



## COVID-19 Statement from Sarah Long, veterinary physiotherapist

Dear Clients,

Whilst the current COVID-19 situation is still a concerning time for us all I would like to take this opportunity to advise on how I intend to continue to work at this time. I have a "COVID-19 practice policy" in place to ensure the health and safety of all owners, animal carers and staff. The following protocol is in line with recommendations from Public Health England, the Royal College of Veterinary Surgeons (RCVS) and the Association of Chartered Physiotherapists in Animal Therapy (ACPAT).

- If you or any member of your immediate family are displaying any COVID-19 symptoms, please **DO NOT** attend your appointment and in accordance with Government advice, follow the appropriate self-isolation protocol. You can find the updated advice here:  
<https://www.nhs.uk/conditions/coronavirus-covid-19/>  
<https://www.gov.uk/guidance/travel-advice-novel-coronavirus>
- If you wish to cancel or rearrange an appointment, please give me **24 hours-notice** where possible. This helps me offer your appointment to anyone on a waiting list
- Unfortunately, at this time I am still unable to let owners enter the building to attend the appointment with their pet and kindly ask you to wait in your car during the session \*
- Any discussions and history taking will be taken over the phone prior to the date of the initial appointment or outside, maintaining the 2 m social distancing rule, at the time of the appointment, if weather permits.
- I am **looking to accept payments by BACS or contactless card payments** at this point in time to reduce handling of inanimate objects. If you have concerns with this, please get in touch before your appointment
- If I myself am required to self-isolate, I will be in touch directly and personally to discuss care for your animal/pets accordingly
- I would like to reassure clients that the following hygiene measures are in place:
  - Surgical strength cleaning fluid will be used between each appointment for any equipment used
  - Stringent hand washing procedure between patients
  - No communal use of vet bed
- Please alert me to **any concerns** you have about proceeding with your booking. I can be contacted on **07977 578156**

\* In exceptional circumstances where it is in the best interest of the animal for the owner to be present or for essential home visits, I am permitted to treat your animal with you present after adequate risk assessment. Both the clinician and the client must pass a Covid-19 screening test, wear appropriate PPE and adhere to social distancing rules & treatment must be performed in a COVID-19-safe manner.

This protocol is subject to change as the Covid-19 situation evolves

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