



## REDUCED SERVICES DURING COVID-19

The COVID-19 pandemic continues to impact the way we live and work. We wanted to reassure you that we are still open and here to help you with all of your important veterinary needs.

Due to the movement restrictions, we have reduced the range of services we offer to include only essential consultations and procedures. Of course, we are still available for any animals who are sick or painful. However, we will not be doing any elective surgeries (including desexings). We will still do puppy and kitten vaccinations but adult dog and cat vaccinations will be put on hold. We are still available for farm visits for urgent situations. If you are unsure whether your pet or production animal health issue is urgent or necessary, please call us for advice.

We take the health of our staff and clients very seriously, so there are a few basic precautions that we have introduced:

- No animals will be seen without an appointment – please call before you arrive.
- Where possible, we will ask our clients to wait outside while we bring your animal inside.
- Please do not enter the waiting room if there is another client inside.
- Please maintain your distance from the reception counter.
- If at all possible, please pay by EFTPOS (tap and go) rather than by cash.
- If you need to pick up prescription medication, food or worming/flea treatments, please call the clinic and order it in advance. Paying by phone or EFT transfer would be appreciated.

If you are unwell with any flu like symptoms or in isolation we ask that you do not enter our clinic. Please phone us on 6341 3113 and we will work out a plan to assist you.

We encourage everyone to do what they can to support local business in the Cowra Shire and surrounds, as this will help our local businesses and their staff to get through this uncertain Coronavirus period.

Kind regards,

The vets and nurses at Cowra Veterinary Centre