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## GENERAL NOTICES • ALGEMENE KENNISGEWINGS

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### AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT, DEPARTMENT OF

#### NOTICE 1626 OF 2023

#### VETERINARY AND PARA-VETERINARY PROFESSIONS ACT ACT No. 19 OF 1982, AS AMENDED

#### RULES RELATING TO THE PRACTISING OF PARA-VETERINARY PROFESSION OF VETERINARY PHYSIOTHERAPIST

It is hereby made known for general information that:

- (a) The South African Veterinary Council has under section 30(1) of the Veterinary and Para-Veterinary Professions Act, 1982 (Act No.19 of 1982), made rules in the Schedule relating to the practising of the para-veterinary profession of veterinary physiotherapist;
- (b) The Minister of Agriculture, Land Reform & Rural Development, has under section 30(3) of the said Act approved the said rules; and
- (c) The rules shall come into operation on the date of publication.

**MR MA MENYE**

**Registrar: South African Veterinary Council**

#### Schedule

##### 1. Definitions: Veterinary physiotherapy

Any word or expression in this Schedule to which a meaning has been assigned in the Act shall have that meaning, and "the Act" means Veterinary and Para-Veterinary Professions Act, 1982 (Act No. 19 of 1982), and the regulations made thereunder:

**"acupressure"** means the physical pressure applied to acupoints;

**"animal health team"** means all registered persons and persons authorised under section 23(1)(c) of the Act within the conditions and limits of their authorization involved with optimising the health of the animal;

**"balance and proprioceptive training"** mean exercises designed to enhance and improve the patient's ability to stand independently, and to maintain effective motor control;

**"cardio-respiratory evaluation"** means techniques employed by the veterinary physiotherapist to evaluate the cardio-respiratory system of patients within the prescribed scope of practice limited to auscultation of heart and lungs, calculation of heart rate and breathing rate and functional tests to evaluate the patient's cardio-respiratory ability;

**“cardio-respiratory treatment”** excludes medical treatments, includes but is not limited to the use of nebulisers, the therapy of percussions, vibrations, shaking and use of postural drainage positions;

**“dynamic evaluation”** means the assessment of an animal patient whilst in motion, which requires active input from the patient and includes the evaluation of the patients' gait on an appropriate surface;

**“functional diagnosis”** means a diagnosis which describes the effect of the disease or injury on the ability of the animal to carry out its normal function for example decreased extension of the coxo-femoral joint vs anatomical diagnosis such as hip dysplasia;

**“functional neurological assessment”** is an evaluation of a patient's current functional adaptation to a neurological deficit, including but is not limited to gait, functional movement, conscious proprioception, and reflex testing;

**“goniometry”** means the use of an instrument (the goniometer) to measure the joint range of movement;

**“groundwork”** means working with an animal on the ground using poles and cues to motivate them to perform specific exercises that will strengthen specific parts of their bodies. groundwork as opposed to ridden work is particularly used in relation to horses;

**“impairment”** means such a level of physical or mental impairment, which includes substance abuse or addiction, that may affect the practice of the veterinary physiotherapist to such an extent that the welfare of the patients, the interest of a client and/or the image of the profession may be compromised;

**“manual evaluation”** means techniques employed by the veterinary physiotherapist, using his or her hands to evaluate soft tissue function, neurological function and joint mechanics;

**“motor control”** is the process by which animals use their brain to activate and coordinate the muscles and limbs involved in the performance of a motor skill;

**“neuromuscular electrical stimulation [NMES]”** is an electrotherapy modality that is used to artificially contract the muscles of the animal using electrical impulses to elicit a muscle contraction in innervated muscle. The electrical current is applied to the skin of the animal, using a conductive material and electrodes. It is used as a tool for assessing and treating the muscles and other associated soft tissue. It can form part of a program to activate muscles and prevent atrophy during training and rehabilitation;

**“palpation”** means a technique using one's hands to assess the texture and tone of an animal's muscles and other soft tissue structures as well as particular anatomical landmarks.

