfare of the animal and human as affected by these procedures.

Please also note that we are **not** a 24-hour emergency service. If TAILS can help, we will try our best. However, SPCA provides 24-hr emergency handling of cases via the animal welfare team. For this service, please call 2711 1000. Please note that animals without microchip or ownership that are collected by SPCA or brought into SPCA Wan Chai become property of SPCA and **we retain no legal rights over the animal** thereafter. Such emergency treatments are therefore not charged a subsequent treatment fee. If you wish to retain rights, please bring animal to a private vet instead. This is likely to incur higher costs.

Day time consultations at SPCA Mui Wo, Lantau Vet Clinic in Mui Wo, or Tung Chung Animal Centre in Ma Wan Village will be charged a consultation and/or treatment fee: Please Whatsapp TAILS on 6464 2908, or 6093 6195 for support or advice. For a list of the veterinary clinics we collaborate with, please see the end of the document.

You may prefer to take injured dogs or cats to private veterinary clinic - please note that we are **unable to cover these costs**. In this case, also give TAILS representatives a call and we may see if we can help. A few private 24-hour vets can be found at the end of this document, but please check for others online.

Please do not assume we can automatically take responsibility for all handling, treatments, fees, or otherwise related procedures or costs that occur at SPCA, private veterinary clinics, or collaborating veterinary clinics in relation to the injured animal. However, we are open to discussing how we can help, if you contact us on Whatsapp.



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Emergency	Situation	Procedures
<p>SEVERE injury in dog or cat</p> <p>EMERGENCY</p>	<p>You CAN ... touch animal ... move animal ... use a vehicle</p>	<ol style="list-style-type: none"> 1 Identify location and injury 2 And Call SPCA hotline on 2711 1000, 3 And Whatsapp TAILS on 6464 2908 4 And During hours: Bring animal to SPCA in Mui Wo OR Lantau Vet Clinic Mui Wo 5 OR After hours: Ask SPCA to collect OR bring to a private 24-hour vet <p>Please note that animals without ownership that are brought to SPCA become property of SPCA and we retain no legal rights over the animal thereafter. If you wish to retain rights, please bring animal to a private vet instead. This is likely to incur higher costs. Please note that SPCA in Wan Chai is no longer 24-hours.</p>
	<p>You CANNOT touch, move or transport animal.</p>	<ol style="list-style-type: none"> 1 Identify location and injury 2 And Call SPCA hotline on 2711 1000 3 And Ask SPCA to come out and help or collect 4 And Stay with animal until they arrive 5 And Whatsapp TAILS on 6464 2908
<p>MILD injury in dog or cat</p>	<p>You CAN ... touch animal ... move animal, ... use a vehicle OR walk animal to vet/safe place and animal is friendly</p>	<ol style="list-style-type: none"> 1 Identify location and injury 2 And Whatsapp TAILS on 6464 2908 OR 6093 6195 3 And During hours: Bring animal to SPCA Mui Wo, OR Lantau Vet Clinic Mui Wo 4 OR After hours: Bring animal to a safe place to rest OR a private 24-hour vet
	<p>You CAN ... touch animal and animal is friendly</p> <p>But you CANNOT move/walk animal or use a vehicle.</p>	<ol style="list-style-type: none"> 1 Identify location and injury 2 And Whatsapp TAILS on 6464 2908 OR 6093 6195 3 If we cannot help: Call SPCA hotline on 2711 1000 and ask SPCA to come out and help or collect 4 And Stay with animal until we or they arrive



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	You CANNOT touch, move or transport animal.	<ol style="list-style-type: none"> 1 Identify location and injury 2 And Call SPCA hotline on 2711 1000 3 And Ask SPCA to come out and help 4 And Whatsapp TAILS on 6464 2908 OR 6093 6195
SEVERE Animal Abuse EMERGENCY	Do NOT put yourself in danger.	<ol style="list-style-type: none"> 1 Identify location 2 And Call Police on 999, and 3 And Call SPCA hotline on 2711 1000 4 And Whatsapp TAILS on 6464 2908 OR 6093 6195 5 And Stay near to the animal to direct police and SPCA as required 6 And Take photos or videos IF safe
Suspicion of animal abuse or neglect	Do NOT put yourself in danger.	<ol style="list-style-type: none"> 1 Identify location 2 And Whatsapp TAILS on 6464 2908 OR 6093 6195 3 And Call SPCA hotline on 2711 1000 4 And Take photos or videos IF safe
Injury in birds	<p>You CAN ... touch animal ... move animal ... use a vehicle</p> <p>Please be careful with wild birds as they have extremely sharp beaks and claws.</p>	<ol style="list-style-type: none"> 1 Whatsapp TAILS on 6464 2908 OR 6093 6195 2 And Call Kadoorie Farm on 2483 7200, 3 And Drive bird to Kadoorie Farm <p>Only call Kadoorie Farm if someone is able to drive the bird to them. They do NOT come out for emergencies.</p>
	<p>You CAN ... touch animal ... move animal</p> <p>You CANNOT move animal.</p> <p>OR you CANNOT touch, move or transport animal.</p> <p>Please be careful with wild birds as they have</p>	<ol style="list-style-type: none"> 1 Identify location and injury 2 And Call SPCA hotline on 2711 1000 3 And Ask SPCA to come out and help 4 OR Call 1823 and ask for AFCD 5 OR Call Okka Scherer from VKB on 9544 9181 6 And Stay with bird until someone can come to help, and 7 And Take photos or videos of animal if possible



