

# COVID-19 Policies

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Due to the recent rule changes introduced by the QLD Government, requiring four square metres per person and mandatory masks to be worn in enclosed public spaces, we have updated our protocols.

We ask that you follow these new protocols to ensure the health & safety of our team, reduce the spread of COVID-19 and to ensure we remain open to provide vital care, food & medication for your pets.


- If your pet needs veterinary care, food or medication, **please call us so we can make arrangements to assist you**
- Make use of our **online store [BetterPets](#)** for ordering and delivery of any food or preventative you may need
- Limit the number of people presenting your pet to just **one owner** and follow our signage on the maximum number of clients allowed in our waiting area
- Masks are required to be worn while at our clinic
- Please **follow all social distancing requirements** set out by the Health Authorities when dealing with our team
- Please **make use of hand sanitiser**, when it is available
- **All payments via pay wave or credit/debit card over the phone**, where possible

## Advice for pet owners visiting our clinic during the COVID-19 outbreak

**WHAT YOU CAN DO**

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|  <p>Sanitise your hands before coming in the clinic.</p> |  <p>Stay 1.5 metres apart from other clients.</p> |  <p>Use a card vs cash at reception. Tap and go preferred.</p> |  <p>Stay at home if unwell.</p> |
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**WHAT ARE WE DOING?**

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|  <p>Following all government guidelines.</p> |  <p>Frequent hand washing and sanitising by staff.</p> |  <p>Ongoing sanitation of the clinic throughout the day.</p> |
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**We are working hard to ensure we can continue to provide complete veterinary care and we want to ensure that our clients, their pets, and our staff all remain healthy.**

**Thank you for your understanding and cooperation. This situation is rapidly evolving, and we will provide updates as required.**