

Risk Assessment

Novel Corona Virus Disease 2019 (COVID-19)

Summary: This risk assessment aims to document the measures the SMART Veterinary Clinic Ltd will implement to reduce the risks associated with the current outbreak of the COVID-19 virus, for our staff and clients, and to mitigate the impact to our current services and patient care.

Risks: Infection and cross-infection of COVID-19

CONTROL MEASURES TO BE FOLLOWED AT ALL TIMES:

IF YOU ARE CURRENTLY SHOWING ANY SYMPTOMS RELATING TO COVID-19 OR HAVE BEEN EXPOSED TO ANYONE INFECTED WITH THE VIRUS WE WOULD ASK THAT YOU DO NOT ATTEND THE CLINIC UNTIL YOU HAVE OBTAINED A NEGATIVE TEST RESULT (for those individuals that are double vaccinated) OR THE ADVISED SELF-ISOLATION PERIOD IS COMPLETED

- If possible, we would still encourage only one owner to attend each appointment
- When you arrive for your appointment, please alert us by using the buzzer (in Swansea) or doorbell (in Cardiff) to make staff aware you are waiting. **Please do not enter the clinic unless asked to do so.**
- A member of staff will then come out to meet you in the car park and use one of our leads, which will be disinfected between each patient, to bring them in to the clinic for their treatment. Our feline patients can be transported in their carriers and we will disinfect these following the appointment.
- Any clients who have been asked to accompany their pet for their appointment, at the discretion of the Vet providing treatment, will be asked to strictly adhere to the following safety measures-

We recommend performing a LFT prior to coming to your appointment if possible, as you will likely be in the building with us longer than 15 minutes

- You must thoroughly disinfect your hands on entry and exit to the building. Alcohol gel is available at the door to each clinic. We will also be providing masks for clients to wear whilst in the clinic. These can be disposed of on exit, a bin will be provided by each door.
- We will ask to check and record your temperature prior to entering the building. If a high temperature is recorded you will not be permitted to enter the building or continue with your appointment, but will be asked to follow government guidance in obtaining a test.
- If entering the clinic for your appointment, you will be taken to our larger consultation room/s where the Vet can take a history from you and you can be present during your pets examination, or for the first part of treatment if needed. **We will still be conducting as many appointments as possible remotely at this time.**

- We will then take your pet to our treatment room for the remainder of their appointment.
 - Please try to minimise touching anything within the clinic whilst in the building
 - SMART clinic staff will disinfect all surfaces and door handles after each appointment, including the handles on the entry/exit door to each clinic.
 - Payments and follow up appointments can also be arranged in our reception areas as screens have been placed around our reception desks to enable clients to be able to safely do this.
 - **One client in reception at any one time and please adhere to the advised 2m social distancing guidelines at all times.**
- If you would prefer to remain outside of the clinic throughout your pets appointment, we can come and collect your pet from you and obtain an updated history remotely. You can then wait outside (in your vehicle) while we carry out the appointment and treatment and all follow up appointments and any payments can be arranged via telephone.

This continues to be a very worrying and unsettling time for all and we hope that the above will help alleviate any concerns relating to attendance of appointments at the SMART Veterinary Clinic Ltd.

If, however you are concerned about anything, contained or not contained, within this document please do not hesitate to contact us directly at the clinic on the clinic numbers 02920 799886/01792 931239.