



## Code of Conduct

Over the course of the COVID pandemic, an estimated 12 million US households became new pet owners. This has resulted in an unprecedented surge in demand for veterinary care across the nation.

The veterinary industry continues to be plagued with staff shortages and compassion fatigue. The veterinary field employs empathic individuals who work long hours in high-stress environments. Our team continues to show up every day to do their best and serve our community. While most clients have been appreciative of our services, we have begun to see an increase in verbally abusive clients. This behavior is unacceptable, and we remind our clients that Winnetka Animal Clinic has a zero-tolerance policy when it comes to any form of abuse.

Winnetka Animal Clinic provides a safe environment that ensures trust and respect for everyone. Our mission is to provide exceptional patient care and client service. Providing our clients with a high level of care and service requires mutual respect, cooperation, trust, and kindness.

Our team will not accept the following behaviors:

- Verbal abuse, malicious or harmful statements about others, profanity or disrespect
- Any form of harassment
- Discriminatory comments or actions
- Intimidation tactics and/ or making threats
- Allowing your pet to intimidate or threaten a person or another pet
- Public disclosure of another person's private information
- Suspicion of being under the influence of alcohol or behavior-altering drugs
- Failure to comply with requests of our staff, including leashing/ restraining your pet

This policy is strictly enforced. If there are any instances of the above behaviors, Winnetka Animal Clinic reserves the right to terminate veterinary services for you and your pets.

We look forward to providing excellent care to our community whom we love.