



110 Long Road  
Canvey Island  
Essex  
SS8 0JN  
01268 682412  
Email:- [riverside\\_canvey@live.co.uk](mailto:riverside_canvey@live.co.uk)  
Website:- [riversidevetscanvey.co.uk](http://riversidevetscanvey.co.uk)

# COVID-19 UPDATE

APRIL 2021

RIVERSIDE VETS CANVEY CONTINUES TO DO OUR  
PART TO KEEP OUR PETS, CLIENTS AND STAFF MEMBERS  
SAFE AND HEALTHY.

IN LINE WITH CURRENT GUIDANCE OF  
THE RCVS AND BVA  
WE ARE OPEN AND HERE TO SUPPORT YOU  
AND YOUR PETS NEEDS.

FREQUENTLY ASKED QUESTIONS REGARDING  
THE NEW WAY OF WORKING FOLLOWING THE  
RECENT LOCKDOWN ANNOUNCEMENTS.

# Vaccinations

Can I bring my pet in for their annual vaccination booster?

YES

We are now taking appointments for annual vaccinations and rabbit vaccinations.

Please do not attend the surgery if you are unwell or have suspect COVID symptoms.

Your appointment will be quite different to previous occasions due to the government guidance around social distancing recommendations.

Please follow all the instructions given to you prior to your appointment. We are open but unfortunately we are still not allowing clients into the practice. This is to keep all staff members safe and well.

Our team is limited so please be patient when ringing and knocking on the door at the surgery we are doing our best to see as many as clients as possible with routine and emergency appointments.

Please ring the surgery if you have any questions.

On arrival at the Practice you will be asked to stay in your car in the main car park.

If you can phone reception and inform a team member that you are in the car park. A team member will direct you to the entrance at which the vet and nurse will meet you.

Please ensure that your dogs collars and leads are secure and cats and small furies carriers are escape proof.

We are working with a limited team so please be patient.

At this time you will not be allowed into the Practice.

Thank you.

## Can I bring my puppy or kitten in for their initial vaccination course?

We are able to see puppies and kittens for their vaccinations. We offer a free Puppy and Kitten health check. We are making sure we do this in a risk assessed way to ensure we protect you, your pet and our team. If you call the practice, we will be able to book in your puppy or kitten in for its vaccinations at an appropriate time. Puppies and kittens should be kept in your home and garden until after their second vaccination.

Your appointment will be quite different to previous visit due to the government guidance around social distancing recommendations. Please follow all the instructions given to you prior to, and during, your visit with your pet. This will ensure any procedures are done as safely as possible for you and our teams.

## Emergencies

In the event of an emergency please ring the surgery 01268 682412 and we will see your pet ASAP.

As with all visits to the Practice we will ask you to phone once in the main car park and a vet and nurse will meet you at the appropriate entrance. We have strict social distancing protocols in place and at this time you will have to wait outside while your pet is being treated. Please follow the instructions given to you, this is to keep everyone safe.

Thank you in advance for your understanding.

## Repeat Medications

&

## Food Orders

### How do I order and collect my pets repeat medications and Food orders ?

It is important that your pet doesn't stop any medication that has been prescribed for a long term condition. All medications on a repeat prescription will require at least 24 hours notice. Please be aware it may be time to make a check up appointment for your pet if they have not been seen recently for a medication review.

We are only taking card payments at this time.  
NO CASH PAYMENTS

### Can I collect my pets Flea and Worm treatments?

It is important that you continue to give your pet the appropriate flea and worm treatments.

Please always ring the practice before arriving as this will allow us to prepare the medications and order in if necessary.

A team member will advise you on how to pay for your treatments and how to collect from the practice as the door remains locked.

Thank you again for your understanding.

## Operations and blood tests

Can I book my pet in for neutering, dentals and other surgical procedures ?

Yes

Please ring the surgery and a team member can arrange an appointment. We are currently working on the guidance from the RCVS and BVA.

### GENERAL ADVICE REGARDING YOUR VISIT TO RIVERSIDE VETS CANVEY

- If you have been exposed to COVID-19 or had contact with someone who has or if you are experiencing symptoms ( a new or persistent cough and or have a fever) You must inform a team member. We can then advise you on how your pet can receive the treatment they need while keeping everyone safe.
- If you have recently visited Riverside Vets Canvey and then become unwell and have to self-isolate with COVID-19. Could you please inform the team as soon as possible so we can implement measures to protect team members and other clients safe.
- When you arrive at the surgery please call 01268 682412 or ring the door bell.
- We request that if possible could you remain in or near your car adhering to the social distancing regulations. This is to keep you and staff members safe.

- Please make sure that your dogs lead is fitted correctly and that your cat or small furries carrier is secure.
- We will ask you to wear a face covering (unless medically unable to) when speaking to members of the team, this to keep yourself and staff members safe.
- We are only taking card payments at this time or bank transfer prior to the appointment.
- IF YOU HAVE ANY QUESTIONS PLEASE PHONE THE SURGERY ON
- **01268**  
**682412**

**RIVERSIDE VETS CANVEY WOULD LIKE TO THANK YOU IN ADVANCE FOR YOUR SUPPORT AND UNDERSTANDING.**