

COVID-19 GUIDANCE UPDATE 24th JULY 2020

Since the easing of some lockdown restrictions, we have noticed a distinct drop in people following guidelines when attending veterinary appointments on yard and at the clinic. The health and safety of our team, and you, our clients, is of paramount importance and it is essential we maintain a full working team to enable us to continue providing 24/7 care, 365 days a year. Following the Prime Minister's announcement on Tuesday 14th July 2020 and subsequent government guidelines published on that day (<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>) regarding the use of face coverings, we wanted to update all our clients on our ongoing Coronavirus policy.

We continue, as per RCVS guidelines, to be able to perform all work. It MUST be stressed that EVERY visit/procedure is RISK ASSESSED. Risk assessments are not just to mitigate the risk of COVID-19 transmission but also to mitigate risk of injury to staff and clients. If the physical safety (such as a needle shy horse) or disease transmission risk is not deemed safe, it may be necessary for our vets to attend with a nurse/technician as an assistant.

Where appropriate social distancing can be maintained and risks to both COVID-19 disease transmission and physical safety of client/vet/nurse can be sufficiently mitigated, the procedure/visit will go ahead. **If appropriate social distancing can be maintained, there is no need, when attending your horse in an outside environment, for you to wear a face covering.**

There may be situations where a member of our veterinary team would be required to work closely together with you in order to undertake the necessary work, e.g. ophthalmic exam, pre-purchase exam, passing a stomach tube, endoscopy etc.... **In such cases, we will expect you, the client, to wear a face covering.** As this is mandatory in shops now, we will expect you to provide your own face covering. **We have been donating PPE to local hospitals, and must preserve our supply of gloves and facemasks for healthcare workers and our staff. Therefore please ensure you bring a face covering to every appointment.**

Evidence suggests that wearing a face covering does not protect you. However, if you are infected but have not yet developed symptoms, it may provide some protection for others you come into close contact with. **Face coverings do not replace social distancing. If you have symptoms of COVID-19 (cough, and/or high temperature, and/or loss of, or change in your normal sense of smell or taste), you should not attend the visit and let our reception team know.**

Please bear with our reception team. Each call requires a risk assessment, each appointment takes longer to book. Please be patient. We are doing all we can to help you and your beloved horses, ponies and donkeys.

Don't forget we are here 24/7 365 days a year, with a nurse, hospital vet, surgeon and ambulatory vet on call. You will always know a friendly face from our team in an emergency out of hours.

Please follow these guidelines:

- **ONE person only to attend per visit**
- Where possible, **horses should be tied up in a stable or safe place** so the vet can work without an owner handling. If this is not possible, it will be discussed when the appointment is booked and/or subsequently with the vet.
- Please **ensure all gates are opened for the vet** and parking is available close by.
- **If dropping your horse off at the clinic, please call outside the gates on your arrival. A stable will be ready and prepared for you, and you will be told when it is safe to come in and put your horse in the allocated stable. Please then sign the consent form left outside the stable and leave.** Our nursing team will attend your horse as soon as you have left. The vet in charge of your case will phone you to discuss the findings/procedure performed.
- **If you are coming to the clinic to drop off WECs or collect medications, please call the reception IN ADVANCE to arrange, and please call at the gates on arrival. Our gates will remain closed.**

We hope you understand these important measures and support us to support you. We wish you and all your horses, ponies and donkeys good health. As ever, if you have any questions or queries, please do not hesitate to get in contact with us by email at: office@newnhamcourtequine.co.uk or by phone on 01622 737884.

Thank you, Stay safe. Team NCE