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We understand what it feels like to drive into work thinking, "Did I choose the right career?" The answer is YES, you did. You just may not have chosen the right staff members. We need to face the facts here. You are a veterinarian, or practice manager, or maybe the office manager or even the head receptionist. That being said, are you qualified or even wanting to be the HR division of your hospital as well? The truth is you already are. Managing time sheets, payroll, vacations and scheduling, we know the routine. With all of these pressures, who wants a staff that cannot be professional and courteous? How in that mess of your daily routine do you find time to train the new kennel guy that is right out of high school and looks just like Justin Bieber.



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# Employee Handbook of Employee Policies and Procedures

## Rose City Veterinary Hospital

“We are a client-centered facility that provides outstanding customer service, cost-effective solutions, and unprecedented medical standards.”

**REVISED FOR 2007-2008**

**This manual can be purchased at <http://www.design-it-right.com>**

# The Client

The Client is the most important person in our business.

They are not dependant on us – we depend on them.

They are not an interruption in our work – they are the very purpose of it.

They are not just cold statistic, but a real flesh and blood human, just like you and I.

They are a vital part of our business – not an outsider.

They are not just a name, a fact, or a number on a ledger.

They are not people to argue or match wits with.

They are people who bring to us their needs and wants. Our job is to fulfill them.

They are the lifeblood of our community.

They are the ones who buy our services – pays our salaries.

They deserve the most courteous and attentive treatment we can give them

-- Adaptation from Taprel

Loomis

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- A: Employment Forms To Be Completed and Returned
- B: Complete Job Descriptions
- C: Client Care Service Manual
- D: Right to Know/OSHA/Hazard Communication Program

This manual can be purchased at <http://www.design-it-right.com>

Section 1

# Introduction to Our Clinic

Rose City Veterinary Hospital

*Welcome to our Staff,*

Before you is our *Employee Handbook*. It is hoped that you will enjoy your work with the hospital and take pride in these facilities and the care that we provide. This handbook is an explanation of our policies and should not be interpreted as an employment contract. First off, you need to understand that the client is our most valuable asset and you are the most valuable resource that we possess. It is imperative that we retain both. Each and every job, from doctor to kennel person, is crucial and beneficial to the continued growth and development of the company.

Our goal is to always provide the finest in veterinary care to pets that are brought to our facility and to be kind and considerate to their owners. Like our animal patients, clients who come through our hospital doors often are under stress. The concern for their pets may add strain to our staff; therefore, extending tenderness and a caring attitude is very important. Each and every staff member directly contributes to the success of our practice. We all must strive to maintain professionalism and respect on a daily basis.

We are pleased that you have chosen to work with us. We hope that you will enjoy contributing to the advancement of this practice and at the same time achieve personal development.

As you read through this handbook, please understand that Management reserves discretion to interpret and apply the guidelines or procedures, as it deems necessary to provide continual care for our clients and an optimal working environment for our staff. The employer may terminate or modify its guidelines, procedures, or benefits at any time. If they choose to do so, you will be provided with an addendum to insert into this manual. This addendum may replace or modify an existing section.

This handbook supersedes all previously issued guidelines, and/or policies and procedures.

We maintain an open door policy at all times. You should feel free to engage with any level of management, at the appropriate times, discussions regarding concerns, misunderstanding, suggestions and questions. Please remember that, "There is no such thing as a stupid question." It is important to us to best utilize all of our employees. If you feel that there is a way to do something better, improve your performance or improve production, we are eager to know. Please understand that in a complex business structure, while all ideas may seem good, some are impossible to implement. Should you have any questions as to the interpretation of any information in this handbook or any other employment matters, please contact your immediate supervisor or the Hospital Manager.

We hope that you will find this handbook to be helpful in understanding all of our procedures and policies. Once again, welcome to our team and the best of luck.

Sincerely,

## Who We Are As A Clinic

We are a medical service business. Our primary task is to solve our client's pet medical problems by maintaining the highest standards in veterinary medicine. We are more than just an animal clinic. Rose City Veterinary Hospital is a multi-faceted care facility and can be described as follows:

- Small Animal General Practice Facility
- Fertility Clinic
- Alternative Medical Facility
- Merchandising Store
- Boarding Facility
- Rehabilitation Center
- Referral and Specialty Hospital, focusing on Internal Medicine

In understanding our operations you should be able to explain and understand the different facets of the facility. All employees are expected to have the ability to articulate the varied services offered by the clinic to all various types of clients we have.

We strive to operate our facility on sound business practices that will ensure our continued growth and success. Our standards include

- A clean and reputable hospital that is customer service based,
- A staff that is knowledgeable, courteous and respectful to our clients,
- Compliance, at every level, with established guidelines and laws from government bodies, such as: OSHA, California Board of Veterinary Medicine, DLSE, etc.
- A cohesive orientation and training system that promotes structured growth within the company,
- Employer dedication in maintaining lawful and complete Human Resources Department,
- Caring and efficient reception service
- High skilled and knowledgeable technicians; and
- Doctors who have a love for animals.

## Our Vision and Mission Statement

### **Our Vision...**

Rose City Veterinary Hospital understands that veterinary medicine is constantly evolving. We strive on a daily basis to maintain our position as pioneers in the veterinary community. To achieve this goal, we strive to ensure our clinic always remains a state-of-the-art facility with up-to-date technology and treatment protocols. This is our personal dedication to providing quality veterinary care to all of our patients.

