Client and Clinic Staff Code of Conduct

Deltona Animal Medical Center is dedicated to providing a welcoming and comfortable environment which ensures trust and respect for all clients, patients, and staff.

We greatly value our relationship with all our clients and appreciate your continued support. The basic foundations of any relationship include mutual respect and trust. Our mission is to provide the best possible care we can for every pet we encounter, to create trusting bonds with pet owners, and to support and develop our team in a safe and engaging environment. We appreciate your understanding and support of our mission.

In order to maintain this positive environment, we have established the following Client and Staff Code of Conduct:

Staff Rights & Responsibilities

Staff are expected to:

- Act professionally, with integrity, objectivity, and equality
- Treat all individuals with kindness and respect.
- Ensure clients have clear and accurate information in order to make informed decisions.
- Strive to continuously update their professional knowledge and skills.
- Respect the privacy of client and patient information.
- Abide by all clinic policies and procedures.
- Communicate clearly and collaboratively with all providers to ensure the best possible outcomes.

Staff will not:

- Discriminate against any individual or group of individuals.
- Engage in violent, abusive, or harassing behavior.
- Post comments on social media that harass, bully, or defame any client or patient.

Client Rights & Responsibilities

Clients have the right to:

- Be treated with the utmost respect and dignity.
- Be given clear and accurate information in order to make informed decisions.
- Receive help to understand information given to them by staff.
- Provide feedback about services and how services are delivered.
- Request to transfer care to their primary veterinarian or another qualified provider of their choice.

Clients are expected to:

- Treat all individuals with respect with words, body language, or gestures.
- Be responsible for the behavior and control of their pet in the waiting areas and exam rooms.
- Be honest and factual with all information provided to staff.
- Have realistic expectations regarding our availability and ability to care for your pet along with all other patients.

Clients will not:

- Display angry outbursts or yelling at any staff member.
- Engage in violent, insulting, disrespectful, abusive, or harassing behavior.
- Insinuate that any member of our team does not care about your pet or values financial gain over your pet's health/safety.
- Be under the influence of alcohol or illegal drugs.

We appreciate your understanding and cooperation, as you play a huge role in helping us practice best medicine while creating a positive and respectful relationship.

Respectfully,

Deltona Animal Medical Center