

COVID19 UPDATE

In light on COVID-19 we also offer virtual behaviour consultations via zoom, skype or facetime. As with face to face consultations, a detailed questionnaire will need to be filled out at least 1 week prior to your appointment. Reports will be forwarded to you and your referring vet after the consultation. Virtual consultations are slightly cheaper in price (due to no travel costs) and are available in Sydney and all regional areas of NSW.

We will often request that you send us short videos of your pet, exhibiting the problem behaviour. Please note that if the behaviour involves aggression, we will ask that you NOT FILM YOUR PET IN THIS CIRCUMSTANCE. A detailed description will be adequate in this situation.

It is also helpful for us to have a map of your home with details showing where your pet rests, sleeps and spends time as well as showing access areas to the outside/inside (eg doggie door, windows for cats etc). Also include areas of conflict in situations involving more than one pet. For cats who are toileting outside of their litter trays, please also include the location of the litter trays and other toileting locations.

We are still conducting house calls within service areas, but the consultation will need to occur outside and maintain social distancing as per state requirements. We will also contact you via email for screening 24 hrs prior to the appointment to ensure both parties are well, have no respiratory signs or fever and have had no access to anyone with covid19.

If you or someone in your home has covid19 or has had contact with anyone with covid19 within the last 2 weeks, we will not be able to visit your home. A zoom consultation will need to be organised instead and any medications/scripts will be delivered/posted, and reports emailed. Payment via EFT will be required prior to consultations in order to reduce contact.