

# COVID-19 Policies

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We are adopting these new policies so we can work inside the social distancing guidelines required by health authorities and help to slow the spread of this virus.

As social distancing recommendations for reducing the spread of Coronavirus become more established, we want to assure our clients that we remain open to treat their pets and provide medication and food.

To assist us to continue to do this and to ensure the health & safety of our team, we ask that:

- Only one owner per pet attends the clinic
- If you are in self-isolation, quarantine or unwell and require medical help for your pet, please call us so we can make arrangements to assist you.
- If you require repeat prescriptions or food orders, please call ahead so that our staff can have it ready for you to collect as soon as you arrive.
- Make use of our online store [BetterPets](#) for ordering and delivery of any food or preventative you may need
- Please observe social distancing requirements set out by the Health Authorities when dealing with our team
- During a physical examination of your pet, our team will be required to take your pet into a separate consult room or treatment area
- Please make use of hand sanitiser, when it is available, or feel free to wash your hands before or after consultations using sinks provided in the rooms
- Where possible we will process all payments via pay wave or credit/debit card over the phone

**This is a stressful and uncertain time for everyone, and we want to ensure that our clients, their pets, and our staff all remain healthy.**