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	extremely sharp beaks and claws.	
SEVERE Injury in Cows Or Trapped Cows EMERGENCY	Do NOT touch animal.	<ol style="list-style-type: none"> 1 Identify ear tag number and location 2 And Call police on 999 3 And Call 1823 and ask for AFCD Cattle Team 4 And Call Kathy Daxon on 5181 4406 if around San Shek Wan, Tai O, or Ngong Ping. 5 And Take photos or videos of animal if possible
MILD Injury in Cows	Do NOT touch animal	<ol style="list-style-type: none"> 1 Identify ear tag number and location 2 And Call 1823 and ask for AFCD Cattle Team 3 And Call Kathy Daxon on 5181 4406 if around San Shek Wan, Tai O, Ngong Ping or between. 4 And Take photos or videos of animal if possible
SEVERE Injury in Buffalos Or Trapped Buffalos EMERGENCY	Do NOT touch animal	<ol style="list-style-type: none"> 1 Identify tag number and location 2 And Call police on 999 3 And Call 1823 and ask for AFCD Cattle Team 4 And Call Jean Leung on 6606 1316 or FB Messenger 5 And Call Kathy Daxon on 5181 4406 if around San Shek Wan, Tai O, or Ngong Ping. 6 And Take photos or videos of animal if possible
MILD Injury in Buffalos	Do NOT touch animal	<ol style="list-style-type: none"> 1 Identify tag number and location 2 And Call Jean Leung on 6606 1316 or FB Messenger 3 OR Call 1823 and ask for AFCD Cattle Team 4 OR Call Kathy Daxon on 5181 4406 if around San Shek Wan, Tai O, or Ngong Ping. 5 And Stay with animal until someone can come to help 6 And Take photos or videos of animal if possible
Injury in other wildlife	Do NOT touch animal	<ol style="list-style-type: none"> 1 Call SPCA hotline on 2711 1000 2 OR Call 1823 and ask for AFCD 3 And Take photos of animal if possible 5 And Whatsapp TAILS on 6464 2908 OR 6093 6195
LOST dog or cat	You CAN	<ol style="list-style-type: none"> 1 Identify location



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	<p>... touch animal ... move animal</p> <p>OR</p> <p>You CANNOT touch animal.</p>	<p>2 Take photos</p> <p>3 Check for injury</p> <p>4 Check for Tag and call number if available</p> <p>6 And Whatsapp TAILS on 6464 2908 OR 6093 6195</p> <p>7 And: Bring animal to a safe place to rest OR stay with animal until someone comes to pick it up OR inform volunteers of location if animal runs away</p> <p>8 Post photos on Mui Wo to Tai O Families group to help identify owner if no tag</p> <p>If animal is injured, follow procedures for severe or mild injury in dogs or cats.</p>
DEAD animal	Do NOT touch animal	<p>1 Contact 1823 for carcass removal</p> <p>2 And Take photos of animal if possible</p> <p>3 And Whatsapp TAILS on 6464 2908 OR 6093 6195</p>
SNAKES in the house or garden, injured or healthy.	Do NOT touch snake. Make sure your animals and children are kept away from snake.	<p>1. Call Police on 999</p> <p>2. And stay with snake until someone comes to help.</p> <p>3. And message William Sargent on 9470 8442.</p> <p>If the snake is no danger to you or your family and has a clear path out, please considering giving them space and allowing them to move on by themselves.</p>

Collaborating Vet Clinics

Name	Location	Area	Address	Contact number	Emergency Contact (24-hr)
SPCA	Hong Kong Island	Wan Chai	5 Wan Shing Street, Wan Chai	2802 0501	2711 1000
	Kowloon	Kowloon	105 Princess Margaret Road, Kowloon	2713 9104	2711 1000
	New Territories	Sai Kung	7 Sha Tsui Path, Sai Kung	2792 1535	2711 1000
	New Territories	Hang Hau	Flat B, 2/F, Block 5, Hang Hau Village, Tseung Kwan O	2243 0080	2711 1000
	New Territories	Yuen Long	Fairview Boulevard and Kam Po Road Junction, Yuen Long	2482 2770	2711 1000



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	Lantau Island	Mui Wo	Shop 14, Mui Wo Centre, Lantau Island	2984 0060	2711 1000
Lantau Vet Clinic	Lantau Island	Mui Wo	5 Mui Wo Rural Committee Rd, Mui Wo	3486 6100	/
Tung Chung Animal Clinic	Lantau Island	Tung Chung	Shop Number 7. Ma Wan Village., Tung Chung Road North, Tung Chung Lantau Island	2988 1534	/
Island Veterinary Services	Lantau Island	Discovery Bay	G10 Block B, DB Plaza, Discovery Bay, Lantau Island	2987 9003	/

TAILS holds accounts with these clinics and we can put the stray animal through our account, **if** this has been previously discussed with TAILS via whatsapp on 6464 2908.

24-Hour Emergency Vets

Name	Location	Area	Address	Contact number	Emergency Contact
The Ark Veterinary Hospital	Hong Kong Island	Sai Ying Pun	Shop 1 G/F, 25-35A Water St, Sai Ying Pun	2549 2330	2549 2330
Veterinary Specialty Hospital (VSH)	Hong Kong Island	Wanchai	1/F Lucky Centre, 165-171 Wan Chai Road, Wan Chai	2408 2588	2408 2588
East Island Animal Hospital and Emergency Centre	Hong Kong Island	Shau Kei Wan	256 Shau Kei Wan Road, Shau Kei Wan	2915 7979 2915 3999	2915 7979 9773 0372
Concordia Pet Care	Hong Kong Island	Happy Valley	P1, The Ellipsis, LG &, Blue Pool Rd, Happy Valley	2679 1000	

Please note that private 24-hour veterinary clinics may charge very high rates – often above 1000HKD for a consultation. We **cannot** guarantee that these costs can be reimbursed by TAILS.