

## **Covid 19 - important changes to our working practices.**

The situation is ever changing and becoming more serious. In line with government guidelines and guidance from the British Veterinary Association we are making changes to protect our team and our customers and ensure we can continue to provide pets with emergency care while minimising the risk of spreading Coronavirus.

From Monday 23rd March we will no longer be booking new appointments at any of our 3 sites for non-urgent treatments, such as nail clips, puppy parties, weight clinics and booster vaccinations. Neutering and some surgical and dental procedures will also be considered, and reviewed on a day-to-day basis.

When an examination is required, we will be asking that pet owners remain in their car, call us to let us know you have arrived and a nurse will contact you once the veterinary surgeon is ready for your pet. Please do not visit the practice if you are in self-isolation or you or a family member are showing symptoms. In that case you will need to arrange for someone else to transport the pet to us safely, but call us and we will endeavour to help.

Some consultations may be able to take place by telephone, but sadly not all conditions are appropriate for this. We can advise you further on an individual basis.

We will continue to supply food and medication for your pet. We ask you order in the usual way, and contact us in good time. We will not be able to supply more than your usual amount of medication (we don't want the toilet roll situation all over again). We will take payment by card over the telephone in advance, and ask you to contact us by phone when you arrive outside. We can then bring out your medications/food to minimise contact time. If you are unable to leave your home, and cannot send someone else to collect your pet's medication, we will endeavour to deliver medications to you.

A big thank you to all of you, both clients and staff members, for your cooperation during these unprecedented and unsettling times. By following these steps we hope to keep our team, their families and the local community safe. This is our number one priority. We need to stay healthy in order to continue providing care for your pets when it is most needed.

From all the team at **Broad Lane Vets**