

 GOVERNMENT OF DUBAI	Organization Unit : Veterinary Services Section Department : Public Health Services		 بلدية دبي DUBAI MUNICIPALITY
	Document Title:	Technical and health requirements for establishing and operating Veterinary Clinic	
	Doc Ref.	DM-PHSD-CP01.03-GU23	

Dubai municipality Public Health Services Department Integrated management system
Technical and health requirements for establishing and operating Veterinary Clinic

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Amendments and updates to the document

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			Changing Municipality Logo	25/08/2019	1.8
		All pages	Major amendment	2020/04/09	1.9
		Page 6	Adding veterinary clinic classification according to business size	2020/04/09	1.9
		All pages	Some amendment on activity content	2021/07/17	2.0
		All pages	Title amendment	2021/07/17	2.0
		Page 11	Adding facility diameters	2022/09/20	3.0
		Pages	Adding Mobile clinic technical and health requirement	2022/09/20	3.0
		Page 1	Section name was changed to Veterinary Control Section	28/09/2022	4.0
		Page 1	Name of Section Manager was changed	28/09/2022	4.0
		Page 5	Add clause 5.3	18/01/2023	5.0
		Page13	Amendment to the schedule of spaces in the clinic	18/01/2023	5.0

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1. Objective:

Explanation of the technical and health requirements and requirements for the establishment and operation of comprehensive and specialized veterinary clinics and primary veterinary clinics to the public of dealers in order to preserve human and animal health.

2. Scope:

All establishments licensed to treat animals of all kinds in the Emirate of Dubai.

3. Responsibilities:

Veterinary Health Inspection Officer, Senior Veterinary Health Inspection Officer, Principal Veterinary Health Inspection Officer, Manager of Veterinary Control Section

4. Tasks:

As indicated in the instructions

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5. General Terms:

- 5.1. The establishment should commit to the laws, ministerial decisions, local orders and circulars, which issued to regulate workflow of the concerned activity.
- 5.2. All other approval related to location, etc. should present.
- 5.3. Not allowed to start such activity in malls and residential building until there is private entrance for animals to avoid public discomfort.
- 5.4. The building (floors, walls and ceilings) must be designed from solid materials that are easy to clean and sterilize and not affected by disinfectants and sterilizers.
- 5.5. Entrances and exits has to have a proper design to control animals and reduce the presence of public health pests.
- 5.6. The lighting must be sufficient and conform to the required specifications.
- 5.7. All facilities of the enterprise must be well ventilated.
- 5.8. The establishment must be provided with the necessary equipment to control temperatures throughout all seasons of the year.
- 5.9. The establishment should provide occupational safety requirements (gloves, masks, disinfectants, etc.) for employees and external clients in a suitable and easily accessible place.
- 5.10. The establishment must ensure that its workers are healthy and free from infectious diseases and wounds.
- 5.11. Workers must adhere to the work uniform and maintain personal hygiene and health practices while working.
- 5.12. First aid boxes must be provided, including all the necessary medical supplies, according to the type of activity, and placed in suitable and easily accessible places.
- 5.13. The establishment must commit to general cleanliness and safe disposal of normal and bio-hazardous waste.
- 5.14. The establishment must ensure that it is free of public health pests and their effects.
- 5.15. The competent authorities have the right to introduce vaccinations, examinations, preventive measures or modify the existing procedures as needed.
- 5.16. The establishment commits to report all communicable and epidemic diseases to the Veterinary Services Department and to take the necessary precautions to prevent their spread.
- 5.17. It is prohibited to send any samples outside the country without obtaining the approval of the competent authorities

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6. Classification of veterinary clinics:

6.1. Comprehensive/specialized veterinary clinic:

Comprehensive veterinary clinic: Any establishment that provides curative, preventive and surgical services to all animal species. Some medicines may be kept for the purpose of treatment only.

Specialized veterinary clinic: Any establishment that provides all curative and preventive services for a specific animal species, and it may be operated by specialized veterinary cadres and the provision of high technical equipment

6.1.1. Veterinary clinics must have the following facilities:

- 6.1.1.1. Reception
- 6.1.1.2. Examination and treatment rooms
- 6.1.1.3. surgery rooms
- 6.1.1.4. isolation room (optional)
- 6.1.1.5. Medical imaging room (radiography)
- 6.1.1.6. In-house veterinary pharmacy
- 6.1.1.7. Clinic general repository (optional)
- 6.1.1.8. veterinary laboratory (optional)
- 6.1.1.9. Doctors and administrators offices (optional)

6.1.2. Required Staff:

- 6.1.2.1. At least 2 veterinarians
- 6.1.2.2. At least 1 veterinary assistant
- 6.1.2.3. 1 laboratory technician, if there is a laboratory
- 6.1.2.4. At least 1 worker

6.2. Primary veterinary clinic

Any establishment that provides curative and preventive services (immunizations) for pets and small ruminants. Some medicines may kept for treatment only.

