

TheraVet Acres Code of Conduct

TheraVet Acres seeks to continually provide a welcoming and safe environment which ensures trust and respect for all people and pets. The following applies to all TheraVet Staff AND Clients.

We are in the midst of unprecedented times with respect to the demands on Veterinary and Boarding facilities, as well as the reshaping of the work force. Please know that we are doing our best to accommodate as many patients/clients as we can while still maintaining our exceptional level of compassion and care that we have been known for; and as well, balancing that with a good work-life balance for our staff.

We **will not** accept the following behaviors:

- Verbal abuse, malicious or harmful statements, profanity or disrespect in ANY form or fashion, whether directed to staff or other clients and whether due to a mistake on our part or an assumption by you of a mistake on our part.
- Any form of physical harassment.
- Discriminatory comments or actions.
- Intimidation tactics and/or the indication of threats.
- Allowing your pet to intimidate or threaten a person or another pet.
- Public disclosure of another's private information.
- Failure to comply with requests of our staff, including leashing/restraining your pet.

In the event that your behavior is problematic, we reserve the right to discontinue services immediately. This policy is strictly enforced and non-compliance will result in corrective measures being taken, which may include removal of you as a client/customer, being asked to leave the property and the possible involvement of law-enforcement in extreme cases. Thank you for your cooperation and understanding!