

# HousePaws



MOBILE VETERINARY SERVICE

## Our Mission Statement

We are a state-of-the-art mobile veterinary service that focuses on preventative medicine, client education, and thorough patient care. To the HousePaws staff, the best level of veterinary care is our highest mission. We will provide the finest personal service and create a warm, relaxed, professional environment for our clients to provide consistently high quality care to our patients. HousePaws mission is to fulfill our patients health needs and to address our clients concerns while creating a sense of family.

## Our Employee Promise

We pledge to work together with trust, honesty, respect, and integrity. To focus on our patients and clients and to satisfy any need they have. We are committed to nurturing each other's talents to support personal growth and practice success. The practice team fosters a work environment that acknowledges the value of diversity, enhances the quality of life, helps individuals fulfill their aspirations and enriches the practice experience.

## Our Make it or Break it: Personal Connections

## The Wheel of Success



# Our Core Values at HousePaws

## **Honesty and Integrity**

We believe that openness and honesty make for the best relationships because it leads to trust and faith.

## **Above and Beyond Service**

We expect everyone to surpass expectations and go the extra mile in everything that we do.

## **Solution Oriented**

If there is a problem, *Yo!* We solve it. The entire organization and our community contribute ideas that help us solve and evolve.

## **Education**

Continuing our education and furthering the education of our clients and community help improve the lives of animals and the people that share their lives.

## **Adaptability**

We stay agile, ready to shift or change our approach when challenges arise. We can't control everything that happens, but we can control how we react to it.

## **Accountability**

Reliability and personal responsibility. We value the reliability and personal responsibility of our team to honor our commitments to clients and to each other. We take ownership of our work and promptly correct mistakes to the greatest extent possible.

## **ComPassion**

We integrate Passion and Compassion into all that we do.

