



HAEKO INC trading as
Harmelia Animal Clinic
(IN14/12679)

(011) 974 5201

47 Shelton Avenue, Harmelia

Dr A Haechler (D06/5454)



Good day,

As our country's lockdown deadline approaches, we would just like to let all our clients know that we will remain open but the following protocols will be implemented as of Friday 27.03.2020:

1. We will be open from 7.30am until 4pm Monday to Friday excluding Public Holidays.
2. We will be open from 9am until 12pm on Saturdays.
3. We will be closed on Public Holidays and Sundays.
4. If you need to bring your pet in, please call ahead and schedule an appointment - only healthy adults are to accompany the pet. We are limiting all consultations to sick/injured pets and vaccinations of puppies, kittens and animals due for their first yearly booster. This is not the time to book your pets in for pedicures, annual health check-ups or anal gland expressions. We will also be limiting our surgical procedures to those that are deemed necessary in order to improve the health status of your pet. Please be on time for your appointment. Only one healthy adult will be allowed into the consult room with the Vet on duty. Under certain circumstances your pet may be examined without you being present in order to minimise direct human contact.
5. If your pet needs to stay in hospital unfortunately visiting hours will not be allowed.
6. We are only allowing 2 healthy adults to be in the Reception area at a time, so if you see that there are already 2 people inside, please wait outside and be patient until it is your turn. You may even need to wait in your car. Upon entering our Reception area your hands will be disinfected.
7. If you need to buy dog/cat food or collect your pet's monthly chronic medication, please call ahead so that we can get your order ready and so that we can give you a time when you can collect it. Please do not leave this for the last minute so that we can ensure that we have stock available.
8. When at all possible please avoid making cash payments. All invoices will be sent electronically whenever possible.

During this time of immense uncertainty, we all need to remain calm and keep one another in our thoughts and prayers. As always, your safety and the safety of our staff members are of primary concern, so please follow the above protocols to enable us to continue to provide health care for your pets. We all need to take this lockdown period seriously in order to flatten the curve of COVID-19 cases.

If you have any questions or concerns, please send us an email or give us a call.

Stay safe!

Warm regards,
The Team at Harmelia Animal Clinic

HAEKO INC t/a
HARMELIA ANIMAL CLINIC
TEL No: (011) 974 5201