



## **COVID-19 Update – 31/03/2020**

Until advised otherwise, we are open as normal. We would like to reassure our clients that we are well equipped and experienced at handling infectious diseases in the animal industry. As this virus is transmitted via human to human contact, we are asking clients to assist us in ensuring their health and safety and the health and safety of our staff.

Below are some precautions we are asking clients to take to help both humans and animals stay safe and healthy.

### **If your pet needs veterinary attention and:**

- You have been overseas within the last 14days
- You're experiencing symptoms
- Need to self-isolate

Please phone us for advice and we can make a plan. In line with social distancing recommendations, we are keeping waiting times to a minimum.

### **If you are unwell and coming in for an appointment, we ask you to:**

- Limit the number of people presenting your pet to just one owner
- When arriving for your appointment, please wait in your car
- Please phone us from your car on arrival and we can come out to advise you when we are ready to see your pet.

If you are not feeling unwell but would prefer to wait in your car when coming in for an appointment, we are happy for you to phone us from your car and we will come out to see you when we are ready to see your pet.

Please make use of hand wash and basins located in the clinic to wash your hands.

Please phone ahead to order required prescription medicine repeats or food, worming and flea control in advance so we can arrange to have them ready for you without the need to wait.

**We are working hard to ensure we can continue to provide complete veterinary care.**

**Thank you for your understanding and cooperation. This situation is rapidly evolving, and we will provide updates as required.**