**“passive evaluation”** means the assessment of the neuromuscular and musculo-skeletal state of the patient which does not require active input from the patient i.e., tests that can be applied by the practitioner without requiring the patient to actively move;

**“red flags”** means warning signs that suggest that referral back to veterinarian is warranted. Some of the warning signs can be, but are not limited to:

- (i) Unexplained bodyweight loss;
- (ii) Loss of appetite or inappetence;
- (iii) Lethargy;
- (iv) Signs of illness such as vomiting and increased temperature;
- (v) Previous history of tumours;
- (vi) Acute, severe pain and swelling;
- (vii) Dysfunction of bladder and bowel;
- (viii) Respiratory distress ;
- (ix) Cardiovascular distress;
- (x) Patient not responding to therapy as expected;
- (xi) Non-weight bearing lameness;
- (xii) Unexplained pain or discomfort during therapy;
- (xiii) Undiagnosed neurological signs;
- (xiv) Infected wounds;
- (xv) Suspected zoonoses;
- (xvi) Any abnormal condition or pathology presented to a vet physiotherapist and
- (xvii) Any other signs of illness

**“rehabilitation exercise”** means active exercises designed to optimise active pain-free range of movement, to increase muscle mass and muscle strength, improve daily function, improve balance, reduce lameness and prevent further injury;

**“sport specific assessment”** is the assessment of an athletic animal to optimise performance, reduce risk of injury and promote return to activity;

**“static evaluation”** means the visual evaluation of the stationary animal taking into account posture, conformation, body score and any other cues that draws attention to any abnormalities;

**“stress point”** means tender, hyper-irritable spots found in the musculo-tendinous junction;

**“trans-cutaneous electrical nerve stimulation [TENS]”** means the use of electric currents produced by a device to stimulate the nerves for therapeutic purposes. TENS by definition covers the complete range of transcutaneously applied currents used for nerve excitation although the term is often used with a more restrictive intent, namely, to describe the kind of pulses produced by portable stimulators used to treat pain;

**“trigger points”** means tender, hyper-irritable spots found in muscle bellies;

**“unprofessional conduct”** means unprofessional, dishonourable or unworthy conduct as set out in rule 4;

**“veterinary physiotherapy facility”** means a facility which is registered with council for the purpose of rendering a physiotherapy service to animals; and

**“veterinary physiotherapy”** means the management and/or treatment of dysfunction in the musculo-skeletal, neuromuscular and cardiorespiratory systems as well as the maintenance of optimal function and the prevention of dysfunction. The goal of veterinary physiotherapy is to maintain, restore and optimise movement and functional ability throughout the lifespan of an animal.

## **2. SERVICES PERTAINING SPECIALLY TO THE PARA-VETERINARY PROFESSION OF VETERINARY PHYSIOTHERAPY**

- (1) For the purposes of the Act the following services shall be deemed to be services, which pertain specially to the veterinary para profession of veterinary physiotherapist:
  - (a) Application of veterinary physiotherapy modalities in order to maintain health and wellbeing, unless an animal presents with any abnormalities and/or pathologies in which case the animal must be referred to a veterinarian;
  - (b) Management and/or treatment of medical conditions and disfunctions in animals;
  - (c) Assist a veterinarian with the functional diagnosis of neuro musculo-skeletal conditions;
  - (d) Work on referral by a veterinarian who has diagnosed the animal or work in consultation with the patient's veterinarian if there is no direct referral; and
  - (e) Work on animal species for which training was obtained but may work on other species if in consultation with an attending veterinarian and with owner consent.
- (2) The scope of practice of a veterinary physiotherapist includes:
  - (a) Integration of thorough musculo-skeletal, neuromuscular anatomical, cardiovascular and respiratory system knowledge and veterinary physiology in developing a treatment, rehabilitation and preventative plan for the patient, as well as sufficient knowledge of other body systems to implement an appropriate treatment plan for other conditions which would benefit from veterinary physiotherapy modalities;
  - (b) Integration of theory and practice to conduct a full functional evaluation of mainly companion animals with musculo-skeletal, neuromuscular or cardio-respiratory dysfunction including, but not limited to-
    - (i) Subjective evaluation:
      - (aa) History; and/or
      - (bb) Habitus.
    - (ii) Health assessment;
      - (aa) TPR – Temperature, pulse, respiration.
    - (iii) Static evaluation:
      - (aa) Conformation;
      - (bb) Body score; and/or
      - (cc) Observation.
    - (iv) Dynamic evaluation:
      - (aa) Active movement assessment;
      - (bb) Gait assessment;
      - (cc) Joint range of movement assessment;
      - (dd) Flexion tests as indicated; and

