

Our Approach to COVID – 19

These are really challenging times having already lived through a summer of fires and hail storms and now a world wide health emergency. It is impossible to know the impact that this virus will have on Canberra, let alone our pets. For now, our service will be operating as normal.

Weston Woden Animal Hospital cares deeply about the wellbeing of our patients, clients and staff. Our standard practice is obviously to maintain high standards of cleanliness and disinfection in our hospital but we have reviewed our protocols and procedures to make sure they are in line with advice from the health department and our veterinary association.

We can assure you that :

- We will maintain our high standards of hospital and hand cleaning in line with all current guidelines for best practice
- We will increase access to alcohol based hand rub for clients entering the clinic
- We have upgraded our policy of hand hygiene for before and after every interaction with a patient or client within our clinic
- We have upgraded the frequency with which we will clean all commonly touched objects in the clinic
- We have implemented strict policies with regards to staff staying away from the clinic should they be experiencing suspect symptoms, had close contact with anyone testing positive for the virus or be returning from overseas travel

With this in mind, we ask that you consider the health and wellbeing of our staff so they are not put at risk and subsequently put the function of the clinic at risk. Unfortunately we can't provide this essential service from home. We need to be able to keep seeing each other. So, we ask that:

- If you are unwell and particularly if you are showing any symptoms of COVID-19 (coughing, sneezing sore throat, fevers, lethargy or respiratory distress), please stay at home. We are still very happy to see our patients of course but urge you to find someone else to bring them to the clinic.
- If you cannot find someone else to bring your pet, please call us so we can help to find a suitable solution
- Please sanitise your hands at the door before you enter the clinic

- Where ever possible, please only have one person accompany the animal to the clinic. Leave children at home where you can so we are reducing the number of people contacting each other as much as possible.
- When you arrive at the clinic, if possible leave your pet in the car and come to let us know you have arrived. Once we are ready to see you, we will either call you or come to get you.
- That you practice social distancing once you are in the clinic

These are unprecedented times and we all need to look after each other so that the risk we pose to others and the risk posed to us is minimized. If we can follow all these guidelines, hopefully we will be able to continue to look after our precious patients through these difficult times.