

## SANDY BAY HOLISTIC VETERINARY CENTRE

(Formerly Sandy Bay Animal Hospital)

Dr David Boersma BSc BVMS VetMFHom

11 Gregory Street, Sandy Bay TAS 7005

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ABN 14 830 347 649



## Sandy Bay Holistic Veterinary Centre: COVID-19 @ 24.03.2020

As the COVID - 19 landscape is rapidly changing, we want to reassure you that we are doing everything to ensure the wellbeing of our staff, customers and pets

As an essential service we continue to be open for business, however in addition to the information outlined on our Facebook and website post on **17.03.2020 (see below)**, there are a couple of changes:

1. You will see all staff wearing face masks. This is not because we are sick but to take maximum precautions as personal distancing cannot always be strictly adhered to in a consult
2. We ask that only 1 person /pet enter the reception area and consult rooms. If you feel more comfortable waiting outside or in your car until the consult time, this fine. Just let us know and we'll advise when Dr. Boersma is ready.

If you are worried about ordering medications, pet foods or any other products, you can continue to do this by phone or email as per usual, make a phone through payment and then come by the clinic to collect

We are not experiencing any issues with supply at present.

We appreciate your understanding, co-operation and support during this difficult time

Dr. David Boersma  
BSc BVMS VetMFHom

## Sandy Bay Holistic Veterinary Centre: COVID-19 @ 17.03.2020

Over the coming days and weeks we will no doubt be faced with a variety of challenges, changes and uncertainty as a result of the worldwide COVID-19 pandemic

Dr. Boersma would like to inform you that your personal well-being as well as that of the practice staff must take priority.

The current guidance from the World Health Organisation is that there is no evidence that companion animals can be infected with the new coronavirus and at this stage, the clinic will operate as per usual however, please take note of the following:

1. If a Sandy Bay Holistic Vet Centre team member tests positive for the virus and the entire staff has to self-isolate, clients will be notified by our Facebook page and website:

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- if the practice will remain open & the services that can be provided or
  - if the practice will be closed and for how long
2. If you as a client/pet owner are self-isolating/tested positive for coronavirus you must not bring your pet to the surgery - routine treatments and consults will not be carried out.

If you have travelled internationally or been in contact with someone who has in the last 14 days please advise us when booking consults

If your pet is unwell, Dr. Boersma/senior nursing staff will conduct a phone consult to determine the severity, risks associated with environmental contamination & animal's wellbeing and advise on the action plan to be followed

3. Medicines & prescriptions

At this stage, we are not experiencing issues with supplies (medicines & pet food) however, this situation may change in the coming days

Staff are adhering to personal hygiene protocols, social distancing and disinfection of clinic surfaces as per veterinary infection control standards.

Remember the key official websites for COVID19 updates are:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

[https://www.dhhs.tas.gov.au/publichealth/communicable\\_diseases\\_prevention\\_unit/infectious\\_diseases/coronavirus](https://www.dhhs.tas.gov.au/publichealth/communicable_diseases_prevention_unit/infectious_diseases/coronavirus)

Lastly, if you think you might have COVID-19 because of recent travel or contact with a confirmed case, phone the Tasmanian Public Health Hotline (1800 671 738) for advice. If you haven't travelled or had contact with confirmed case, phone your doctor or healthdirect Australia (1800 022 222). Protect others around you by washing your hands and keeping your distance.

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