- (ee) Functional tests.
- (v) Manual evaluation:
  - (aa) Palpation;
  - (bb) Manual assessment;
  - (cc) Muscle strength testing;
  - (dd) Soft tissue assessment;
  - (ee) Joint range of mechanics including goniometry and other measurements;
  - (ff) Use of hoof testers in animals with hooves for purposes of recognizing a red flag;
  - (gg) Functional neurological assessment;
  - (hh) Measurement of limb circumference; and
  - (vi) Sport specific assessment.
- (3) Using clinical reasoning skills to set up a treatment plan to enhance optimal function of the animal and defining short- and long-term goals.
- (4) Application of appropriate treatment techniques and therapeutic modalities:
  - (a) Treatment techniques shall include but are not limited to:
    - (aa) Respiratory techniques on referral of a veterinarian;
    - (bb) Hydrotherapy;
    - (cc) Soft tissue techniques;
    - (dd) Neural mobilisation;
    - (ee) Manual therapy;
    - (ff) Use of thermal treatment modalities;
    - (gg) Rehabilitation exercise;
    - (hh) Cardiac rehabilitation exercises on referral of a veterinarian; and/or
    - (ii) Electrotherapy.
  - (b) Respiratory techniques shall be on veterinary referral and will include but not limited to:
    - (aa) Postural drainage positions;
    - (bb) Percussions;
    - (cc) Vibrations;
    - (dd) Shaking; and/or
    - (ee) Nebulizing with medicines prescribed by a veterinarian.
  - (c) Hydrotherapy shall include but is not limited to:
    - (aa) Underwater treadmill;
    - (bb) Pool;
    - (cc) Spa; and/or
    - (dd) Cold water compression.
  - (d) Soft tissue techniques shall include but are not limited to:
    - (aa) Massage;
    - (bb) Trigger point therapy;
    - (cc) Stress point therapy;
    - (dd) Acupressure;
    - (ee) Myo-fascial release;
    - (ff) Cranio-sacral therapy; and/or
    - (gg) Passive stretching.

- (e) Rehabilitation exercise shall include but is not limited to:
  - (aa) Strength training;
  - (bb) Flexibility training;
  - (cc) Stability training;
  - (dd) Fitness training;
  - (ee) Balance and proprioceptive training; and/or
  - (ff) Controlled exercise.
- (f) When electrotherapy is used to address a pathology or improve physiology, it should be appropriate for the specie and condition under treatment and needs to be supported by proper training in the use of such equipment.
- (5) Treatment of cardio/respiratory impaired patients that have been diagnosed by a veterinarian; Evaluation and treatments shall include but are not limited to:
  - (a) Exercise tolerance testing;
  - (b) Non-scheduled medication nebulising (or with veterinarian prescription);
  - (c) Postural drainage;
  - (d) Assist the veterinarian when weaning a patient off a ventilator; and/or
  - (e) Chest mobilisation techniques.
- (6) Treatment of minor wounds and surgical sites with appropriate electrotherapy.
- (7) Correct application of bandages when required to be removed for treatment purposes and the re-application thereafter.
- (8) Understanding the implementation of basic orthotics and prosthetics and advising and referring appropriately.
- (9) Client education and communication.
- (10) Appropriate application of knowledge of animal behavior:
  - (a) Sufficient knowledge to be safe;
  - (b) Sufficient knowledge to recognise the relationship between pain, disease and behavior; and
  - (c) Sufficient knowledge to recognise normal and abnormal behavior.
- (11) Knowledge of sport specific training and equipment and methods used to prepare the animal athletes, excluding nutrition.
- (12) Application of first aid of animals and humans in emergency situations.
- (13) The ability to work within a multi-disciplinary animal health care team using appropriate language and means of communication for the relevant audience.
- (14) Understanding the benefit of complementary fields.
- (15) Knowledge of health and safety within the working environment. This shall include but is not limited to:
  - (a) Zoonoses;
  - (b) Veterinary physiotherapy body mechanics and ergonomics;
  - (c) Handling of the patient;
  - (d) Management of the environment, including hygiene; and/or
  - (e) Safe use and maintenance of equipment and/or facility.
- (16) Clear understanding of "red flags" as defined, being contra-indications to treatment and when to refer back to the treating veterinarian or other relevant member of the animal health care team.
- (17) Knowledge of veterinary jurisprudence and all relevant South African legislation and its relevance

