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Nicollet, MN 56074
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Crystal Norell, DVM
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Our mission at Nicollet Veterinary Clinic is to provide quality veterinary services for your pets. If you have any questions or concerns, please let us know. Thank you for choosing our clinic!

Client Code of Conduct

At Nicollet Veterinary Clinic, we strive to offer professional, compassionate, and high-quality care for your pet. We promise to offer clear and timely communication about your pet's health, treatment options and prognosis. We promise to be transparent with our pricing and billing practices, including estimate for services. We will also be reasonably prompt and courteous with responses to questions, concerns or complaints.

In exchange, we ask the same from our clientele. Being polite and kind to one another is an area we strictly enforce. If you have a concern or complaint, we ask you to speak directly to your veterinarian or our practice manager. Nicollet Veterinary Clinic seeks to continually provide a welcoming and safe environment which ensures trust and respect for all people and pets.

We have a zero-tolerance policy for the following behavior:

- Verbal abuse, malicious or harmful statements about others, profanity or disrespect directed at a person or pet
- Any form of harassment
- Discriminatory comments and/or actions
- Intimidation tactics or threats of any kind
- Allowing your pet to harm, intimidate or threaten a person (including employee) or another pet
- Public disclosure of another's private information
- Suspicion of being under the influence of alcohol or behavior altering drugs
- Failure to comply with requests from our staff, including compliance with hospital policies and procedures that are in place to provide a safe environment for the staff, you, and your pet

In the event your behavior is deemed problematic, we reserve the right to discontinue services immediately. This policy is strictly enforced, and noncompliance will result in corrective measures being taken, which may include termination of veterinary care at Nicollet Veterinary Clinic, being asked to leave the property, and the potential of involvement by law enforcement.

I have read and understand all that has been explained above and agree to adhere to the hospital's code of conduct.

Client Signature

Date