

Monroe County Humane Association

Code of Conduct

At MCHA, we are dedicated to promoting the welfare of animals, strengthening the human-animal bond and providing access to veterinary care and humane education across our community. To provide the best care for our patients, we look forward to an honest and supportive relationship with our clients. This can only be achieved through mutual respect and kindness.

As a recipient of any services, all clients agree to the following:

Clients will:

1. Treat staff & volunteers with respect, honesty, and kindness.
2. Treat all animals on-site humanely.
3. Refrain from discriminatory comments or actions in regards to sexism, racism, ableism, classism, homophobia, biphobia, transphobia and any other behavior that is derogatory to a marginalized person(s) in our community.
4. Inform staff of needs and changes in circumstances in order to receive relevant services.
5. Understand that MCHA works with pets with many levels of needs, and staff may need to prioritize their time to deal with emergency or high need situations. If your pet were in a similar situation, you would want the same priority given to your pet.
6. Maintain confidentiality of other clients, patients and staff.
7. Understand that MCHA and its staff has limitations in regards to the services they provide.
8. Understand that staff/volunteers may not be available on a drop-in basis, an appointment may be necessary.
9. Deal with problems and concerns in a mature manner
10. Understand that posting comments on social media that harass, bully or defame a doctor, clinic staff, MCHA staff, volunteers or clients is unacceptable and could result in immediate dismissal from programming and services.

Refusal of Service:

Service users have a responsibility to be respectful and considerate of other service users, employees and volunteers of MCHA. Any decision to refuse services is made by the Management Team of MCHA.

Violators are subject to removal from the facility and/or discharge from the clinic.

Individuals may be refused service:

1. Where a manager and an employee agree that a client has violated the above responsibility.
2. Where a client is or is perceived to be threatening, harmful, sexually inappropriate or sexually harassing to fellow clients, staff or volunteers, or is disruptive to the function of MCHA programs and services.
3. Where a client behaves violently in any real or perceived manner against any staff, volunteer or agents of MCHA, other clients, or any animals on-site.
4. For intentionally damaging equipment, property or stealing