

From: Health <health@thekennelclub.org.uk>
Sent: 20 March 2020 15:18
Subject: BVA/KC Canine Health Schemes regarding COVID-19

Dear Breed Health Co-ordinator,

We are sending this email below on behalf of the BVA. Please feel free to share within your communities, and any questions do let us know, and we will do our best to answer them.

“In light of the COVID-19 pandemic Canine Health Schemes wanted to update you on how this will affect your Hip and Elbow Dysplasia submissions and Eye Examinations.

Following recent government advice, we have taken a number of steps to protect the health and safety of our staff including making the move to work from home. We remain contactable by phone (020 7908 6380) or email (chs@bva.co.uk) but have been experiencing higher call volumes so if you aren't able reach us by phone please send us an email and we will get back to you as soon as we can.

As we are working from home it will take a little longer for Hip and Elbow Dysplasia submissions that have been sent by post to be received and processed, so please bear this in mind if you are calling for an update on your submission.

To protect the health and safety of our scrutineers we have asked them not to travel into our London office to attend upcoming scoring and grading sessions. This means there will be a short delay in getting Hip and Elbow results back to your veterinary practice. We are currently looking at alternative options for future scoring and grading sessions and will update you once we have more information.

Many veterinary practices will be operating at a reduced capacity as they also take steps to protect the health of their staff. This may mean they are unable to provide a radiography service for Hip and Elbow Dysplasia submissions at this time, so please be prepared to reschedule radiographs for later in the year if necessary.

Likewise, many of our Eye Panellists are taking precautions to protect their health and yours, so are currently unable to offer eye examinations or attend group-testing days. We are frequently updating the March and April group eye testing sessions on our website (<https://www.bva.co.uk/canine-health-schemes/eye-scheme/find-an-eye-panellist>) so please check to see if sessions in your area are still going ahead.

We apologise for any inconvenience these changes may cause and appreciate your understanding during this time.

Kind regards,

Kelly Thatcher
Head of Operations and Business Development
Canine Health Schemes