

VetMobile UK Covid-19 Protocols

These are our protocols to try and keep our clients and ourselves as safe as possible during lockdown. We feel that our work is important for welfare, and that there are only a small number of cases that can be well supported remotely, as examination is almost always needed. Please think ahead in terms of needing flea/worm treatment or repeat medication so we can bring what is needed with us. Bear with us as we navigate these tricky times!

Pop-up clinics

- 1) Only appointments deemed necessary for welfare/infectious disease prevention to be booked at present. This includes arthritic patients having regular medication. Each case to be assessed individually regarding this at time of booking.
- 2) Appointments will be booked with enough time between them to avoid mixing of clients.
- 3) Staff and owners to wear face coverings unless outdoors AND 2m apart. Hand sanitiser to be used by staff before and after each patient.
- 4) Discussions to be had at distance outdoors, exam of pet may take place in van, if deemed most appropriate. In that case, owner to stay outdoors. If examined outdoors, will ideally have owner at distance still.
- 5) Payment by card machine with pin, or if preferred, contactless bank transfer.

Home visit: Cat

- 1) Only appointments necessary for welfare and prevention of infectious disease to be carried out. Each case to be assessed individually regarding this at time of booking.
- 2) Discussion to take place outdoors (face coverings if within 2m) or on phone regarding pet's health and any concerns, what needs doing etc beforehand.
- 3) Cat(s) to be in a secure room, owner to be outside room. We have feliway and pet remedy sprays to aid with anxiety.
- 4) Staff to wear face coverings and sanitise before and after examining, using computer, handling medications etc.
- 5) Cats can be taken in a secure carrier to the van if owners prefer for us not to be in their house. We have a carrier if needed.
- 6) Payment by card machine with pin, or if preferred, contactless bank transfer.
- 7) If only Christel visiting on own, owner may stay in room with cat, but with face covering, and try to maintain distance as much as possible, sanitising before and after. This time to be kept to as short as possible.

Home visit (dog)

- 1) Only appointments necessary for welfare and prevention of infectious disease to be carried out. Each case to be assessed individually regarding this at time of booking.
- 2) Discussion to take place outdoors (face coverings if within 2m) or on phone regarding pet's health and any concerns, what needs doing etc beforehand.
- 3) Dog ideally to be passed to staff at front door, for examination and treatment in the van. We will use our own slip lead as well as owners lead.
- 4) If this is not possible, dog to be in a secure room, owner to be outside room. We have pet remedy spray and many tasty treats to aid with anxiety.
- 5) Staff to wear face coverings and sanitise before and after examining, using computer, handling medications etc.
- 6) Payment by card machine with pin, or if preferred, contactless bank transfer.
- 7) If only Christel visiting on own, owner to stay in room/with dog, but with face covering, and try to maintain distance as much as possible, sanitising before and after. This time to be kept to as short as possible.