

Covid Secure Protocol for Crown Vets Fort William Mobile Clinics

When Taking Appointments

Inform clients of social distancing and confirm no member of their household has signs of covid19.
Inform clients that they should wait outside on arrival for appointment.
Inform clients to wear facemask when talking to vet outside.

Clients at Clinic

Clients shall not be allowed entry into the building where clinic is being held. Obtain histories over the phone or at a distance outside.

Payments shall be made by credit card over the phone or online. If payment is made using card machine it will be disinfected between use. If cash is the only option staff shall wear gloves to receive it and when counting it.

Consent where necessary can be obtained verbally and immediately documented on computer. If this isn't considered adequate then use designated clipboard and pen which must be disinfected afterwards.

Collection of animals outside. Gloves and masks +/- visor should be worn. One of our slip leads should be used to take dogs inside. It should be disinfected between animals.

Use of Equipment

Use only your own stethoscope. Try to avoid sharing pens
Do not use equipment belonging to hall other than table/chairs

Cleaning Protocols

Follow SOP cleaning protocol at start and end of clinic session. Use peroxiguard cleaner.
Particular attention to door handles, switches, keyboards, examination table, any chairs used and other surfaces that could have been touched including taps etc.

Use disinfectant spray around cab area of vans at the start and close of each day especially where there is transfer between team members – steering wheel, hand brake, radio/heating controls, indoor and outdoor door handles.

Hand Hygiene

Regular hand washing for at least 20 seconds. Use paper towel not cloth towels to dry hands.
Carry personal hand sanitiser and use frequently
Wash/sanitise hands after handling goods that have arrived as deliveries or when received items from clients.

Safe Use of Face Coverings and Masks

Wash hands in hot water for 20 seconds before putting on face covering and after removing. Whilst wearing face covering/mask avoid touching it with hands. Should be changed if becomes damp.
Wash face covering daily. Continue to practice social distancing

Safe Use of Gloves

Change between patients. Do not touch face/gloves/eyes whilst wearing gloves. Dispose of gloves in clinical waste

If you or a member of your household have signs of corona virus

Do not come to work and contact your line manager.