### 3. Exception in respect of rule 2:

The provisions of rule 2 shall not be construed so as to prohibit the procedures allowed in terms of a veterinary or a para-veterinary professional's registration and scope of practice under the Act or a person who is authorised by Council to perform certain specified procedures in accordance with section 23(1)(c) of the Act.

## CONDUCT OF PERSONS PRACTISING VETERINARY PHYSIOTHERAPY

### 4. General principles

- (1) A veterinary physiotherapist must base his/her personal and professional conduct thereon that he/she is a member of a learned and honourable profession and is required to act at all times in such a manner as will maintain and promote the prestige, honour, dignity and interests of the profession and of the persons by whom it is practised.
- (2) All persons practising the veterinary physiotherapy profession are working towards the same common good cause, whether they are in private practice or in the service of an employer, and they must co-operate with each other and with the authorities concerned to promote that cause.
- (3) As a professional a veterinary physiotherapist is required to comply with the following fundamental principles:
  - (a) **Integrity:** To be honest and ethical.
  - (b) **Professional Competence:**
    - (i) To maintain the professional knowledge and skill required to ensure that a client receives competent professional services based on current developments in physiotherapeutic techniques and act diligently and in accordance with applicable technical and professional standards benchmarked against what is expected of the reasonable veterinary physiotherapist considering the circumstances and geographic and demographic realities at hand;
    - (ii) To comply with continuing professional development (CPD), which enables a veterinary physiotherapist to develop and maintain the capabilities to perform competently within the professional environment; and/or
    - (iii) To keep record of CPD credits obtained to ensure CPD requirements are met to ensure that registration with Council is maintained.
  - (c) **Confidentiality:** To respect the confidentiality of information acquired as a result of professional services and the relationships emanating therefrom, and therefore, not disclose any such information to third parties without proper and specific authority, unless there is a legal or professional right or duty to disclose, nor use the information for the personal advantage of the veterinary physiotherapist or third parties, other than those implied by rule 3(3).
  - (d) **Professional conduct includes but is not limited to:**
    - (i) To be informed and comply with all the legal directives which are relevant to the practice of his/her profession and which include the Act, its

