

**DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT****NOTICE 553 OF 2021****VETERINARY AND PARA-VETERINARY PROFESSIONS ACT, 1982, AS AMENDED  
ACT No. 19 OF 1982, AS AMENDED****AMENDMENT OF THE RULES RELATING TO THE PRACTISING OF PARA-VETERINARY  
PROFESSION OF ANIMAL HEALTH TECHNICIAN – COMMENTS INVITED**

The South African Veterinary Council, with the approval of the Minister of Agriculture, Land Reform & Rural Development, intends to amend the rules for the para-veterinary profession of animal health technician by revoking the rules published in Government Notice number 30184, GNR.770, on 24 August 2007, with the following Schedule hereby published for public comments. All interested parties who have any comments to the proposed amendments are called upon to submit such comments to the SAVC: Director Legal Affairs within thirty (30) days from the date of publication of this Notice to: Mrs D Stoltz at e-mail address [director.legalaffairs@savc.org.za](mailto:director.legalaffairs@savc.org.za) (Telephone number (012) 345-6360/083-632-3904), with a copy to [legalsecretary@savc.org.za](mailto:legalsecretary@savc.org.za).

**SCHEDULE****1. Definitions**

Unless the context otherwise indicates, words and phrases in these Rules shall have the meaning assigned thereto in the Act, and:

“**Act**” means the Veterinary and Para-Veterinary Professions Act, 1982, Act No.19 of 1982 as amended, and the regulations made there under;

“**animal**” means any living organism, except humans, having sensation and the power of voluntary movement and requiring oxygen and organic nutrients for its existence;

“**animal transport vehicle**” means a vehicle equipped to safely transport animals;

“**authorised person**” means a person authorised in terms of the Act, Section 23(1)(c);

“**client**” means a person who uses the professional services of a veterinarian or para-veterinary professional;

“**collaboration**” means a written agreement between an animal health technician and one or more veterinary professionals from one or more veterinary facilities, to establish and describe a structured relationship of mutual cooperation between the parties, with the purpose that an animal health technician intends to open a PAHC facility and from that facility render the services set out in Rule 2(2) & (3) for own account, under direct or indirect supervision, direction, instruction or after discussion with the veterinary professional where relevant;

“**complaint**” means a complaint, charge or allegation of unprofessional, improper or disgraceful conduct against a respondent;

“**consultancy**” means an interaction between the animal health technician and an owner, farmer, client or group of clients where animals may be examined away from a registered physical facility, treatment protocols drawn up, stock remedies recommended and/or provided, and professional advice given regarding primary animal health care, production and veterinary extension;

“**consultation**” means an interaction between an animal health technician and an owner in accordance with the ‘animal health technician-client-patient relationship’ concerning an animal patient, where the patient is examined or assessed for a fee;

“**impairment**” means such a level of physical or mental impairment, which includes substance abuse or addiction, that may affect the practise of the animal health technician 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;

“**Medicines Act**” means the Medicines and Related Substances Act, 1965, Act No.101 of 1965;

“**medicines**” in these rules means scheduled medicine scheduled as schedule 1 and above as defined by the Medicines Act;

“**mobile, or field animal service**” means a primary animal health care facility, which is registered with the Council in the name of the principal of the base primary animal health care facility from which it operates;

“**owner**” means any person over the legal age having the possession, charge, custody or control of an animal for which para-veterinary services are rendered, or the owner’s representative;

“**PAHC facility**” means a Primary Animal Health Care facility registered with Council from where an animal health technician may render services in accordance with Rule 2(2) & (3) for own account and which complies with the minimum standards;

“**patient**” means an individual animal or group of animals as a unit examined and/or treated;

“**primary animal health care**” means the following services rendered by an animal health technician to an animal owner/handler:

- (i) detect signs of disease;
- (ii) appreciate the role of good animal husbandry;
- (iii) daily observation of an animal or animals;
- (iv) basic examination of an animal;
- (v) manage and treat disease or disease conditions with the use of a stock remedy and/or any other product permitted to be used by an animal health technician;
- (vi) apply various preventative measures, such as parasite control and vaccination; and
- (vii) Refer a matter to another para-veterinary professional or veterinarian where applicable.

