



COVID-19

Practice Guidance

Dear valued client

We are expecting to be open during the lockdown as we are classified under medical services. We will confirm later today, once we have received guidance from the SAVC (South African Veterinary Council).

Please be advised of the following protocols in place with immediate effect when visiting our practices. For your safety, as well as that of our staff, we would appreciate you supporting these protocols.

- If you are feeling ill with even the mildest cold/flu symptoms, or in the last 14 days travelled by bus/plane/boat, please rather send another healthy adult with your pet.
- Please don't be offended when our staff enquire about your health status or travel history when on the phone or face to face.
- **To aid social distancing:**
 - We will only allow ONE healthy adult client:
 - * To accompany a pet to the practice (unfortunately kids, friends or family need to stay outside or at home).
 - * Per pet in the waiting room/consult room/at discharge.
 - * To visit only the most critical animals in hospital for a maximum of 15 minutes i.e. only animals in ICU or those whose condition has rapidly deteriorated (we are discouraging all other hospital visits. Please respect our duty vet's final decision).
 - We have placed markers on the waiting room floors and benches to show you where it is safe to sit and stand.
 - We will have a 'Doorman' at each practice, especially during busy times, who will help you apply hand sanitiser on your arrival, they will point out the marked areas in the waiting room, and may ask you to wait outside or in your car if our practices are getting crowded.
- We have removed all magazines, leaflets and other high touch items from our waiting rooms.
- We have stepped up our already rigorous cleaning protocols of all rooms and equipment.

Please help us in dealing with COVID-19 by:

- Wash your hands frequently for at least 20 seconds.
- Protect your face.
- Social distancing - 1.5m between people at all times.

**WASH YOUR HANDS * PROTECT YOUR FACE
KEEP A 1.5M DISTANCE BETWEEN PEOPLE AT ALL TIMES.**