

Anton Vets Covid Facebook 13.4

Following continuation of the lockdown measures, vets have been given more guidance about what they can and can't see over the next two months (or until lockdown is lifted, if sooner).

This is risk-based and we shall be basing our work on guidance given by the Royal College of Veterinary Surgeons and British Veterinary Association.

Over the next two months, we will also be doing everything we can to maintain social distancing, protecting our staff and clients while maintaining our core work of protecting animal welfare.

To this end, we will still be on reduced staffing and ask you to please be patient and help us help you and your pets:

- Please always contact us before coming to the clinic
 - If urgent, call our usual 01264 729165 number. Between 9am and 3pm this line will be manned, but with fewer lines working please be patient during busy times and call only if urgent or to make payment.
 - If less urgent please email enquiries@antonvets.co.uk – this will be checked regularly through the day.
 - Alternatively please message via our Facebook page- this will be checked occasionally through the day.
- Outside of 9am-3pm weekdays (9-11am Saturdays) the answerphone will give the on-call mobile number. This is for urgent/ emergency calls, or to tell us you have arrived, unless you have been specifically advised to ring it. Please don't call out-of-hours with less urgent questions.
- Please be patient and wait in your car with your pet. Either phone to say you have arrived or come to the reception door and tell reception you have arrived. Please only enter reception if specifically requested. We will see everyone as quickly as we can but social distancing and disinfection measures do mean that consultations take a lot longer than normal so, unfortunately, we are often running behind; please bring a book!

With respect to pet problems. we plan the following:

- **Ill animals** – please contact us first and we will assess if a teleconsult or physical examination is needed. Please do not come to the clinic before calling us.
- **Vaccinations** –
 - **Dogs-** we will vaccinate
 - Primary courses for puppies (if at all possible please bring them in a cage/ box for ease of handover)
 - First boosters
 - Subsequent boosters, but only where the vaccine is over 2 months overdue. We will be sending reminders after 14 months from the last booster, but if you do get a reminder earlier than this, please call- it may be one that has slipped through the net, and we may ask you to wait! Boosters may be done earlier (ie on time) if there is a clear risk of leptospirosis- please email if you are worried this may apply to you

- To reduce risk of leptospirosis we can advise you to stop your dog swimming or drinking potentially contaminated water while on walks.
 - WE WILL **NOT** BE DOING KENNEL COUGH VACCINATIONS DURING LOCKDOWN
 - **Cats** – we will be advising owners of new cats to keep them in if possible. Guidance on making indoor living better for cats can be found at <https://icatcare.org/advice/making-your-home-cat-friendly/>
- If you can't keep your cat in or if your cat is already going out, we will be vaccinating as per the dog guidelines.
- **Dogs and Cats**
 - Where there is one pet coming in, we will vaccinate any other pets in the house that are due (or nearly due) at the same time in order to reduce trips to the clinic. We are sorry, but the usual 10% discount on multiple pets is temporarily suspended during the current lockdown.
 - **Rabies vaccine**- this will only be done if there is a clear need- these will be very individual AND WILL BE ASSESSED ON A CASE-BY-CASE BASIS
- **Rabbits** – we will vaccinate as usual
- **Neutering**
 - **Small mammals**- we will neuter to enable to social mixing
 - **Cats** –we can neuter outdoor cats & cats from mixed sex households- where possible, cats should be kept indoors (see above) to reduce the need for neutering. We will also neuter indoor cats where there are behavioural problems.
 - **Dogs**- we will not be doing routine neutering apart from
 - Male and female dogs being kept in the same house
 - Behavioural/ welfare needs
 - Where possible, we will advise alternatives- eg hormonal treatment to delay season, or deslorelin implants for male dogs.
- **Dentals**
 - **Rabbits/ small mammals**- these will still be done as there is a clear welfare need.
 - **Dogs/ Cats** – routine dentals will NOT be done unless it is essential eg:
 - The pet is in pain
 - Dental disease is worsening
 - Gingivitis/ abscess is not responding to antibiotics
- **Ferret jill jabs/ implants** – will be done as usual
- **Reptiles- chronic illness**- the initial assessment will be performed using email for environmental parameters and disease history. We may request photographs or videos of

vivaria. A teleconsult or physical consult may then be recommended if the environment seems OK, or if there is no response to environmental improvement.

- **Microchipping** – will only be done if a pet is coming into the clinic for another reason.
- **Export paperwork**- will only be done for pre-registered clients and only where there is an individual circumstance that makes this essential at this time. All cases will be assessed individually, but if in doubt we will not be doing export checks.

WE WILL NOT BE DOING:

- Nail trims, unless the animal's welfare is going to be compromised
- Grooming/ dematts, unless there is welfare compromise, and this cannot be done at home/ elsewhere
- Weight checks
- Routine flea/ worm checks – these will be done by telemedicine
- Boarding of exotics, unless the owner is hospitalised