“**principal**” means the para-veterinary professional in whose name the Primary Animal Health Care facility is registered and who takes responsibility for minimum standards of the facility, or his/her appointed agent who must be a registered para-veterinary professional;

“**registered facility**” means a para-veterinary facility which complies with the minimum standards, and is registered with Council;

“**registered person**” means a person registered in terms of the Act;

“**sample**” refers to a subset, for example collecting whole blood specimens from 10 animals from a group of 100 would constitute a sample;

“**scope of practise**” means the scope of work or certain aspects thereof which a veterinary or para-veterinary professional may perform by law, and which is stipulated in the rules of that profession and also thus defines the minimum standards of the facility that will be registered for that purpose;

“**Stock Remedy Act**” means the Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act 1947, Act No. 36 of 1947, or any relevant Act it may be substituted with;

“**stock remedy**” means a stock remedy as defined in the Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act 1947, Act No. 36 of 1947;

“**supervision**” means, unless otherwise indicated:

“**direct supervision**” means that the animal health technician receives instructions from a person registered to practice a veterinary profession, within his/her scope of practice and carries out the instructions in that person’s presence provided that the person gives the animal health technician and the patient, his/her undivided attention; and

“**indirect supervision**” means that the animal health technician receives written or verbal instructions, within his/her scope of practice, from a person registered to practice a veterinary profession, and carries out the instructions while the registered veterinary professional need not be on the premises where professional services are being rendered, but must be readily available by telephone or some other form of communication and assume responsibility for the veterinary services given to the patient or services rendered by a person working under his/her direction;

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

“**veterinary professional or veterinarian**” means a person registered to practise the veterinary profession as a veterinarian or veterinary specialist.

## 2. SERVICES PERTAINING SPECIALLY TO THE ANIMAL HEALTH TECHNICIAN PROFESSION

### General Services

- (1) For the purposes of the Act the following services shall be deemed to be services, which pertain specially to the para-veterinary profession of an animal health technician that may be rendered **in employment to the State or under the supervision of a veterinarian:**
- (a) Surveillance and inspection of all animals, and where relevant the reporting of all diseases listed by the World Organisation of Animal Health (OIE), where relevant;
  - (b) Formulation and implementation preventative measures, including biosecurity measures, in animals, in order to prevent, and/or control animal diseases;
  - (c) Formulation and implementation of parasite control programmes in animals;
  - (d) To carry out abattoir inspections, audits at abattoirs & processing plants and report to the relevant authorized veterinary professional/authorities in accordance with relevant legislation;
  - (e) Registration and renewal of abattoirs, promote upgrading of abattoirs, facilitate and encourage the establishment of new abattoirs in disadvantaged areas in accordance with relevant legislation;
  - (f) To carry out abattoir inspections and report in writing to the Veterinary Public Health Directorate/s of the National and Provincial Departments of Agriculture in respect of essential national standards, provided that the Animal Health Technician is trained to perform such a task;
  - (g) To carry out meat inspections and other duties under the relevant legislation, if authorized/delegated thereto by the Provincial executive officer and have undergone training on meat inspection;
  - (h) Perform delegated duties pertaining to regulated animal diseases, listed under the relevant animal disease control legislation, including the various eradication schemes, including but not limited to the:
    - (i) Brucellosis eradication scheme or any animal disease declared as a controlled or notifiable disease in the country;
    - (ii) Collecting of samples or specimens for testing of diseases for the diagnosis to be made by a veterinarian; and
    - (iii) Conducting of testing of animals for tuberculosis by means of an intradermal tuberculin test, including interpretation of the test, provided that the animal health technician passed an accredited course;
  - (i) Extension services (including training and education) to protect and promote the health and well-being of animals and humans;
  - (j) The collection, capturing and evaluation of data and the compiling of reports;
  - (k) The collection of specimens to assist in the investigation of reproductive and fertility related problems in animals on referral of or in collaboration with a veterinarian;
  - (l) The collection and preparations of specimens, including blood smears, brain smears, impression smears, skin scrapings, wool scrapings, faeces specimens and biopsy, except where anaesthesia is required, from animals on referral of or in consultation with a veterinarian;
  - (m) Carry out basic post-mortem examination of specimens for the collection and submission of specimens for microbiological, toxicological, histopathological and serological investigation animals on referral of or in consultation with a veterinarian;
  - (n) An animal health technician may assist a veterinary professional within his/her scope of practice;
  - (o) Issue a record of vaccination;