Surgical operations are only perform in emergency (Caesarean section) and minor surgeries

6.2.1. Required Facilities in primary veterinary clinics:

- 6.2.1.1. Reception room
- 6.2.1.2. Doctor's office
- 6.2.1.3. Examination and treatment room

6.2.2. Required staff in primary veterinary clinics:

- 6.2.2.1. At least one vet (mandatory)
- 6.2.2.2. veterinary assistant (optional)

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6.2.2.3. operator (optional)

7. Internal organization of the clinic:

The design of the clinic must take into account the transition from the least dangerous places to the highest risk (reception, then examination rooms, preparation rooms..... and finally isolation).

7.1. Reception Room:

7.1.1.The room must be furnished and of sufficient space to accommodate at least three auditors and their pets.

7.1.2.The room should be separate and close to the examination rooms and designed in such a way as to prevent the entry of animals into the clinic facilities.

7.2. Pet examination and treatment room (companion animals):

7.2.1.Must have a fitted table made of stainless steel, easy to clean and sterilize, and no sharp corners or hollows.

7.2.2.Must contain a locker for keeping animal examination, treatment and control tools and equipment

7.2.3.Must be provided with special containers for the proper disposal of medical and hazardous waste.

7.2.4.A hand sanitizer must be provided with a source of cold and hot water, as well as antibacterial liquid soap and paper towels.

7.3. Pharmacy:

7.3.1.The pharmacy must be provided with shelves made of suitable stainless materials that fit the workload and are easy to clean and sterilize.

7.3.2.Veterinary medicines and preparations must be stored according to the instructions recommended by the manufacturers (taking into account heat, humidity, ventilation, lighting).

7.3.3.A refrigerator must be provided to store medicines that require storage temperatures below 8°C.

7.3.4.An airtight cabinet must be allocated for controlled and narcotic medicines and the procedures for their circulation should be followed. With the need to identify the person responsible for it.

7.3.5.A dedicated storage space for keeping expired medicines and equipment must be provided and labeled as such, along with an updated record of the contents, their nature, quantities, expiry date, batch number and safe disposal within a period not exceeding 3 months from the date of expiry.

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7.4. Laboratory:

- 7.4.1.A separate room must be provided with a suitable area for laboratory examinations.
- 7.4.2.The room should have a laboratory table, sink, and a source of hot and cold water.
- 7.4.3.Work protocols for each test must be provided.
- 7.4.4.All checks must be performed by a qualified technician.
- 7.4.5.The laboratory must be provided with the necessary equipment and tools
- 7.4.6.The laboratory must be provided with special containers for the proper disposal of medical and hazardous waste.
- 7.4.7.The laboratory shall be provided with a refrigerator for storing samples and test solutions.
- 7.4.8.Equipment must be recalibrated periodically.
- 7.4.9.Suitable ophthalmic (especially in laboratory) solutions must be provided.

7.5. Radiology Room:

- 7.5.1 The institution has obtained a license from the Federal Authority for Nuclear Regulation (FANR), with the need not to practice radiological imaging until the required documents are available.
- 7.5.2 Only professional (specified person) allowed using radiology machine.
- 7.5.3 Preventive shields should routinely examined for its efficacy.
- 7.5.4 Operator should wear the radioactivity meter whenever machine is in work. Regular reading should implemented by approve third party from the competitive authority.
- 7.5.5 Radiology sign should stick to the entrance a long with light sign.
- 7.5.6 Radiology image (result) should identified properly by (Dr. Name, Clinic Name, animal name or microchip number, date of imaging).

7.6. Operations Room:

- 7.6.1.An operations table must provide, which should be easy to wash and sterilize, and commensurate with the size and nature of the work.
- 7.6.2.The anesthesia machine must be suitable for the type of animal and have all its equipment (routine maintenance and calibration, Vital Signs monitor, etc.)
- 7.6.3.An oxygen machine must provide (Ambo bag, resuscitation bag, oxygen via anesthetic machine.)
- 7.6.4.Hand washbasins of the type that is operable with the foot or the elbows should provide, with liquid antibacterial soap and paper towels.
- 7.6.5.A sterilizer must provide to sterilize the equipment used, with writing on each sterilized equipment bag of sterilization date and time.

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7.6.6.A spotlight source must provide for operations.

7.6.7.The operation room must contain a locker for keeping tools and equipment for examination, treatment, animal control and safety for clinic staff.

7.6.8.The operation room must provide with special containers for the proper disposal of medical and bio-hazardous waste.

7.6.9.The ventilation and cooling system must be separate from the rest of the clinic's facilities.

