

Operational guidelines for the Animal and Veterinary Sector

1. All services should be provided on an appointment-only basis, or strictly on a drop-off/pick-up basis.
2. Entities providing services that do not function on a drop-off/pick-up basis **must** implement SafeEntry for customers and visitors entering the premises to facilitate contact tracing.
3. Business owners and employees **must** adopt good hygiene practices when handling animals (e.g. thorough handwashing before and after direct contact with pets, cleaning and disinfection of surfaces between sessions).
4. Cleaning and disinfection of the facilities **must** be conducted at least once a day. Surfaces should be disinfected using suitable chemicals.
5. Staff handling animals **must** wear appropriate protective gear. Gear worn should be changed in between handling different animals. Disposable protective gear such as masks and gloves **must** be discarded after use and must not be reworn or reused.
6. Seek prompt medical attention from a veterinarian if an animal is unwell.
7. Group activities, if any, **must** be limited to a group size of up to five persons. Please observe a safe distance of at least one metre between members of the group.