- (p) Fluid therapy, where indicated; and
  - (q) The performing of euthanasia on highly suspect rabies by the use of medicines under the **direct** supervision/instruction of a State veterinarian or veterinarian (extension of registration as an AHT required).
- (2) For the purposes of the Act the following services shall be deemed to be services, which pertain to the para-veterinary profession of an animal health technician that may be **performed from a PAHC facility for the purpose of own account**, provided a collaboration between a veterinary and para-veterinary professional is agreed to in writing in accordance with Rule 15:
- (a) conduct testing of animals for tuberculosis by means of an intradermal tuberculin test, including interpretation of the test, provided that the animal health technician passed an accredited course, and only in conjunction with either a private veterinarian or a State veterinarian, as the case may be;
  - (b) The collection, capturing and evaluation of data and the compiling of reports;
  - (c) Carry out basic post-mortem examinations for the collection and submission of samples for microbiological, toxicological, histopathological and serological investigation animals on referral of or in consultation with a veterinarian; and
  - (d) The administration of injections and medicines registered under the Medicines and Related Substances Act, Act 101 of 1965, only as prescribed by a veterinary professional for a particular patient; and
  - (e) The treatment of septic wounds, where indicated, in consultation with or under direction of a veterinarian.
- (3) An animal health technician may carry out the following procedures on animals without veterinary supervision:
- (a) Primary animal healthcare;
  - (b) Castrations of:
    - i. cattle with a Burdizzo;
    - ii. sheep and goats with a Burdizzo; and
    - iii. pigs up to 7 (seven) days.
  - (c) Dehorning of immature animals under 4 (four) months;
  - (d) Trimming of bloodless tip of horn;
  - (e) Tail docking of:
    - i. pigs up to 7 (seven) days; and
    - ii. sheep: open method or the open method in combination with a **Burdizzo** under 1 (one) month of age;
  - (f) Hoof/claw trimming;
  - (g) Animal recording, identification and traceability tasks in terms of the Animal Identification Act, Act no 6 of 2002, including branding and implantation of microchips;
  - (h) The administration of injections and stock remedies registered under the Stock Remedies Act, including vaccines;
  - (i) Veterinary extension: (Creating awareness, education and training in Primary Animal Health Care);
  - (j) The performing of euthanasia on highly suspect rabies animals without the use of medication. ;
  - (k) Treatment of bloating;
  - (l) Administration of electrolytes for the treatment of diarrhoea;
  - (m) Parasite control- internal and external control of ticks;
  - (n) Meat inspection provided that the animal health technician passed a relevant course accredited by the Department of Agriculture;

- (o) Artificial insemination and pregnancy testing provided that the animal health technician is registered under the Animal Improvement Act, Act 62 of 1998 as a reproductive operator, in accordance with the conditions pertaining to the category of such registration;
- (p) Vaccination with Act 36 registered stock remedies, except where a law indicates otherwise in respect of controlled and notifiable diseases; and
- (q) Issue a record of vaccination.

### 3. EXCEPTION IN RESPECT OF RULE 2

- (1) The provisions of Rule 2(3)(o) shall not be construed so as to prohibit the procedures allowed in terms of the Animal Improvement Act, Act 62 of 1998, provided that all requirements of the said Act are met;
- (2) Rule 2 must not be construed in a manner so as to prohibit any other person registered to practise a veterinary or para-veterinary profession from performing procedures that pertain to their profession.

