

Barnes Lake Veterinary Center

Client Code of Conduct

Barnes Lake Veterinary Center seeks to provide a safe and welcoming environment that promotes good behavior, trust, and respect. Please note that ***the following behaviors will not be tolerated*** by Barnes Lake Veterinary Center in our office or on social media:

- Verbal abuse, disrespect, malicious comments, profanity towards staff, clients, or other Veterinarians
- Harassment, threats, or intimidation of any kind
- Discriminatory or inappropriate comments or actions
- Unruly/uncontrollable pets that threaten a person or another pet
- Inebriation - Visitors who are suspected of being intoxicated in any way
- Attempts to contact our staff for advice outside of business hours _____ (Initial Here)
- Failure to leash, muzzle or restrain your pet if requested
- Refusal to comply with or follow the Veterinarians' instructions
- Late Arrival for Appointments - Patients arriving more than 15 minutes late will be asked to reschedule
- Refusal to vaccinate your pet(s) according to Act 2013-65 the Pennsylvania RABIES PREVENTION AND CONTROL IN DOMESTIC ANIMALS AND WILDLIFE ACT - OMNIBUS AMENDMENTS (*this includes indoor-only cats that never go outside.* _____ (Initial Here) - Please indicate below which of the two options you prefer for your CAT.
 - I prefer the 1 Year PureVax Rabies for \$31.72. - this is a non-adjuvanted option that has a lower likelihood of causing fibrosarcomas at the injection site. _____ (Initial Here)
 - I prefer the 3 Year Rabies for \$5. _____ (Initial Here)

If the behavior of any person or pet becomes a problem, we reserve the right to discontinue services immediately and you will be asked to leave. We hope this policy is never needed but we will take any steps required to ensure the safety, well-being and positive mental health of our dedicated staff and visitors.

Cancellations and "No-Shows"

Cancellation requests must be received at least 24 HOURS BEFORE YOUR APPOINTMENT or a fee may be charged to your account. Failing to "show up" for an appointment will also incur a fee.

Prescription Medications and Refill Requests

Please allow 48 hours for us to process your request

Please note: Federal law prohibits the return of prescribed medications

I have read and understand this policy _____ (Sign)

Print Name: _____ Date _____

Welcome to BLVC...We Look Forward to Working with You!