

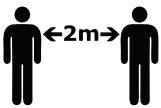
COVID-19 PROTOCOLS FOR CLIENT VISITS



It is important to us at Agnew Equine to find the right balance between caring for your horse or pony whilst doing our utmost to keep our clients, our team and in turn, the wider community safe from the spread of COVID-19. Clearly outlining procedures and expectations allows for all parties to be familiar with what is expected during a client visit and we request that they will be adhered to at all times.



• Please advise us if you or anyone in your household or yard is self-isolating or displaying symptoms of Covid-19 such as a high temperature, cough, or loss of taste or smell, or if you are considered in the high-risk category. Additionally, please notify us if you have been contacted by the NHS Test and Trace scheme and been told that you have been exposed to someone who has tested positive for COVID-19 in the previous 2 weeks.



• All clients are now asked to wear a facemask to all appointments and remain at least 2 metres apart from the vet at all times where possible. In circumstances where this is agreed to not be appropriate due to safety and practicality, please take all available steps to work as safely and quickly as possible.



• Please have your horse in from the field and ready when the vet arrives. Where possible, please allow for examination and treatment to take place in open, well-ventilated areas.



• Ensure all access gates are open for the vet to enter your yard and please open and close all gates for the vet whilst they are on the yard so they can avoid common touch points.



• We ask that there is only one handler per horse at all times. If there are any other people at the yard during a visit, please ensure they are aware to stay at least 10 metres away from the vet at all times.



• Please ensure there are no loose dogs on the yard as they can transfer the virus from one person to another.



• All dental procedures will be done under sedation to allow social distancing to be maintained. For other instances where examination or treatment is difficult to complete whilst maintaining social distancing, sedation may need to be used. If you are not in agreement with this at the time, we may need to postpone until COVID-19 is no longer a risk.



• We are trying to minimise our vets taking on any additional tasks other than those already booked in. We would appreciate clients doing their best to book in any additional requests through the office prior to the visit.



• Card payment using WorldPay on our website is our preferred method of payment, or paying by card through the office. Cash will be accepted by vets only if alternatives not possible.