### 4. CONDUCT OF PERSONS PRACTISING ANIMAL HEALTH TECHNICIAN PROFESSION

#### General principles

- (1) An animal health technician 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 animal health technician veterinary para-profession are working towards the same common good cause, whether they are self-employed 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) An animal health technician must have relevant training to do procedures.
- (4) An animal health technician must be registered with the Council.
- (5) As a para-veterinary professional an animal health technician 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 practice, legislation and techniques and act diligently and in accordance with applicable technical and professional standards benchmarked against what is expected of the reasonable animal health technician considering the circumstances and geographic and demographic realities at hand;
    - (ii) To comply with continuing professional development (CPD), which enables an animal health technician to develop and maintain the capabilities to perform competently within the professional environment; and/or

- (iii) To keep record of CPD hours 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 there from, 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 animal health technician professional or third parties.
- (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 Code of Conduct and Practise, the Stock Remedies Act and its regulations, as well as all other relevant legislation;
  - (ii) To avoid any action that the animal health technician 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;
  - (iv) To refrain from expressing unfounded criticism through which the reputation, status or practise of a colleague in the profession is or could be undermined;
  - (v) The place at or from which a person practises the animal health technician's para-veterinary profession for own account, must be registered with Council and must comply with the applicable general minimum standards for that Primary Animal Health Care facility;
  - (vi) 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.
  - (vii) An animal health technician must inform Council within thirty (30) days of change of address or entering into employment or partnership at another registered facility.
  - (viii) An animal health technician shall at all times adhere to animal welfare principles.
  - (ix) Apply for an extension of registration should procedures be performed outside the scope of practise of an animal health technician.
- (e) **"Unprofessional conduct"** is unprofessional, dishonourable or unworthy conduct on the part of an animal health technician, 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) Contravention of the provisions of the Stock Remedies Act, the Medicines Act and/or the regulations promulgated thereunder;
  - (iii) Failure to comply with any other relevant legislation;
  - (iv) Issuing any document which is not in compliance with the relevant rules;



- (v) Without reasonable cause or excuse, failing to perform professional work, or work of a kind commonly performed by a registered animal health technician, with such a degree of skill, care or attention, or of such a quality or standard, as in the opinion of the Council may be expected of the reasonable animal health technician, as the case may be;
- (vi) Performing professional services outside the scope of practice;
- (vii) Performing professional services in the absence of either veterinary employment or collaboration, which constitutes very serious unprofessional conduct, and which if found guilty, may lead to removal from the register;
- (viii) Neglecting to give proper attention to his/her clients and/or patients or in any way failing to attend or refer to patient welfare while under the animal health technician's care without valid reason;
- (ix) Failing to adequately supervise his/her staff;
- (x) Treating a client in a disrespectful and/or discourteous manner, unless justifiable reasons exist;
- (xi) Over-servicing a patient;
- (xii) Incompetence, gross negligence or any form of negligence in the practising of the animal health technician profession;
- (xiii) The inability to practise with reasonable skill and safety due to a physical and/or mental disability, including deterioration of mental capacity, loss of motor skills, or substance abuse to a sufficient degree to diminish the person's ability to render a competent service;
- (xiv) Fraud or dishonesty in making any kind of application to Council or any reporting done in the course of duty, including the reporting of any test for disease in an animal or in charging for a test that was not performed or services not rendered;
- (xv) Falsifying and/or backdating any report in part or in full;
- (xvi) 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 veterinary and/or para-veterinary professional is allowed to perform;
- (xvii) Referring work, the performance of which is reserved by law to a veterinary and/or para-veterinary professional, to a person not registered with Council;
- (xviii) Non-payment after demand of any fee, levy or other charge payable to the Council;
- (xix) 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;
- (xx) Failure to submit to an inspection of a Primary Animal Health Care facility required by Council;
- (xxi) Practising from a facility which is not registered or does not comply with the minimum standards set out in the rules;
- (xxii) 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;



- (xxiii) Being convicted of being involved in any criminal or illegal activity, if it relates to the practising of the veterinary professions or is deemed to bring the profession into disrepute;
- (xxiv) To permit himself/herself to be exploited in a manner which may be detrimental to the patient, client, the public or the profession, or allow bias, conflict of interest or influence of others, to compromise professional judgment;
- (xxv) Failing to cooperate, obstructing or delaying an investigation into unprofessional conduct by Council;
- (xxvi) Contempt and/or disrespect of Council; and
- (xxvii) Any other conduct which in the opinion of Council constitutes unprofessional conduct.

