17 March 2020

|  |  |
| --- | --- |
|

|  |
| --- |
| Dear clientsIn response to the current Coronavirus (COVID-19) pandemic, we would like to make all of our clients aware that we have taken suitable measures to ensure that we can continue to operate at as close to full capacity as possible. Like many other businesses we want to keep both our clients and our staff safe and healthy. We are all being asked to keep contact with other people to a minimum in a bid to stop the exponential spread of this new virus. At the same time, we would like to reassure all our clients that we are still here for any ill pets and their owners and are still attending to our cases. Below is our temporary protocol: |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| 1. We believe it is our duty to minimise the face to face contact between our staff and clients, as health professionals in the NHS are already doing. However we cannot offer phone consults as GPs are currently doing as we need to examine your pets and have a thorough look at their eyes. Therefore, when arriving for an appointment, let us know you are here and then please WAIT OUTSIDE the building.
2. Wherever possible, we ask that one person arrives with your pet and obviously please do not leave your home if you are unwell. We ask that you deliver your pet to the main door at reception and one of the clinical team will meet you and take your pet to the consult room to see one of our vets. Only pets will be taken into the consultation rooms.
3. While the vet conducts their examination of your animal, we kindly ask that you wait in our car park in your car.
4. After the consultation we will contact you to share the diagnosis and agree a way forward.

We are confident that by working in this way we can continue to offer a high quality service to our clients and deliver the best patient that we can in these challenging times.  The cost of the consultation and any medication dispensed on the day can be paid by card machine and we will ensure that we thoroughly wipe clean the machine in between each client. Alternatively, any client who prefers can pay by phone at the end of the consultation. Please do not take offence, but should any client choose to pay by cash, our receptionist will be wearing gloves.  As part of these temporary measures, there will be no disruption to telephone and email support during this period.We continue to ensure that our premises are vigorously and thoroughly cleaned every evening. We will be adopting extra hygiene measures such as additional surface disinfection, spraying of doors, handles and credit card machines. . We hope that all of our clients and their families remain vigilant and take the necessary precautions to remain safe during this period.Best wishes from all of the EVR Team  |

 |