



Client Code of Conduct Policy

Our clients place their trust in us and the care they receive at Village Veterinary Hospital. It is of vital importance that each of us abides by the highest ethical standards. Our veterinary staff practices medicine because of their passion for animals and their desire to educate and help all pet owners. Veterinary medicine has many highs and lows, and through it all our staff works hard to help every animal and client possible. While doing so we make certain we not only provide services of the highest quality but also create a professional environment that reflects our fundamental beliefs including integrity, compassion, respect and quality. We focus on the importance of a positive environment for our team members, clients and patients. We expect everyone from all parties to remain civilized and act with respect, which will create the desired outcome for all. However, there are certain behaviors that can get in the way of such an experience. We operate with a zero-tolerance policy with regard to violence and abusive behavior.

We will not tolerate:

- Foul or offensive language toward our staff
- Hostile verbal attacks
- Angry outburst
- Direct or implied threats to our personal safety or reputation
- Aggressive or menacing behavior toward people or pets
- Destruction of property
- Harassment by repeated visits, calls or messages
- Any other objectionable behavior that disrupts our business and disturbs our veterinarians, team members, clients and/or patients.

Clients who engage in any of these behaviors while on clinic property, over the phone, by text or by email will be given a warning. All staff members are authorized to contact law enforcement, if necessary to remove a disruptive or threatening client from our premises. This is in order to safeguard our practice staff, clients and patients.

Our hospital management team is authorized to terminate the clinic's relationship with any client who, in their judgment, violates this policy. Copies of the patient's medical records will be sent immediately to the clients address on file, and no further services will be offered to the client or members of his or her household.

Thank you for your understanding and cooperation in this matter.

Client Signature: _____ Date: _____

Client Printed Name: _____ Acct # _____