**5. Acceptance and payment of commission for services rendered in accordance with Rule 2(2) & (3)**

- (1) Subject to Rule 5(2) an animal health technologist 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 5(1) shall not be so construed as to prohibit an animal health technologist: -
  - (a) From introducing a loyalty scheme for a particular primary animal health care 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 primary animal health care 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. Covering**

- (1) An animal health technician 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) An animal health technician 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 facility; or
  - (c) Share his/her 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) Ethical work principles 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. Issuing of para-veterinary documents**

- (1) Record, reports or other documents, which are issued by an animal health technician in his/her professional capacity, must contain facts which are professionally verifiable, save for the historical information and identity supplied by the owner, which must be stipulated as such.
- (2) An animal health technician may only report those matters of which -

- (a) He/she has personal knowledge;
  - (b) Can be ascertained by him/her personally; or
  - (c) Are the subject of a supporting report or record from a veterinary professional or another para-veterinary professional, who has personal knowledge of the matter in question and is authorised to provide such a supporting document.
- (3) The document referred to in Rule 7(1) must:
- (a) Be prepared with care and accuracy;
  - (b) Be legible;
  - (c) Be unambiguous and easy to understand;
  - (d) Be produced on one sheet of paper or, where more than one page is required, these must be consequentially numbered and initialled;
  - (e) Contain dates that are clear and correct and cannot be misinterpreted; and
  - (f) Not attest to future events.
- (4) All documents thus issued must indicate all details relevant to the purpose of the document and can include–
- (a) The name and residential address of the owner of the animal concerned;
  - (b) The address of the premises where the animal is kept, if different from the owner's;
  - (c) The breed, sex, colour and age of the animal;
  - (d) Name or identification of the animal as reported by the owner;
  - (e) Any positive identification of the animal such as tattoo numbers, body markings, microchip number and date of micro-chipping where possible;
  - (f) The purpose for which the report is submitted, (e.g., proof of vaccination, suspected notifiable disease, etc), where applicable; and
  - (g) The date of issue of the report, as well as the date of examination of the animal.
- (5) Any record or other document which is issued in a professional capacity by an animal health technician must be signed by such an animal health technician personally.
- (6) When issuing a record, an animal health technician must ensure that -
- (a) The record contains his/her signature and in clear, legible lettering, his/her name, qualifications, registration number and the physical address of the registered facility, if applicable;
  - (b) An exception to 5(6)(a) is allowed for pre-printed vaccination report documents where the printed space does not allow for all the information and only the required detail must be filled in;
  - (c) He/she completes any manuscript portions in ink;
  - (d) The documents contain no deletions, other than those, which are indicated on the face of the document to be permissible, and subject to such deletions being initialled by the animal health technician;
  - (e) No correction fluid to be used on a document; and
  - (f) No blank spaces on any document exist that may be used by another person to alter the original.
- (7) All vaccination record cards must indicate –
- (a) The name of the owner of the animal concerned;
  - (b) The specie, sex, colour and name of the animal;
  - (c) The name of the vaccine and batch number, or its self-sticking label; and
  - (d) The date of vaccination of the animal concerned.

- (8) Laboratory result reports communicated by the animal health technician to the veterinarian shall contain the minimum following information, as applicable:
  - (a) date specimen was collected, date received, date completed, and date of release of result;
  - (b) owner information;
  - (c) animal identification as submitted;
  - (d) tests performed and methods used;
  - (e) final test results;
  - (f) signature of person authorizing the release of the results and the date.

#### **8. Records at primary animal health care facilities**

- (1) The animal health technician must maintain records, which are legible, accurate and permit prompt retrieval of information.
- (2) Records must contain the following information:-
  - (a) The date of service rendered;
  - (b) Name of the animal health technician who treated the patient;
  - (c) The referral letter from the veterinarian;
  - (d) Client's identification;
  - (e) Patient name;
  - (f) Relevant history and information;
  - (g) Vaccination record.
  - (h) Description of services rendered;
- (4) All records including laboratory results must be retained by the principal of the PAHC facility for a period of five (5) years from the patient's last visit.
- (6) Records referred to in Rule 8 relating to a complaint, charge or allegation lodged with Council in terms of section 31(1) of the Act must be presented to Council within seventy-two (72) hours of being requested to submit such records, or as otherwise arranged with Council.
- (7)
  - (a) The principal of a Primary Animal Health Care facility will be responsible for confirming the identity of the attending animal health technician to Council, where a complaint is lodged against his/her Primary Animal Health Care facility.
  - (b) Should the principal of a facility fail to comply with the provisions of Rule 8(7)(a) he/she will be held accountable for any unprofessional conduct arising from such a complaint.