- regulations and Rules, the current Ethical Code as well as all other relevant legislation;
- (ii) To avoid any action that the veterinary physiotherapist knows or ought to have known that may discredit the profession;
  - (iii) To be morally obliged to serve the public to the best of his/her ability and in the light of acceptable scientific knowledge and procedures;
  - (iv) To refrain from expressing criticism through which the reputation, status or practise of a colleague in the profession is or could be undermined;
  - (v) Not to permit himself/herself to be exploited in a manner which may be detrimental to the client, the public or the profession;
  - (vi) The place at or from which a person practises the veterinary physiotherapy must be registered with Council and must comply with the applicable general minimum standards for that facility;
  - (vii) The principal of a registered facility must inform the Council within thirty (30) days of any changes to the identity or address of the principal; if the principal should pass away, Council should immediately be informed.; and/or
  - (viii) A veterinary physiotherapist must inform Council within thirty (30) days of entering into employment or partnership at another registered facility.
- (4) **“Unprofessional conduct”** means unprofessional, dishonourable or unworthy conduct on the part of a veterinary physiotherapist including, *inter alia*, the following acts and omissions:
- (i) failure to comply with the Act, the regulations and/or Rules promulgated under the said Act, and/or the Code of Conduct and/or guidelines issued by Council from time to time;
  - (ii) failure to comply with any other relevant legislation;
  - (iii) performing professional services outside the scope of his/her education, training and/or experience, regard being had to both the extent and limits of his/her professional expertise;
  - (iv) failing to adequately supervise his/her staff;
  - (v) failure to provide an itemised account when requested to, within the period set out in Rule 7(3);
  - (vi) treating a client in a disrespectful and/or discourteous manner, unless justifiable reasons exist;
  - (vii) incompetence, gross negligence or any form of negligence in the practising of the veterinary physiotherapy profession;
  - (viii) fraud or dishonesty in making any kind of application to Council or in charging for a test that was not performed or services not rendered;
  - (ix) falsifying and/or backdating any laboratory report in part or in full;
  - (x) in any way directly or indirectly assisting, allowing or enabling an unqualified person and/or unregistered person to perform professional work which by law only a (veterinarian and/or a) para-veterinary professional is allowed to perform;
  - (xi) referring work, the performance of which is reserved by law to a veterinarian, specialist veterinarian or para-veterinary professional to a person not registered with Council;

- (xii) non-payment after demand of any fee, levy or other charge payable to the Council;
- (xiii) failure to comply with an order, requirement, request, sentence or sanction of the Council and/ or the Registrar or any official appointed by the Council or the Registrar to perform any function in furtherance of the Council's objectives;
- (xiv) failure to submit to an inspection of a veterinary physiotherapy facility required by Council where the veterinary physiotherapist is the principal of said veterinary physiotherapy facility;
- (xv) Operates for gain a veterinary physiotherapy facility which is not registered or does not comply with the minimum standards set out in the Rules;
- (xvi) practising outside the scope of registration for a veterinary physiotherapist or outside the scope of authorisation to render certain services of a veterinary physiotherapist;
- (xvii) failure to act on "red flags" as defined.
- (xviii) being convicted of being involved in any criminal or illegal activity, if it relates to the practising of the veterinary physiotherapy profession or is deemed to bring the profession into disrepute;
- (xix) to permit himself/herself to be exploited in a manner which may be detrimental to the client, the public or the profession, or allow bias, conflict of interest or influence of others, to compromise professional judgment;
- (xx) failure to advise Council of any change in his/her physical residential or employment address, and other contact details, within thirty (30) days of such change being effected;
- (xxi) failing to cooperate, obstructing or delaying an investigation into unprofessional conduct by Council;
- (xxii) contempt and/or disrespect of Council; and
- (xxiii) any other conduct which in the opinion of Council constitutes unprofessional conduct.

## **5. Acceptance and payment of commission**

- (1) Subject to Rule 4(2) a veterinary physiotherapist may not:
  - (a) Accept any commission from any person as a consideration for referrals of any clients by such veterinary physiotherapist to such person;
  - (b) Share with any person, fees charged for a service unless: -
    - (i) Such sharing is commensurate with the extent of such other person's participation in the rendering of the service concerned; or
    - (ii) He/she is a veterinary physiotherapist or veterinary professional or para-veterinary professional associated with the veterinary physiotherapist as a partner, shareholder or employee.
  - (c) Charge or accept any fee for the same procedure from both the referring veterinarian and the owner of the animal.
- (2) The provisions of Rule 4(1) shall not be so construed as to prohibit a veterinary physiotherapist: -

