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### Small Animal COVID risk assessment

As a practice we have reviewed our Covid safeguarding procedures in order to allow a small number of clients in with their pets during consultations. We remain committed to ensuring staff are kept safe and manage our responsibilities to public health. All staff continue to monitor their temperature as they start their shift and do not enter the building if this registers a high reading. Temperatures are also recorded at reception. Staff will be required to wear face coverings at all times whilst working.

Reception will inform clients when making appointments of our procedures. Clients will be asked to arrive 5mins before their appointment time and as far as reasonably possible a limit of one client per pet will be adhered to unless it is a euthanasia and then individual circumstances will be considered on a case by case basis.

Clients will be asked to call reception on arrival. Reception will ask if they are showing any COVID symptoms or have been in contact with anybody who has. Reception will then inform all clients their appointment within the practice will last no longer than 15mins as advised by public health & that face coverings must always be worn within the practice. Clients will be asked to wait on the drive by the back door in their assigned waiting bay at the time that their appointment is due.

The vet will meet the client in their outside bay, take their temperature, offer hand sanitizer & escort the client to the consulting room where the client will be asked to stand near the door and to explain the reason for their visit after which they will be asked to take a seat in the waiting room whilst the vet and nurse examine the animal. Once the examination has taken place the vet will return the animal to the owner in the waiting room.

After receiving any medication and payment has completed clients will then leave through the front door. We will aim that clients are not in the waiting room for any longer than 15 minutes. If this time has been reached the client will be asked to wait in their car.

All payments will be encouraged to be contactless by card, machines will be wiped down after each use.

All consulting surfaces are wiped down between patients and the practice is cleaned twice daily. Telephones and computer keyboards are wiped throughout the day as staff may need to change desks, however this movement is kept to a minimum.

All staff are also strictly adhering to social distancing at home in line with the government advice thereby limiting the risk to those within their working teams.

**A F Kent** BVetMed Cert EP MRCVS  
**T C L Hume** BVetMed CertAVP MRCVS  
**C J Tomlinson** BVSc MRCVS  
**N T Morrell** BSc(Hons) BVetMed MRCVS

**Clinical Director R Morrell** BVetMed  
MRCVS



Home visits are being carried out where deemed appropriate, providing the owners are not showing any clinical signs of coronavirus and the SOP for Covid home visits is being followed.

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