

COVID-19 Equibreed UK Ltd Safety Statement for Clients & Staff V.7.5.21

Equibreed UK Thank You in Advance for Supporting us during the National Lockdown!

At Equibreed we have a fantastic team in our clinic and yard, supportive clients and of course superb horses and we must thank everyone we work with for their efforts in assisting us to remain a COVID-19 Safe business.

In order to continue to protect everyone and allow us to provide the essential veterinary care whilst making the health and wellbeing of our staff and your horses a priority we must continue to follow the government guidelines following the changes to a country-wide lockdown.

Please call ahead and make timed arrangements for collecting or dropping off your horses – our admin teams will be working remotely, and our yard staff are working in teams. To make this as swift as possible please give us as much notice as possible.

To help us with our administration **please let us know in advance the address of the final destination of the horses or the yard from which they have come** from so we can complete our admission and departure records remotely.

Please tell us if you have symptoms, you have experience COVID-19 symptoms, tested positive for COVID-19 or someone in your household has tested positive and call before you come to the clinic. Give us a call and we can work out alternative plans for you.

To reduce the risk of transmission we will no longer be allowing visitors inside the clinic and all admissions and departures will be back to non-contact transfers.

We are still here, we have plenty of mares in our care and horses will continue to arrive and depart from our care. We can continue to provide the same level of care, advice and support as we have all year from our fantastic team of vets and grooms. Rest assured the horses in our care will receive the usual top-class standard of care.

The following protocols are in place:

Equibreed UK visiting you

Please follow social distancing guidelines – min 2m in outdoor spaces

Please complete any paperwork digitally (we can help you with sign apps) or payments (over the phone/BACS)

Please disinfect any parts of your yard we need access to or headcollars etc. before and after.

Please tell us if you have symptoms, you have experience COVID-19 symptoms, tested positive for COVID-19 or someone in your household has tested positive so we can make alternative arrangements

If you visit Equibreed UK

Please do not come to see us if you have symptoms, you have experience COVID-19 symptoms, tested positive for COVID-19 or someone in your household has tested positive

W: www.equibreed.co.uk E: enquiry@equibreed.co.uk P: 01189712994

Please follow social distancing guidelines if you must exit your vehicle
Please stay in your lorry or car, we will unload/load and attend to your horse
Please do not enter the clinic or buildings unless otherwise directed to do so
Please provide details of the address for where you are departing to or returning from with equine admissions in advance on text/whatsapp or email
Complete any paperwork digitally (we can help you with sign apps) or payments (over the phone/BACS)
Please use the track and trace QR code if you come to our clinic
Please utilise our hand sanitiser stations

Our Staff will

We will follow social distancing guidelines
We will be constantly risk assessing, reviewing risk assessments for everyone's safety
We will follow clean-down protocols
We will provide the facilities to wash hands regularly and sanitise
We will be working on teams to protect each other and our clients
We will follow government guidelines for testing, isolation and reporting guidelines for staff with symptoms or positive tests
We will continue to risk assess
We will continue to follow changes and updates in government guidelines and restrictions

Please respect our protocols to ensure the safety of you, your staff and horses, and our staff and team.

Please be aware our admin might be a bit slower, some of us may be working remotely – but we will return messages, calls and emails – administration can take a little longer than normal to arrange. We are working with all of our suppliers to ensure as little disruption as possible, but please appreciate they are also working under the same constraints.

Please also settle your invoices as soon as you can – every little helps!

If you have any questions or concerns, please do not hesitate to contact us.