



Midlands Veterinary Physiotherapy

*Optimising equine rehabilitation and performance*

Midlands Veterinary Physiotherapy

Member of the NAVP, MAA and IAVRPT

RAMP and AHPR registered

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During the COVID-19 outbreak, I have been following all relevant government and governing body guidelines regarding which cases are appropriate to be attending at any stage, physical distancing, and biosecurity. Now that all legal restrictions have finally been removed, I please ask for your continued support and understanding in helping to still minimise the risks to myself and to other clients, and to try to ensure that I can continue to offer an uninterrupted service to everyone.

1. When booking an appointment, please let me know if:
  - a. You, a member of your household, or anyone else you have been in recent close contact with have been exhibiting any symptoms of COVID-19, tested positive for it within the previous 14 days and/or are self-isolating?
  - b. You or a member of your household is considered particularly vulnerable (over 70, has an underlying health condition, or is pregnant) and therefore would appreciate additional precautionary steps to be taken?
2. **If you, anyone in your household, or anyone else at the yard, develops any new cold, cough, or 'flu-like COVID-19 symptoms prior to the visit and/or has a positive test result, then please contact me as soon as possible before the appointment.** Rest assured that normal cancellation charges will not apply under these circumstances.
3. I have always followed good hygiene protocols between visits in any case and will continue to do so, ensuring that all equipment is disinfected and using any PPE that may be appropriate.
4. **I would appreciate physical distancing (of 1m+) to be maintained throughout my visits as far as possible still.** I would also appreciate being able to work in as well ventilated a space as weather or circumstances allow.
5. Please kindly keep a face mask or covering available to wear if needed during appointments e.g., if there might perhaps be a need for you to help to hold your horse more closely at any stage to assist during treatment.
6. If it is possible for payments to be made via bank transfer or contactless cards, then that will help to minimise handling of cash or cheques.

**Thank you for your understanding and continued support**