

# Bundoora Vet Update - COVID-19

To all our valued clients,

As the situation involving COVID-19 develops rapidly within our state, we would like to take this opportunity to convey that Bundoora Veterinary Clinic and Hospital is remaining OPEN.. However, there will be some alterations to our normal operations, which we would like to inform you all of. All of these policies are in a direct attempt to protect both our clients along with our staff whilst enabling us to still help your pets in need, and also to do our bit to try and flatten the curve.

- The opening hours for ROUTINE consultation are as follows: Mon-Fri 8am-6pm. Sat: 9am-5pm.

Please note the new 6pm closing time Monday to Friday for ROUTINE consultations.

We will continue to operate as a 24 hour emergency center outside of these times, so we will always be available if your pet urgently needs to see a veterinarian.

- We kindly ask that you do not enter the premises if you:

- a) Are feeling unwell or have a fever
- b) Have a cough or a sore throat
- c) Have a blocked or runny nose
- d) Have traveled internationally or interstate in the previous 14 days
- e) If you have been informed to self isolate for any reason

- One client per pet will be permitted within the clinic

- Upon arrival at the clinic we ask that each client thoroughly washes their hands (20 seconds) prior to coming to the front reception desk.

- Once at the reception desk the receptionist will check you in, and we ask that you provide a phone number which you can be contacted on when we are ready to see your pet. Only 6 clients will be permitted to wait inside in the waiting room. If this number is reached then we kindly ask for you to return to your vehicle and await our phone call, at which point you can return into the clinic for your consultation.

- Whilst within the clinic we ask that you practice appropriate social distancing in making every attempt to remain 1.5m clear of any other person at all times.

- As part of an adequate consultation a physical exam of the patient is always necessary, meaning the veterinarian will need to assess your pet in person. However in an effort to reduce face to face interaction, there may be times where we ask you to stay in the car while we assess your pet, and communicate with you via telephone from inside the clinic. This may also be a preferable option for some clients during these times, so if this is the case please inform us on arrival.

- Of course any animal presenting in an emergency situation will be immediately attended too, HOWEVER we stress that clients will NOT be permitted to follow their pet into the hospital. Once we have taken your pet into our care we will check you in, and then ask that you wait in the appropriate area until we contact you to see the vet.

- Unfortunately during these times, ROUTINE visitations will NOT be permitted within the hospital. If your pet is in a critical condition in hospital we will keep you regularly updated and informed and work together with you if extenuating circumstances arise.

- We reassure you that we will be able to continue refilling prescription medications, however we will only be able to dispense ONE refill of medication at a time. We would also ask for clients to perform over the phone payments wherever possible to reduce face to face interactions.
- At this time we will not be able to accept any NON INJURED stray animals. We will of course accept any stray animal that is injured, however during these times we simply do not have the capacity to house uninjured stray animals. We ask that you follow other means of trying to reunite the animal with their owner, with the local council always being the first port of call. We need to keep our cages available for the animals that really need them!
- We will continue to do everything we can to support injured wildlife, but our ability to do so effectively will be severely impacted during these times. To help us with this we ask that you only present wildlife to the clinic that is clearly injured. If you are concerned that a wild animal may simply be 'lost', then we please ask you take other appropriate measures to try and help it. We welcome you to CALL the clinic and ask for advice if you find yourself in this position. This will ensure the animal's best chance of a good outcome.
- Our staff are here to help and support you more than ever during these difficult times. There will be no tolerance of any abuse or threatening behaviour directed toward any of our staff, or other cliental. We are all in this together!

We understand that some of these measures are quite strict, however given the severity of the situation at hand they are unavoidable. Unfortunately the situation is ever evolving, and some of our policies may change with little notice, but we would like to assure you once again, that all the measures we are taking are aimed at protecting the health of our clients and staff, whilst still allowing us to be able to treat your pets in need. We very much appreciate your understanding and co-operation in these difficult times, and of course we will always try to work with you to find the best solution for you and your pet. If you do have any questions regarding the current policies please CALL the clinic on 9467 2255.

Kind Regards

Bundoora Veterinary Clinic Management