- (a) From introducing a loyalty scheme for a particular veterinary physiotherapy facility, provided that the loyalty scheme, including discount, does not include the payment of money;
- (b) From paying to a debt collection agency any commission in respect of debts which are collected by such agency on his/her behalf; or
- (c) From accepting any royalty or similar compensation in respect of an article or product to which he/she holds the patent rights.
- (d) From entering into a franchise, license or similar agreement where the franchisor, licensor or the like is a person not registered with Council, subject to the following:
  - (i) Income (all income generated by that veterinary physiotherapy facility) had to accrue to a person registered with Council (para-veterinary professionals);
  - (ii) Franchise fees or license fees will be deemed a legitimate business expense, even if those fees are linked to a percentage of the turnover in the veterinary physiotherapy facility, **provided that no target for turnover to be achieved is set**;
  - (iii) The agreement must provide that there will be no interference in the running of the practice and/or veterinary physiotherapy decisions and/or or equipment must be purchased, i.e., standards for practice must be maintained, decision making had to be independent and no over-servicing should occur;
  - (iv) The agreement must provide that the agreement is subject to the Act, the regulations promulgated under the Act, the rules for the para-veterinary profession of veterinary physiotherapist and that any clause in the agreement that is contrary to the Veterinary and Para-Veterinary Act, its regulations and the rules pertaining to the veterinary profession will be invalid and unenforceable;
  - (v) The agreement must be submitted to Council prior to its signature, to vet it against the Act, the regulations and the veterinary rules to ensure compliance with the Act, the regulations and the rules for the para-veterinary profession of veterinary physiotherapist (no other aspect of the agreement will be vetted, and the veterinary physiotherapist must obtain legal advice of his/her own accord regarding all other aspects of the agreement); and
  - (vi) A copy of the signed agreement/s must be submitted to Council;
  - (vii) Any amendments to the agreement/s which may impact on the sharing of fees and/or the autonomy of the veterinary physiotherapist must be submitted to Council for vetting; and
  - (viii) A copy of the signed amendment must be submitted to Council.

**6. Business ownership & sharing**

- (1) A veterinary physiotherapist may not enter into a partnership or allow any shareholding or interest in his/her practice with another person, unless that person is registered with Council as a veterinary professional or para-veterinary professional.
- (2) A veterinary physiotherapist may:
  - (a) Offer an appointment in his/her practice to another veterinary professional or para-veterinary professional who are registered in terms of the Act to practice the profession concerned;
  - (b) Employ another person in a professional capacity at his/her physiotherapy facility; or
  - (c) Share his/her physiotherapy facility or premises with another person involved in practising a veterinary or para-veterinary profession.
- (3) Any appointment, employment or sharing anticipated in Rule 5(2) is subject to the condition that:
  - (a) Sample integrity and confidentiality of client records are not compromised; and
  - (b) Sufficient bio-security measures, according to relevant health and safety legislation and including isolation facilities, are in place to ensure that the wellbeing of humans and animals are not at risk.

**7. Fees and estimation of fees**

- (1) A veterinary physiotherapist must inform the client in charge of an animal in respect of which a service is to be rendered of the approximate fee which he/she intends to charge for such service:
  - (a) As soon as practically reasonable after the patient was examined;
  - (b) In the event of an emergency as soon as the patient is stabilised; and
  - (c) When a service is required in addition to the original service anticipated.
- (2) Fees for standard procedures may be advertised in the reception area, in which event an estimate of fees need not be given to the client.
- (3) Any veterinary physiotherapist claiming payment from a person in respect of any service rendered by him/her must furnish such person with an itemised account as soon as possible but not later than 30 days after the services were rendered to such a person.

**8. Intrusion**

- (1) If a veterinary physiotherapist has obtained any confidential information regarding the nature and extent of the business of veterinary professional or a colleague in the profession, such veterinary physiotherapist may not use such information to promote his/her own business.
- (2) If a veterinary physiotherapist renders professional services to an employer, he/she may not use his/her association with or the intellectual property of such employer in any manner whatsoever to promote his/her own business at the expense of that employer in the profession.
- (3) Contravention of Rules 8(1) & 8(2) for own gain is a serious offence which may lead to deregistration.

