

Coronavirus (COVID-19) is a concern for everyone and we need to look after our team and clients. We need to reduce the risk as best we can to protect the vulnerable members of our community with minimal disruption. For those who know us we wish to maintain continuity of service and will do our absolute best!

No-one knows how COVID-19 is going to affect us over the coming weeks and therefore it is necessary to modify the way we look after our patients and communicate with you. We will keep everyone updated as best we can with Facebook, text notifications and emails so please ensure that we have all of your details up to date. Here are a few important points

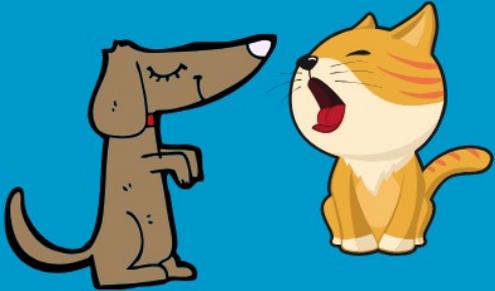
- 1) When booking an appointment, try to stick to one person per pet. We appreciate this isn't always possible but it can help reduce the spread of infection. We will be arranging bookings to minimise the number of people in the waiting room and you are welcome to wait in your car until your appointment time. Just let us know so we can pop out and get you!
- 2) You **MUST** follow the strict hygiene instructions clearly displayed in our practice. If you are unwell or showing any of the symptoms, do not visit the practice. Respectfully, you may be turned away if you are clearly unwell.
- 3) Please use the wipes/spray provided to clean the handle of your pet carrier/lead on entering the practice. Although animals cannot spread COVID19, aerosol droplets can remain on leads and carriers.
- 4) If you can, please pay by debit or credit card as cash can be a major contaminant and increases risk.



- 5) If you know any vulnerable/elderly people with pets, please give them our telephone number so they can contact us easily. We will always do our best to support everyone we can in the community.
- 6) If we are exposed to Covid -19 we may need to quarantine the practice, resulting in a temporary closure which could have a significant impact on our ability to provide the care we always do. So if you are unwell , please ask a neighbour to bring your pet in on your behalf if possible so that we can try and avoid the worst case scenario.
- 7)It is likely that the telephone lines will become busier over the coming weeks so we appreciate your patience.

At present, there is **no evidence that companion animals / pets such as dogs or cats can be infected with the new coronavirus.** However, it is always a good idea to **wash your hands with soap and water after contact with pets.** This protects you against various common bacteria such as E. coli and Salmonella that can pass between pets and humans.

Can pets at home spread the new coronavirus (2019-nCoV)?

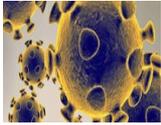


 World Health Organization

#Coronavirus

Remember good hygiene is imperative , wash your hands as per NHS guidelines after close contact with your pet.

Keep leads and pet carriers clean at all times - these can be vectors for pathogens



Find Out More

World health organisation for Animal Health

<https://www.oie.int/en/about-us/wo/headquarters/>

World Health Organisation

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Centre for Disease Control and Prevention

<https://www.cdc.gov/>

World Small Animal Veterinary Association

<https://wsava.org/news/highlighted-news/the-new-coronavirus-and-companion-animals-advice-for-wsava-members/>

National Health Service NHS

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Many thanks for your co-operation Orlaith and Sara