



Ashley

Veterinary Centre

COVID Protocols

December 2021

We would like to thank you all for your patience and understanding throughout the COVID-19 pandemic.

As you know, we have managed to stay open and operational throughout the COVID crisis, meaning that we could serve all the pets of our community and provide vital healthcare services to all of them.

We have only managed to do this by adapting our protocols, and by changing the way we interact with our patients and their pets. Consequently, this has meant that owners have not been allowed into the premises during the pandemic.

We understand that this is sometimes difficult, especially when you are worried about your pet. However, it is only by doing so that we have kept our team safe and the practice open for everybody.

We are also running at reduced capacity due to the increased time given to each appointment and a reduced staff at this time. You may be aware that there is a nation-wide shortage of vets and veterinary nurses.

With the increase in COVID-19 vaccination and the changes to rules around the test and protect self-isolation, we are now able to start making minor changes to our protocols here at the practice.

We are not yet in the situation where we can operate as we were before the COVID pandemic, so we are asking you all for your continued understanding, support and patience.

Please remember that if our team are forced to self-isolate then we will not be able to offer any service to any of our thousands of pets in our local community. Please consider this when making decisions about coming to the practice.

Ashley Veterinary Centre, 357/359 Anniesland Road, Glasgow G13 1XT
Tel: 0141 959 6100

A. Please do not visit the practice if:

- 1. You have tested positive for COVID-19 within the last 10 days or any close contact has tested positive within the last 10 days.**
- 2. You have any COVID-19 symptoms – fever, new cough, loss of sense of smell**
- 3. You are awaiting a COVID-19 PCR test result**

B. Only 2 individual people will be allowed in the waiting room at any given time. Do not enter the practice until a member of staff lets you in.

When you arrive please wait outside and knock on the door to let us know you have arrived. Please do not enter the waiting room to collect medication unless a member of staff invites you to come in.

- C. Only 1 owner will be allowed into the practice per pet.** If you require to bring dependants with you please wait outside.
- D. Facemasks must be worn** fully covering the mouth and nose whilst in the building. If you are exempt from wearing a mask, you will be asked to remain outside.
- E. At this time, owners will not be allowed into the consultation room with the vet** while your pet is examined except in exceptional circumstances. Please be aware that the length of contact time with the vet must be kept to a minimum indoors to reduce the possibility of coronavirus spread.

We will still be happy to take your pet at the door for examination and treatment if you fall into a category above where it is safer for you to remain outdoors.

We would ask you to continue to show all members of staff the respect they deserve when you are visiting the practice. They are a very hard-working team and I am grateful to them for their effort and dedication throughout the last two years.

Finally, thank you for your on-going patience and support as we navigate our way towards what will hopefully be the end of this challenging period.

Best wishes,

Doranne Ashley BVMS MRCVS

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