#### **9. Estimate of fees**

- (1) An animal health technician 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:
- (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 animal health technician 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 service was rendered.

#### **10. Use of stock remedies**

- (1) Whenever an animal health technician administers stock remedies to an animal or recommends the administering thereof, he/she must satisfy himself that the administering thereof is justified with due allowance for the benefits and risks which that remedy may hold for –
  - (a) The animal to which it is administered, including withdrawal times of residues where relevant in the animal and/or the effect on the environment;
  - (b) The person by whom it is administered; and
  - (c) The consumer of the products of that animal if residues of the stock remedy concerned should be present in those products.
- (2) An animal health technician must inform the owner of an animal to which a stock remedy is administered, fully with regard to -
  - (a) The application and effect of and precautionary measures in connection with that remedy; and
  - (b) The period, if any, during which the products of that animal are to be withheld from human consumption.

### 11. Intrusion

- (1) If an animal health technician has obtained any confidential information regarding the nature and extent of the business or facility of a veterinary professional or colleague in the animal health profession, such animal health technician may not use such information to promote his/her own business or facility.
- (2) If an animal health technician 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 practice at the expense of those of his/her colleagues in the profession.
- (3) Contravention of Rules 11(1) & (2) for own gain is a serious offence which may lead to deregistration.

### 12. Advertising

- (1) An animal health technician 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 an animal health technician of his/her choice; and
  - (b) The good reputation of the animal health technician profession.
- (2) All advertising by the animal health technician 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) An advertisement describing a specific primary animal health care service direct to the public must contain the telephone number of the animal health technician concerned as well as information regarding emergency and out-of-hours service, if required.
- (4) Advertisements may not -

- (a) Be misleading in any respect;
- (b) Compare the quality of services, products, merchandise and/or foodstuffs provided, the standards of facilities and/or the knowledge or expertise of an animal health technician with that of another animal health technician or the animal health technician's profession generally, nor may it claim to be superior in any respect; or
- (c) Criticise the quality of services, products, merchandise and/or foodstuffs provided by another animal health technician.

### **13. Identification of primary animal health care facilities where primary animal health care services are rendered**

- (1) A primary animal health care facility must be identified by means of an identification board, if primary animal health care services are rendered from the facility.
- (2) An identification board referred to in Rule 13(1) must contain at least the following –
  - (a) The type of registered primary animal health care facility;
  - (b) The consulting hours; and
  - (c) A telephone number of the primary animal health care facility.

## **MINIMUM STANDARDS FOR PRIMARY ANIMAL HEALTH CARE FACILITIES**

### **14. Compliance with Rules**

All primary animal health care facilities must be registered with Council. Should a primary animal health care facility not meet the minimum standards set out in the rules, its registration may be suspended for such a period as Council deems fit.

### **15. Mandatory requirements for the registration of a PAHC facility**

- (1) A collaboration agreement between a veterinary and para-veterinary professional must be agreed to in writing;
- (2) A copy of the signed agreement/s must be submitted to Council together with the application to register a veterinary PAHC facility;
- (3) A copy of any collaboration agreements entered into subsequent to the registration of the PAHC facility must be submitted to Council by the animal health technician within two (2) weeks of it being signed;
- (4) Should a collaboration agreement be terminated for any reason, Council must be informed of the termination by the animal health technician within two (2) weeks of its occurrence; where such an agreement is terminated the facility may only continue to function if a new agreement ratified by Council is in place;
- (5) The agreement must contain details of:
  - (i) any financial involvement by the veterinary professional
  - (ii) what level of interaction and oversight will take place between the animal health technician and the veterinary professional;
  - (iii) how instructions regarding patient care and/or treatment will be given to the animal health technician by the veterinary professional

