



Midlands Veterinary Physiotherapy
Optimising equine rehabilitation and performance

Midlands Veterinary Physiotherapy
RAMP and AHPR registered

07753 747467
hannah@midlandsvetphysio.co.uk
www.midlandsvetphysio.co.uk

During the COVID-19 outbreak, I will continue to be following all relevant government and governing body guidelines regarding which cases are appropriate to be attending at any stage, physical distancing, and biosecurity. Until further notice therefore for the safety of us all, please note the following:

1. I will need to clarify your current COVID-19 status before booking a visit. This will include whether:

- a. You or anyone else you have been in recent contact with have been exhibiting symptoms of COVID-19 or self-isolating?
- b. You, a member of your household, or anyone else at the yard that you know about is considered vulnerable or shielding (over 70, has an underlying health condition, or is pregnant)?

If so, then you MUST please let me know.

2. **If you, anyone in your household, or anyone else at the yard, develops any new COVID-19 symptoms from the list below prior to the visit then you MUST please contact me immediately.**

Rest assured that normal cancellation charges will not apply under these circumstances.

- a. The most common symptoms associated with COVID-19 are:
 - i. A high temperature
 - ii. A persistent dry cough
 - iii. Loss of taste or smell
- b. Slightly less common symptoms that the WHO states can still be associated with COVID-19 are:
 - i. Shortness of breath or tiredness (more than may be otherwise normal for you)
 - ii. Aches and pains (more than may be otherwise normal for you)
 - iii. Headache
 - iv. Nasal congestion
 - v. Conjunctivitis
 - vi. A sore throat
 - vii. Diarrhoea
 - viii. A skin rash or discolouration on fingers or toes.

3. I will take any relevant history over the phone before your appointment in order to minimise actual 'contact' time on the day of the appointment for us both.

4. If there is a need to open gates etc. to gain access to your yard/property, I kindly ask that you please open these for me wherever possible.

5. There should only be one person present to attend to the horse with me in order to minimise contacts, and preferably appointments will be made for times when your yard is generally otherwise quiet if applicable.
6. I have always followed good hygiene protocols between visits in any case, but rest assured that I will ensure that all equipment is disinfected, clothing is changed between different yard visits, and I will use any PPE that is appropriate.
7. I will clean my hands on arrival and exit of your premises (I will provide my own handwash, paper towels and/or sanitiser for this but easy access to water is appreciated).
8. **Physical distancing (of at least 2m) MUST be maintained throughout my visit.** I will ask you to walk and trot your horse up for me and/or lunge them etc. as required, and then tie them up safely or pop them back in their stable whilst I keep my distance from you. I will then ask you to step away to a safe distance whilst I assess and treat your horse for you. I reserve the right to stop treating if adequate distance is not maintained however, and please also remember to keep your distance from my car and any equipment during the visit too.
9. I would appreciate being able to work in as well ventilated a space as possible, and a hay net might be useful to help keep the horse occupied during treatment. However, each horse's temperament and yard set up will have been individually risk assessed when discussing the booking with you to ensure that treatment can be applied safely for all involved.
10. I ask clients to kindly have a face mask or covering available ready to use during appointments as needed/or if necessary e.g. if we are treating indoors or if there might perhaps be a need for you to help hold your horse at any stage to assist during treatment.
11. As much as I usually appreciate it(!), unfortunately I will not be able to accept the offer of any drinks or snacks. Nor will I enter any other house/buildings/rooms e.g. office, tearoom etc. aside from the area used to treat the horse in and any 'safe' access to washing facilities.
12. I kindly request that payment is made via bank transfer only (invoices will be emailed at the end of the day).

Thank you for your co-operation and continued support