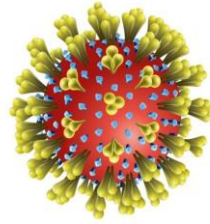




Important changes to keep you safe during Covid-1



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 30th March you will be required to **call ahead** before attending Acacia.

All people attending Acacia will be asked the **standard Covid-19 screening** questions.

We are implementing **contactless ordering and pickups** for all of our products (eg. flea/tick/worm treatments, special diet & food products). Please **call to place an order** and **pay over the phone**. We will advise you of pickup options.

When attending an appointment please note the following:

- To protect everyone we will **not be utilising our indoor waiting area**
- Please use the **new intercom** or **call (4939 5988) when you arrive**.
- **Wait in your car** and we will notify you when the vet is ready for your appointment
- Only **one healthy adult** may attend with your pet.
- The adult will be required to **follow 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.

Please also be aware, that in the event of a national or statewide lockdown, we will be required to follow federal guidelines and may need to cease regular service. We will continue emergency services wherever possible.

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

The Acacia Vet Clinic Team