- (iv) how often and in what format the animal health technician would report back to the veterinary professional; and
- (v) how emergencies which may occur will be dealt with;

#### **16. General structural requirements for primary animal health care facilities**

- (1) A primary animal health care facility at or from which a person practises an animal health technician must -
  - (a) Be a permanent structure. (This is not intended to exclude buildings, which are factory produced and site assembled, e.g., a prefabricated building or a container as the word "permanent" relates to the materials used and not the building itself);
  - (b) Have a source of good general lighting, which is also adequate to ensure the completion of a service in progress;
  - (c) Have adequate ventilation;
  - (d) Have a fire extinguishing apparatus in accordance with the requirements of the Occupational Health and Safety Act 1993, Act 85 of 1993, which meets the requirements of the relevant local authority;
  - (e) Be so constructed as to minimise the escape of an animal and to ensure the effective, safe and comfortable confinement of animals at all times; and
  - (f) Be registered with Council.
- (2) Subject to any requirements of a local or other authority, a primary animal health care facility must consist of -
  - (a) A reception and office area;
  - (b) A waiting room for clients with access to toilet facilities; and
  - (c) One or more consultation rooms.
- (3) The internal walls and floor surfaces, shelves and tables of a primary animal health care facility must be of such a nature that they can be properly cleaned and disinfected so as to maintain optimum hygienic conditions.
- (4) The drainage and washing water of a primary animal health care facility must run into an adequate sewer and/or septic tank and must comply with the requirements of local authorities.
- (5) The primary animal health care facility must have a direct public entrance unless the facility is not intended to provide services to the public but to a specific organisation or other entity.
- (6) Provision must be made at a primary animal health care facility for a hygienic, insect and rodent free environment within the facility as well as where products and nutritional products are stored.
- (7) Adequate facilities must be available for the preparation of food and washing and cleaning of all equipment.

#### **17. General requirements**

- (6) Personnel must be trained in the basics of aseptic technique, animal handling and welfare and such training must be relevant to the scope of practise.
- (7) The telephone of a primary animal health care facility of which the number is used in all official communication (shown in the telephone directory, signboards, advertisements and correspondence), must be answered at all times during the consulting hours,



- (8) All stock remedies must be stored at the prescribed temperature;
- (9) No stock remedies may be stored on the floor;
- (10) Storage areas must be large enough to allow orderly arrangement of stock and proper stock rotation;
- (11) Refrigerator must be equipped with a suitable thermometer and capable of storing stock remedies at a temperature suitable for the contents of the refrigerator. The refrigerator must be cleaned, defrosted and checked regularly to ensure efficient running. This refrigerator must be used only for storing stock remedies; and
- (12) A suitable range of amenities to administer stock remedies.

**18. Mobile primary animal services for an animal health technician practicing from a registered PAHC facility**

- (1) If mobile PAHC services are rendered, it must:
  - (a) Function as an integral part of the registered physical PAHC facility to visit clients;
  - (b) Be operated by an animal health technician; and
  - (c) Comply with the requirements of adequate record keeping.
- (2) A service delivery vehicle must comply with the following structural and procedural requirements where applicable, the vehicle:
  - (a) Have a cold storage system that can maintain approximately 5°C for the transport and storing of all biological products;
  - (b) Have equipment for the disposal or collection of all waste including carcasses, if required;
  - (c) Carry an appropriate range of stock remedies, equipment and protective clothing, according to the type of service and species serviced, in a manner that is consistent with professional standards, while ensuring occupational safety and biosecurity; and
  - (d) Have access to a means of communication to contact the base facility, if required.
- (3) An animal transport vehicle must be constructed in such a way as to facilitate comfort, be easily sanitized, as well as minimize injury, stress and escape.

**19. Exemption**

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

**20. Reporting of impairment or of unprofessional conduct**

- (1) An animal health technician must:
  - a) Report impairment or suspected impairment in another para-veterinary professional or veterinary professional to the Council if he/she is convinced that para-veterinary professional or veterinary professional is impaired;
  - 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;

