



At Blacks Vets, the health, safety and wellbeing of our patients, our staff and our community is our number-one priority.

We remain committed to delivering exceptional care to your pet, while doing our part to reduce the spread of respiratory illness (in particular, COVID-19 coronavirus), including careful monitoring of the health and wellbeing of our staff.

Over the past few weeks, we have taken a series of precautionary steps at our practices in response to this outbreak, including increased cleaning, disinfection and access to hand sanitiser for our staff and clients.

**Doing our part to keep pets, clients and our staff healthy during COVID-19 (coronavirus)
In addition to the steps we're taking as a practice to protect everyone who works in and visits our practice, we kindly ask that you take the following precautions:**

- If you've been exposed to COVID-19, had close contact with someone who has, or you're experiencing symptoms (new persistent cough and/or fever), and your pet needs veterinary care, please call us. We will be able to advise you on how your pets can receive the care they need.
- If you have been self-isolated with COVID-19 and have recently visited one of our practices, please let us know as soon as possible. This is so we can implement measures to protect our staff and other clients, some of whom are elderly or could be more susceptible to illness.
- If your pet requires urgent veterinary attention, please call us. We will be able to advise you on how your pets can still receive the care they need.
- **When you arrive**, please call our reception team and they will advise when you can enter the practice. If you are told to wait, if you can please wait outside the practice or in your car and the reception team will call you as soon as you can enter.
- Only 1 client should enter the practice whenever possible.
- Please limit your time in the waiting area, and maintain at least 6 feet / 2 metres of space between you and other pet owners in common spaces.
- When possible, schedule appointments in advance to not only reduce your wait time but also enable us to better prepare for your pet's health needs prior to their arrival.
- If your pet is hospitalised at our facility, we are asking clients to avoid visiting their pet.
- If you need to change any appointments because you are in isolation, please call us and we will rearrange these for you.
- We are following the government's most recent advice regarding the measures we need to take to help control the spread of COVID-19. There's provision at all of our practices for you to wash your hands when you arrive and before you leave.

Please contact us if you'd like further advice about caring for your pet over the coming months

THE HEALTH & WELLBEING OF OUR PATIENTS, CLIENTS & STAFF IS OUR NUMBER-ONE PRIORITY

We remain committed to delivering exceptional care to your pet, while doing our part to reduce the spread of respiratory illness (in particular, COVID-19 coronavirus), including careful monitoring of the health and wellbeing of our staff.

We are trying to minimise the number of clients in our practice at any time. When you arrive, please call our reception team and they will advise when you can enter the practice. If you are told to wait, if you can please wait outside the practice or in your car and the reception team will call you as soon as you can enter.

If you've been exposed to COVID-19, had close contact with someone who has, or you're experiencing symptoms (new persistent cough and/or fever) and your pet needs veterinary care, please do not enter the practice. Please call us. We will be able to advise you on how your pets can receive the care they need.

Please limit your time in the waiting area, and maintain at least 2 metres of space between you and other pet owners in common spaces.

WE WOULD ASK THAT YOU PLEASE WASH YOUR HANDS WHEN YOU ENTER THE PRACTICE. ALTERNATIVELY, IF YOU CAN'T USE SOAP & WATER, HAND SANITISER IS AVAILABLE AT RECEPTION.

THANK YOU FOR YOUR UNDERSTANDING.