**9. Advertising**

- (1) A veterinary physiotherapist may advertise his/her services, facilities, products and prices or permit another person to do so without limitation on the size, format, artistic or literary style: Provided that the advertisement complies with the provisions of these Rules and may in no way compromise or impair any of the following, namely: -
  - (a) The client's freedom to consult a veterinary physiotherapist of his/her choice; and
  - (b) The good reputation of the veterinary physiotherapy profession.
- (2) All advertising by a veterinary physiotherapist of his/her services must be in good taste with regard to content, prominence and medium and may not be offensive to any cultural, religious or linguistic community or be contrary to the spirit of the Code of Conduct of the Advertising Standards Authority of South Africa and the Code of Conduct of Practise issued by the Council.
- (3) Advertisements may not -
  - (a) Be misleading in any respect;
  - (b) Compare the quality of services, products, the standards of facilities and/or the knowledge or expertise of a veterinary physiotherapist with that of another veterinary physiotherapist, veterinary physiotherapy or the veterinary physiotherapy profession generally, nor may it claim to be superior in any respect; or
  - (c) Criticise the quality of services or products provided by another veterinary physiotherapist or veterinary physiotherapy facility.

**10. Records at veterinary physiotherapy facilities**

- (1) The attending veterinary physiotherapist shall maintain records for each animal or group of animals which are legible, accurate and permit prompt retrieval of information.
- (2) Records shall be kept for five (5) years.
- (3) Records shall, where applicable, contain the following information –
  - (a) client's identification;
  - (b) patient name, other forms of identification, as well as the specie, breed, gender, age and weight;
  - (c) Diagnosis by the attending veterinarian;
  - (d) clinical information;
  - (e) findings on evaluation;
  - (f) treatment;
  - (g) Reports/referrals from animal health team members; and
  - (h) Discharge instructions.
- (4) Proper security arrangements shall be made to protect medical records from loss, fire, alterations or unauthorised use.
- (5) A copy of any record kept by the veterinary physiotherapy facility must be submitted to Council within seventy-two (72) hours of being requested to do so by Council.

**11. Identification of veterinary physiotherapy facility**

- (1) A veterinary physiotherapy facility must be identified by means of an identification board,
- (2) An identification board referred to in Rule 9(1) must contain at least the following –
  - (a) Identify the facility as a veterinary physiotherapy facility;
  - (b) Hours of operation;
  - (c) A telephone number of the veterinary physiotherapy facility;
- (3) A veterinary physiotherapy facility may be identified by means of a direction board, which must comply with the provincial or municipal regulations governing direction boards.

**Minimum standards for veterinary physiotherapy facilities****12. General structural requirements**

- (1) Veterinary Physiotherapy facility at or from which a person practices veterinary physiotherapy profession shall –
  - (a) Be a permanent structure. (This is not intended to exclude buildings, which are factory produced and site assembled, e.g., a prefabricated building as the word "permanent" relates to the materials used and not the building itself);
  - (b) have a source of lighting, which is adequate to ensure the completion of a procedure in progress;
  - (c) Be compliant with local regulations pertaining to health and safety, including fire protection; and
  - (d) be so constructed as to prevent the escape of an animal and to ensure the effective confinement of animals at all times.
- (2) Subject to any requirements of a local or other authority, a veterinary physiotherapy facility shall consist of –
  - (a) a reception and office area;
  - (b) a storage room;
  - (c) a waiting room for clients with access to toilet facilities;
  - (d) one or more treatment rooms;
  - (e) disposal of veterinary waste according to local government requirements;
  - (f) walls, floors, shelves, tables impervious for cleaning and disinfecting;
  - (g) drainage and washing water according to local authority requirements;
  - (h) no public entrance through another business;
  - (i) hygienic storage of therapeutic and nutritional requirements;
  - (j) adequate facilities for preparation of food and washing equipment; and
  - (k) adequate ventilation in all facilities.