7.6.10.There should be space place for both septic and aseptic surgeries.

7.6.11.There is no windows in the surgery room.

7.6.12.In Comprehensive and hospitals there should be X ray reading light according to the device used.

7.6.13.Staff should commit to wear specialized uniform in side surgery room.

7.7. Shelter and recovery room for treated animals:

7.7.1.Must be sufficient and commensurate with the numbers and types of animals treated at the establishment.

7.7.2.Must be provided with suitable cages, designed in a way that ensures easy cleaning and sterilization, and that there are no internal protrusions that could cause harm to animals.

7.7.3.Each animal should be placed in a separate cage commensurate with the size and type of the animal, and all preventive measures should be taken to prevent the spread of infection between animals.

7.8. Isolation Room:

7.8.1.The isolation room must be located away from other facilities.

7.8.2.The isolation room must be equipped with cages and appropriate equipment

7.8.3.The ventilation and cooling system must be separate from the rest of the clinic facilities.

7.8.4.The isolation room must observe biosecurity measures with regards to dealing with isolated animals.

7.9. Washrooms/Sanitary facilities:

7.9.1.A sufficient number of sanitary facilities should be provided with hand washbasins, anti-bacterial liquid soap and tissues.

7.9.2.A locker must be provided to place the personal belongings of the employees.

8. Records:

8.1. The official documents of the veterinary establishment, the commercial license or its number, and the certificate of professional practice.

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- 8.2. Records of treatment, immunizations, deaths, autopsy reports, and laboratory test results, etc.
- 8.3. Records of the disposal of narcotic and restricted medicines.
- 8.4. Forms of pledges and declarations for animal owners.
- 8.5. Purchase invoices for medicines and medical preparations.
- 8.6. A valid and approved contract for the disposal of medical and hazardous waste.
- 8.7. A valid contract to combat insects and rodents from an approved company.
- 8.8. Occupational health card for workers in contact with animals.
- 8.9. Record lists of workers from the technical and administrative staff and workers and their qualifications.

9. Technical and health requirements for mobile clinics

- 9.1. Clinic owner committed to apply all veterinary clinic requirements beside the mobile clinic requirement, which will be as follow:
- 9.2. The mobile veterinary clinic will not be license without a permanent veterinary clinic license from the competitive authority.
- 9.3. The vehicle should pass the RTA road test.
- 9.4. The service should present by a licensed veterinary doctor.
- 9.5. Only the licensed activity allowed inside the vehicle.
- 9.6. Surgeries that need general anesthetization are prohibit inside mobile clinics.
- 9.7. To assure that all treatment and vaccination record should be entered into the designated systems.
- 9.8. Copy of the essential documents should kept inside the vehicle (trade license, clinic profficional license MOCCAE, veterinarian license and occupational health test results, waste contracts)
- 9.9. Physical separation between the front area (driver and his fellow) and the backside of the vehicle.
- 9.10. Mobile clinic staff should restrict to the following:
- 9.11. The vehicle door should close when treating animal or during cleaning and sanitizing
- 9.12. Backside of the vehicle should totally isolated upon out side disturbances.
- 9.13. Walls and the floor should made out of un-rusted materials and able to clean and disinfect.
- 9.14. The vehicle should equipped with effective cooling system.
- 9.15. All windows should open and closed freely and controllable.
- 9.16. The vehicle should equipped by thermometer for the backside temperature control.

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- 9.17. The vehicle should equipped with closers to keep surgical and non-surgical materials in good manners.
- 9.18. The vehicle should equipped with tank for tab water and other for discharged water according to the competitive authority requirement.
- 9.19. There should be different size cages from non-rusted material able to clean, disinfect, and free from sharp edges.
- 9.20. The vehicle should equipped with all needed equipment and tools (surgical, animal husbandry, act.)
- 9.21. To clean and disinfect the vehicle after each treatment session.
- 9.22. The vehicle should equipped with refrigerator to store vaccines and medicine.
- 9.23. All equipment and tools should fixed well during vehicle movement.
- 9.24. An examination table (stainless steel), free from sharp edges and easy to clean and disinfect should presented.
- 9.25. The vehicle should equipped with normal and biohazard traches.
- 9.26. The vehicle should equipped with suitable sterilizer.

10. Sizes of clinic facilities

Comprehensive clinic minimum size	Primary clinic minimum size	Unit
15 m ²	25 m ²	Reception
15 m ²		Food Area
6 m ²	6 m ²	Examination room
6 m ²		Radiology room
6 m ²		Laboratory
10 m ²	10 m ²	Surgery room
12 m ²	12 m ²	Cats ward
15 m ²		Dogs ward
8 m ²		Isolation
6 m ²		Pharmacy
10 m ²		Preparation room
119m ²	58m ²	Total Size

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