



## Acacia Vet Clinic – Important changes to keep you safe during Covid-19

!! This is an important message for all of our valued clients!!

Here at Acacia we are working hard to continue to provide essential veterinary services during this unprecedented time.

In order to ensure our staff and clients are kept safe we are implementing some important changes to how we do business.

From Monday 30<sup>th</sup> March you will be required to **call ahead** before attending Acacia.

When attending an appointment please note the following:

- To protect everyone we will **not be utilising our indoor waiting area**
- Please let one of the nurses in reception know when you have arrived
- **Wait in your car or on the veranda** and we will notify you when the vet is ready for your appointment
- Only **two healthy adults** may attend with your pet.
- You must **follow any directions** and **maintain safe distancing** in the consult room and at the counter (please **observe signage** and markings)
- **Use cards** where possible **for payment** (strong preference for contactless - tap and pay)
- We are **unable to offer hospital visitation** at this time

### Please **DO NOT** attend our clinic if you have:

- Any flu like symptoms or fever
- An unexplained cough
- Have been overseas in the last 14 days
- Have been in close contact with someone who has Covid-19

In addition to these changes we have introduced additional disinfection measures throughout our practices.

Thankyou for your cooperation and support in keeping our community safe during this challenging time.

The Acacia Vet Clinic Team