**13. General requirements at veterinary physiotherapy facilities**

- (1) A veterinary physiotherapy facility shall have the necessary facilities in order to ensure that a full evaluation and appropriate treatment can be done.
- (2) The facility must be clean and in good repair;
- (3) The area surrounding facility must be clean and tidy;
- (4) Sufficient parking must be available for clients and staff;

- (5) The facility must be free of offensive odours;
- (6) The services must be provided in a competent and humane manner;
- (7) A professional approach towards clients should be maintained;
- (8) The staff dress code, cleanliness and appearance must be good; and
- (9) The code of conduct must be visible.

#### **14. Minimum equipment at veterinary physiotherapy practices**

- (1) Companion animal facilities must have the following equipment, as applicable to the species being treated:
  - (a) Weighing scale;
  - (b) Non-slip leads;
  - (c) Thermometer;
  - (d) Stethoscope;
  - (e) Non-slip surface/mat;
  - (f) Goniometer;
  - (g) Measuring tape;
  - (h) Reflex hammer;
  - (i) Separate cages of adequate size for each patient;
  - (j) Proper identification of each patient;
  - (k) Proper clean bedding;
  - (l) Adequate ventilation, heating and cooling;
  - (m) Isolation facilities for contagious diseased animals, if treated; and
  - (n) Exercise area:
    - (aa) Indoor or outdoor;
    - (bb) Constructed to prevent escape; and
    - (cc) Constructed that it can be kept clean/hygienic.
- (2) Equine Facilities must have:
  - (a) Hand washing facilities;
  - (b) Loading area –safe for loading and offloading of horses;
  - (c) Stables – suitable for safe keeping of horses:
    - (aa) Patients kept individually;
    - (bb) Stables adequately ventilated; and
    - (cc) Isolation facilities if animals with contagious diseases are treated.
- (3) Cold and heat therapy.
- (4) No animals may be kept overnight in a veterinary physiotherapy facility, unless the client is informed that the patient will not be monitored overnight, or will be monitored intermittently, or will be monitored intermittently by a lay person.

#### **15. Minimum standards for mobile veterinary physiotherapy facilities**

- (1) The primary purpose of mobile animal services is to deliver veterinary physiotherapy evaluation and treatment and these facilities shall –
  - (a) be operated by personnel registered with the Council;
  - (b) maintain professional standards at all times; and

- (c) be an extension to a registered physical facility
- (2) A vehicle used for mobile services shall be maintained in a clean and sanitary condition.
- (3) The vehicle shall contain those items of equipment that are necessary for the veterinary physiotherapist to perform an evaluation and appropriate treatment consistent with the standards of the profession and the type of veterinary physiotherapy services required.
- (4) When in contact with known infectious diseases, special precautions must be taken to prevent transmission of infectious agents.
- (5) If trailers are used it has to comply with transport guidelines.
- (6) Own water supply.

#### **16. Exemption**

The Council may, on written application, and at its own discretion, grant exemption from the provision of specific Rules.

#### **17. Reporting of impairment or of unprofessional conduct**

- (1) A student, a veterinarian or para-veterinary professional must:
  - a) Report impairment or suspected impairment in a student, a veterinary professional or para-veterinary professional to the Council if he/she is convinced that any student, veterinary or para-veterinary professional is impaired; and/or
  - b) Report his/her own impairment or suspected impairment to the Council if he/she is aware of his/her own impairment or has been publicly informed, or has been seriously advised by a colleague to act appropriately to obtain help in view of an alleged or established impairment;if such a level of physical or mental impairment has been identified that the welfare of the patients, the interests of the clients and/or the image of the profession will be compromised.
- (2) A student, a veterinary or para-veterinary professional is obliged to report any unprofessional, illegal or unethical conduct by another student, veterinary or para-veterinary professional, particularly where it involves the employment of unregistered professionals or where an animal's welfare may be compromised.