

## Pet Community Center Code of Conduct

Pet Community Center values the bond between pets and the people who love them. We are here to provide accessible high-quality veterinary care to all dogs and cats in our community. To best serve our clients, everyone within our clinic is expected to act with kindness and respect toward all people and animals so that Pet Community Center remains a welcoming, inclusive clinic for our community.

Our Visitor Code of Conduct helps us meet this goal. We do not tolerate words or actions towards staff or visitors that are:

- Disrespectful
- Racist
- Discriminatory
- Hostile
- Harassing
- Argumentative
- Combative

We pledge to treat you with respect, honesty, dignity, and compassion, and we expect you to treat others the same way. This includes in-person encounters, messages, emails, letters, phone calls, social media, or any other setting.

### Examples of inappropriate behaviors

- Racism: offensive or bigoted comments about someone's race or ethnicity, or sarcastic insults about a person based on their background.
- Discrimination: judging or singling out someone based on race, ethnicity, national origin, skin color, sex, sexual orientation, gender, gender identity, gender expression, age, disability, religion, immigration status, genetic information, veteran or active military status, or any other legally protected status.
- Verbal abuse: name calling, yelling, cursing, belittling, mocking, or ranting.
- Emotional abuse: bullying, stalking, or any acts or words that make others feel unsafe or uncomfortable.
- Threats: any words or actions that threaten or intimidate others.
- Physical abuse: any violent actions or physical abuse such as throwing things, blocking, hitting, kicking, or spitting.

If you violate the code, we may respond like this:

- Report your behavior to other Pet Community Center staff members
- Document your behavior in the client record
- Ask you to leave without getting your care, treatment, or services
- Not retain you as a client within our practice
- Call the police

We are here to serve dogs and cats and the people who love them. This code of conduct ensures we can deliver our best and most compassionate care to you and all our clients.