



# SAVA Guidelines on Practice Services during Covid-19 Lockdown

April 2020

Ver 2.0

## GENERAL VETERINARY SERVICES

**\* Veterinarians must, with each case, consider whether postponing an intervention could lead to problems related to intake and digestion of food and drink, reproduction (including unwanted offspring), discomfort/distress for the animal and/or behavioural problems and thus be detrimental to sound health and welfare.**

Service	Level 5	Level 4	Level 3	Level 2	Level 1
Wellness visits	Postpone.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Animal food sales	Continue but maintain social distancing (see below), arrange delivery or use eCommerce.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Other Vetshop Sales	Not allowed	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Medication refills	Continue but maintain social distancing (see	Allowed with Social Distancing.	Allowed with Social Distancing.	Allowed with Social Distancing	Allowed with Social Distancing

Service	Level 5	Level 4	Level 3	Level 2	Level 1
	below), arrange drop-off or use eCommerce.	Arrange drop-offs if possible.	Arrange drop-offs if possible.		
Rabies vaccination (1)	Routine vaccination (including previously unvaccinated animals) can be reasonably postponed if the owner is able to manage the animal in such a way as to minimize the risk of exposure until the animal can be vaccinated	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Other vaccinations	Administer boosters of vaccine series that have started if deemed necessary based on the animal's condition and circumstances (e.g. risk of exposure). Postpone other vaccinations if the risk of exposure can be managed otherwise in the interim.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Flea/tick preventives	Dispense to established clients, maintaining social distancing or arranging for drop-off or delivery Establish VCPR via telemedicine for new	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing

Service	Level 5	Level 4	Level 3	Level 2	Level 1
	clients prior to dispensing.				
Life threatening conditions	Provide appropriate emergency care.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Management of Pain/Injury or Disease	Manage by telemedicine when possible. If examination is indeed needed, admit for examination, maintaining necessary precautions and social distancing.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Management of chronic conditions	Maintain by telemedicine where possible. Schedule appointment if examination is needed if a delay would likely lead to a negative patient outcome.	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Surgical procedures for painful disorders	If the patient can be temporarily maintained on analgesics with a low risk of negative consequences, delay the surgery. If not, proceed with the surgery.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing

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Other non-urgent surgical procedures	Postpone.	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Routine hematologic monitoring	This should be postponed unless there are valid reasons that a delay would substantially increase the risk of complications.	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Routine faecal/urine testing	Only tests that are necessary to enable relevant clinical intervention should be done. Where these samples can be collected by the owner and dropped off without social interaction, testing can be performed. Packages	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing

Service	Level 5	Level 4	Level 3	Level 2	Level 1
	<p>should be handled by personnel wearing gloves and a lab coat, and handled as potentially infectious. Containers should be wiped with a disinfectant. If containers are retained (e.g. for subsequent testing) they should be placed in a new sealable bag.</p>				
Euthanasia	<p>Humane euthanasia should proceed, limiting social interactions as much as is reasonable while respecting the needs of the human-animal bond. Consider necessary PPE for staff if the animal is from a high-risk household.</p>	<p>Allowed with Social Distancing</p>	<p>Allowed with Social Distancing</p>	<p>Allowed with Social Distancing</p>	<p>Allowed with Social Distancing</p>
House Calls/Farm Calls/Herd and Flock Management/Wildlife Interventions	<p>House calls should be avoided as far as possible. Veterinarians should not do house calls to do routine work, i.e. vaccinations. Surgery should also not be</p>	<p>*Allowed taken into consideration:  # Ingestion/digestion challenges  # Reproduction challenges  # Discomfort/Distress</p>	<p>*Allowed taken into consideration:  # Ingestion/digestion challenges  # Reproduction challenges  # Discomfort/Distress</p>	<p>Allowed with Social Distancing</p>	<p>Allowed with Social Distancing</p>

Service	Level 5	Level 4	Level 3	Level 2	Level 1
	performed at a client's home, unless in a medical emergency.	# Behavioural challenges and Social Distancing	# Behavioural challenges and Social Distancing		
Chemotherapy	Continue ongoing treatment while maintaining social distancing. If possible, consider alternate regimes that may spare PPE supplies (e.g. oral) if there is minimal risk of a negative impact on the animal's condition. Consider the clinical implications of delays when deciding whether to start new chemotherapy treatment regimens	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Boarding, day care, grooming, and other ancillary services	Discontinue.	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Sterilisations	Elective sterilisation must be postponed.	*Allowed taken into consideration:	*Allowed taken into consideration:	Allowed with Social Distancing	Allowed with Social Distancing

Service	Level 5	Level 4	Level 3	Level 2	Level 1
	Sterilisation only if medical emergency.	# Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	# Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing		
Mass Sterilisation campaigns	Not Allowed	Allowed in the interest of Animal Welfare with Social Distancing Procedures	Allowed in the interest of Animal Welfare with Social Distancing Procedures	Allowed in the interest of Animal Welfare with Social Distancing Procedures	Allowed in the interest of Animal Welfare with Social Distancing Procedures
Mild to moderate skin cases	Use telemedicine.	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Mild to moderate gastro	Advise client to withhold food and should self-cure in most cases. Follow up with client daily. If required, schedule a consult as per the guidelines.	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing

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Heart/kidney/liver failure	Treat as emergency.	Treat as emergency.	Treat as emergency.	Treat as emergency.	Treat as emergency.
Post-operative check-ups	Clients can remove stitches themselves under proper advice by veterinarian. Follow up x-ray to be postponed. Use telemedicine.	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	*Allowed taken into consideration: # Ingestion/digestion challenges # Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Primary Animal Production	Support to all primary animal production facilities to continue, including distribution of semen to ensure breeding cycle is not interrupted.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Animal Disease Control	Outbreak response for FMD, ASF, HPAI, rabies and buffalo escapes are declared essential. Routine vaccination, surveillance and laboratory work should be postponed.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Diagnostic Services	Veterinary diagnostic services for animal diseases and food safety to continue, excluding services not related to	*Allowed taken into consideration: # Ingestion/digestion challenges	*Allowed taken into consideration: # Ingestion/digestion challenges	Allowed with Social Distancing	Allowed with Social Distancing



Service	Level 5	Level 4	Level 3	Level 2	Level 1
	supporting therapeutic, preventative and control measures.	# Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing	# Reproduction challenges # Discomfort/Distress # Behavioural challenges and Social Distancing		
Emergency Veterinary Services	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Animal Welfare	All individuals authorised to enforce the Animal Protection Act, 1962 (Act 71 of 1962) as amended and Performing Animals Protection Act, 1935 (Act 24 of 1935) as amended are expected to provide the necessary enforcement.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Import and Export	Provision of import and export facilitation by Veterinary Services will be limited to facilitation for food of animal origin, feed for food producing animals, live food-producing animals, facilitation for welfare purposes and pets accompanying people to be evacuated.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing

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Regulatory Veterinary Public Health	Monitoring of facilities registered under the Meat Safety Act, 2000 (Act 40 of 2000) is regarded as essential. This includes abattoirs, cutting and processing plants.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Veterinary Supplies	Manufacturing, wholesaling, sale and distribution of veterinary supplies such as veterinary medicines, clinical and surgical material and animal feed are declared as essential operations.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Law enforcement by state vet offices	Law enforcement activities by state veterinarians should be prioritised to operations that cannot wait for the 21 days, e.g. collection of evidence that may expire.	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing	Allowed with Social Distancing
Social Distancing	COVID 19 Plan in Place Compliance Employee appointed	COVID 19 Plan in Place Compliance Employee appointed	COVID 19 Plan in Place Compliance Employee appointed	COVID 19 Plan in Place Compliance Employee appointed	COVID 19 Plan in Place Compliance Employee appointed

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	Compliance Employee's detail displayed at entrance  Telephonic Appointments Only  Fetch client at car  Hand Sanitiser  Staff and Client to wear masks  1.5 m Distance  Electronic payments	Compliance Employee's detail displayed at entrance  Telephonic Appointments Only  Fetch client at car  Hand Sanitiser  Staff and Client to wear masks  1.5 m Distance  Electronic payments	Compliance Employee's detail displayed at entrance  Telephonic Appointments Only  Fetch client at car  Hand Sanitiser  Staff and Client to wear masks  1.5 m Distance  Electronic payments	Compliance Employee's detail displayed at entrance  Telephonic Appointments Only  Limited Walk Inns  Hand Sanitiser  Staff and Client to wear masks  1.5 m Distance  Electronic payments as far as possible	Compliance Employee's detail displayed at entrance  Telephonic Appointments Only  Limited Walk Inns  Hand Sanitiser  Staff and Client to wear masks  1.5 m Distance  Normal payment methods
Travelling	Essential service permit  Issue client with electronic appointment letter	Essential service permit  Issue client with electronic appointment letter for all movements	Essential service permit  Issue client with electronic appointment letter for all movements	Essential service permit  Issue client with electronic appointment letter for movement to higher level or for interprovincial travel	All movements allowed  Issue client with electronic appointment letter for movement to higher level or for interprovincial travel
Staff Management	Staff Compliment to be managed in terms of the Workplace Risk Assessment and Covid-19 Workplace plan	Staff Compliment to be managed in terms of the Workplace Risk Assessment and Covid-19 Workplace plan	Staff Compliment to be managed in terms of the Workplace Risk Assessment and Covid-19 Workplace plan	Staff Compliment to be managed in terms of the Workplace Risk Assessment and Covid-19 Workplace plan	Staff Compliment to be managed in terms of the Workplace Risk Assessment and Covid-19 Workplace plan

Service	Level 5	Level 4	Level 3	Level 2	Level 1
	Rotation of critical staff recommended  PPE  Daily Screening  Train staff ito Covid 19	Rotation of critical staff recommended  PPE  Daily Screening  Train staff ito Covid 19	Full complement, managed in teams where possible  PPE  Daily Screening  Train staff ito Covid 19	Full complement  PPE  Daily Screening  Train staff ito Covid 19	Full complement  PPE  Daily Screening  Train staff ito Covid 19