



Midlands Veterinary Physiotherapy

Optimising equine rehabilitation and performance

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Member of the NAVP, MAA and IAVRPT

RAMP and AHPR registered

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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. For the safety of you, myself, and other clients therefore, please note the following:

1. When booking an appointment, you MUST please let me know if:
 - a. You, a member of your household, or anyone else you have been in recent contact with have been exhibiting any 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 particularly vulnerable (over 70, has an underlying health condition, or is pregnant)?

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: shortness of breath or tiredness (more than may be otherwise normal for you), aches and pains (more than may be otherwise normal for you), headache, nasal congestion, conjunctivitis, a sore throat, diarrhoea, and/or a skin rash or discolouration on fingers or toes.
3. I will take any relevant history 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 to minimise my points of contact.
 5. There should only be one person present to attend to the horse with me, and preferably appointments will be made for times when your yard is generally otherwise quiet if possible.
 6. I have always followed good hygiene protocols between visits in any case, but rest assured that I will continue to ensure that all equipment is disinfected, 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 please 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. 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 be individually risk assessed to ensure that treatment can be applied safely for all involved.
10. I ask clients to kindly also wear a face mask or covering if possible during appointments. This is essential 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 used to 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 payments are made via bank transfer wherever possible going forward (invoices will be emailed at the end of the day).

Thank you for your understanding and continued support