

Hwy 5 Animal Hospital No Bullying and Professional Conduct Policy

At Hwy 5 Animal Hospital, we are committed to fostering a positive, respectful, and inclusive hospital environment for our staff and clients. To ensure the well-being of our staff, employees, and clients, we have established the following **No Bullying and Professional Conduct Policy**, which applies to all individuals associated with our hospital including **hospital employees, vendors, clients, and visitors.**

1. Policy Overview

Hwy 5 Animal Hospital prohibits any form of bullying, harassment, discrimination, or unprofessional behavior within the workplace. All staff and employees are required to conduct themselves in a polite, professional, and non-discriminatory manner at all times. Any behavior that undermines the dignity or respect of others will not be tolerated.

2. Definitions

- **Bullying:** Bullying is any intentional act that intimidates, humiliates, or demeans another person. This includes, but is not limited to, verbal abuse, offensive gestures or comments, exclusion, or any form of cyberbullying.
- **Harassment:** Harassment is unwanted conduct related to a person's protected characteristics (race, gender, religion, sexual orientation, disability, etc.) that creates a hostile or intimidating environment.
- **Discrimination:** Discrimination refers to unfair treatment based on personal characteristics such as race, age, gender, religion, sexual orientation, or any other legally protected category.
- **Professional Conduct:** Professional conduct includes treating all colleagues, clients, and visitors with respect, maintaining a courteous demeanor, and demonstrating integrity and accountability in all interactions.

3. Expected Behavior

- Treat all staff members, clients, vendors, and visitors with kindness, respect, and fairness.
- Use appropriate language and avoid offensive, derogatory, or inflammatory remarks.
- Resolve conflicts in a professional manner, using constructive communication.
- Demonstrate inclusiveness, avoiding behaviors that exclude or marginalize others based on personal characteristics.
- Ensure all client interactions are polite, informative, and supportive, even in stressful situations.

4. Prohibited Behavior

The following behaviors are strictly prohibited:

- Any form of bullying, harassment, or discrimination.
- Use of abusive, insulting, or offensive language.
- Threatening, intimidating, or humiliating others.
- Spreading rumors or engaging in behavior intended to isolate or demean colleagues.
- Retaliation against anyone who reports bullying, harassment, or discrimination.

5. Reporting and Addressing Concerns

- **Reporting:** Staff members who experience or witness bullying, harassment, or unprofessional behavior are encouraged to report their concerns to their immediate supervisor or to the Human Resources department without fear of retaliation. All reports will be treated confidentially and addressed promptly.
- **Investigation:** Hwy 5 Animal Hospital will thoroughly investigate all complaints of bullying, harassment, or discrimination. Disciplinary actions, which may include warnings, suspension, or termination, will be taken if the investigation confirms a violation of this policy.

6. Conclusion

Creating a safe, supportive, and professional environment is critical to the success of Hwy 5 Animal Hospital. We expect all employees to contribute positively to our workplace culture by following this policy and ensuring that every individual feels valued and respected.

Effective Date: September 2011

Policy Review Date: January 2024

Approved By: Dr. Michael Kay, Owner and DVM