

**Risk Assessment**

**Novel Corona Virus Disease 2019 (COVID-19)**

**Summary:** This risk assessment aims to document the measures the SMART Veterinary Clinic Ltd will continue to implement to reduce the risks associated with the ongoing 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 ANY POTENTIALLY INFECTIOUS CONDITION (EG FLU, VOMITING ETC) -WE WOULD ASK THAT YOU DO NOT ATTEND THE CLINIC AND NOTIFY US TO MAKE US AWARE OF YOUR SYMPTOMS**

- 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.**
- Clients can now accompany their pet for their appointment, if preferred, but we are also happy to treat patients without owners present if required.
- If you are accompanying your pet into the clinic for their appointment, the following measures must be adhered to-
  - 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 still be providing masks for those clients that would prefer to wear them whilst in the clinic and are happy to also wear masks during your pets treatment, if requested. These can be disposed of on exit, a bin will be provided by each door.  
**We will still be restricting access to our treatment room as much as possible but clients may be invited to attend this part of their pets treatment at the discretion of the Vet providing treatment.**
  - Please still try to minimise touching anything within the clinic whilst in the building.
  - SMART clinic staff will continue to disinfect all surfaces after each appointment.
- 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, if you prefer.



This continues to be a very worrying and uncertain 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.