



# DROVE Safe Working Protocol

We would kindly ask you, for the safety of both our staff and clients, to please always respect these guidelines. Thank you for your patience and understanding.

- If you are experiencing symptoms (persistent cough and/or high temperature) it is imperative, you advise us over the phone so that we can ensure your pet is cared for appropriately.
- We have been working hard to put measures in place to ensure both your safety and the safety of our staff. Please adhere to the social distancing measures we have put in place and new signs giving information on collections and arriving for appointments.
- For Appointments please follow the sign outside the branch to book in.
  - Please do not arrive any earlier than 5 minutes before your appointment, you may be asked to wait outside if the waiting room is occupied.
  - You will not be allowed in to the building without a face covering/mask so please ensure you bring one with you.
  - Appointments are limited to one person per animal where possible, please do not bring children to your pets' appointment.
- We may also take your temperature before entering the building. If it shows that you do have a high temperature you will be asked to go back to your car and your pet will be collected from you for their appointment by a member of staff.
- For collections of prescriptions, food or in patients please call the branch you are outside of to let us know you are here and remain in your car until advised.
- Please allow at least 24 hours between order and collection of prescriptions and food.
- We appreciate that you may not feel comfortable entering our buildings just yet and if this is the case then please let us know when you are booking your appointment. We can ensure a member of staff collects your pet from your car and they are cared for by our team without you being present.
  - The vet will call you on your mobile to discuss your concerns then meet you at the door.
  - If you do not have a mobile this discussion will take place outside at a safe distance.
  - A member of our team will then take your pet from you at the door and we ask that you please return to your car to wait. We have a nurse to assist each vet with examination of your pet.
  - After the physical exam the vet will call you on your mobile to relay their findings and discuss a plan, please make sure it is on loud so you don't miss the call.
  - A receptionist will then call your mobile to take payment over the phone.
  - Finally, the vet or nurse will return your pet to the front door with any medication and instructions.
- Whilst these restrictions are in place we are asking clients not to visit any pets that are hospitalised.

We appreciate some clients will be worried at not accompanying their pet into the hospital. However, these rules are for everyone's benefit and follow guidance issued from the British Veterinary Association. Rest assured we will always do our best to ensure we treat our patients respectfully and minimise their stress whilst in our care.

In return we would ask you to respect our staff in following these rules. Due to the high number of calls we are receiving there may be some delay but we will do our best to minimise any inconvenience and once again we would like to thank you for your understanding.

*Best wishes, The Drove Veterinary Hospital.*