



Dr Timothy Rush (BVSc) & Associates

YAMANTO VET SURGERY

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Yamanto Veterinary Surgery

Our Mission: *To have a healthy, happy workplace providing excellence in animal care.*

CLIENT CODE OF CONDUCT

Yamanto Veterinary Surgery considers its clients to be part of the wider Yamanto Vet Surgery family. We seek to continually provide a welcoming and safe environment which ensures trust and respect for all people and pets.

Unless it is an emergency, **all consultations will be by prior appointment only.**

We have a **ZERO-TOLERANCE** policy for the following behaviour:

1. Any form of harassment, including:
 - a. demands to see a particular vet at a particular time
 - b. demands for a particular vet to call you back
 - c. arguing about the price of a service or demanding a discount
 - d. verbal abuse, including profanity or disrespect directed at a person or pet;
and
 - e. sexual harassment.

2. Any form of discrimination, including:
 - a. commenting about someone's race or ethnic background
 - b. commenting about someone's age or perceived level of experience
 - c. commenting about a person's gender; and
 - d. commenting about a person's religious beliefs.

3. Intimidation tactics or threats
4. Allowing your pet to intimidate or threaten a person or another pet
5. Gossiping or making malicious or harmful comments about our staff members or others
6. Public disclosure of another's private information
7. Being under the influence of alcohol or other behaviour-altering drugs
8. Failure to comply with requests from our staff, including requests to leash/restrain your pet, or leave the premises.

If your behaviour 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 termination of veterinary care at Yamanto Veterinary Surgery, being asked to leave the premises and potential involvement of the Queensland Police.

Thank you for your cooperation and understanding.