### **Our Mission...**

Is to establish a client-centered facility that provides outstanding customer service, cost-effective solutions, unprecedented medical standards, while never losing sight of our patients and clients ever-changing needs. We will achieve this high standard by providing, at all levels, a professional and growth-motivated working environment, by committing ourselves to the education of our clients and providing humane and caring medical services to all of our clients.

### **Our Value System...**

1. We value our client's opinions and concerns, always.
2. We value our client's trust and satisfaction with our services, always.
3. We value our client's dedication to helping and healing their friends, always.
4. We value our employee's hard work.
5. We value our employee's suggestions.
6. We value the team's dedication toward company growth.
7. We value our responsibility to provide a safe working environment.
8. We value each other, as individuals, and each other's personal respect.
9. We value ownership for giving us the opportunity to perform work.
10. We value the patient and their needs.

We, as team, must make the dedication to uphold this value system. The statements contained on this page are the staple nourishment for our continual growth.

### **Our Practice Philosophy**

It is the philosophy of this practice to maintain at all times good business practices, a sound professionalism in our manner with clients, and the highest standards in veterinary medicine.

We will provide our clients and patients with the best possible service and care in a professional manner. We will operate with the following objectives:

1. To run our hospital on a financially sound basis.
2. To provide a professional and growth-motivated environment for our staff, which will in turn, promote teamwork and communication among our staff.
3. To uphold all legal and ethical aspects of the field of veterinary medicine
4. To encourage and support our staff to obtain certifications, participate in continuing education and professional development.
5. To uphold our strict standards of medical and client service, while maintaining competitive prices.

Section 2

# Employment Practices

## Rose City Veterinary Hospital

We believe that the strength and future growth of the hospital depend directly upon the contributions made by every staff member.

## **Introductory Period**

A 90-day introductory period has been established for all new staff members. During this time period, you will be trained on the fundamentals of the job. You will be evaluated periodically on your progress and your ability to use the training to perform your work in an acceptable manner. If your work performance does not prove to be satisfactory, employment will be terminated

During this time, the employer and the introductory employee will have the opportunity to evaluate each other as well as others in the practice. We will be evaluating the following traits:

1. Being on time.
2. Developing a good working relationship with the other employees as well as our clients.
3. Being honest and truthful with fellow employees and our clients.
4. Wearing the appropriate clothing.
5. Being able to perform your job responsibilities.
6. Adoption and completion of the initial task book.
7. Usage of company time clock and the quantification of all missed/error time clock punches.
8. Display the minimum requirements for the hired position.
9. Evaluation of our internal systems, such as, but not limited too, laboratory form submissions, medical chart entries, client communication policies, etc.
10. Knowledge and compliance of the following safety programs; PPE, HAZCOM, MSDS locations, etc.

When you have successfully reached the 90th day of employment, you will receive the benefits and privileges of a regular employee.

## **Orientation and Training**

Our company orientation program is executed the first day, today in most cases, of your employment. The purpose of this program is to inform new hires/current employees of office polices and procedures and help them to adjust to their new working environment. The first page of Appendix A is the Orientation Check List. Please follow this form to ensure that you complete all the required tasks on your first day. Following is a list of some of the items you will be required to complete:

1. Completion of the “Right to Know” Training Video and supplementary handbook.
2. Completion and submission of all the required Human Resource forms.

3. Signed receipt of the Uniform Policy.
4. Signed receipt of the Key/Lock/Alarm Policy and choice of appropriate alarm code.
5. Signed receipt of the Acknowledgment Form for the Employee Manual.
6. Proper Assignment of a personal buddy for you initial training.
7. Successful clocking in/out procedures.
8. Signed receipt of Job Description.
9. Completed W-4 and copies of Driver's License and Social Security Card
10. Signed Meal time Waiver Form
11. Signed sexual harassment acknowledgement form
12. Completion of the Paychex Form.
13. Completion of the Medical Benefits acceptance/decline form.
14. Receipt of email and network ID's.

Please refer to Appendix A for the complete outline for your first day. If you have any question regarding this manual, orientation, or anything about the policies/procedures of the hospital, feel free to direct them toward your immediate supervisor and/or the Hospital Manager.

## **The Buddy System**

In order to help you with your first weeks of training, we will introduce you today to your company "Buddy." The person assigned to become your buddy will help you understand the different policies that affect your day-to-day productivity. Any concern over Human Resources, such as benefits questions, etc., should be direct to the Hospital Manager.

## **Employee Status**

Regular employees are hired for an indefinite period of time and are considered regular staff.

Seasonal/temporary employees are hired for a specific length of time, e.g., summer hires or holiday help. A "last working day" must be established (in writing) for this category to apply.

### **New Employees**

Staff members who are employed less than ninety (90) calendar days are to be considered "New Employees." This initial time of employment is considered the Introductory Period than includes the Orientation and Training aspect of your employment. The duration of the Introductory Period may be extended once or more at the employer's sole discretion.

The employment, as stated previously, is an at-will agreement that can be terminated by either entering party, at any time during the Introductory Period with or without cause.

New employees do not accumulate seniority nor are they eligible for benefits during the Introductory Period. Upon satisfactory completion of that time, the new employee becomes eligible for the listed employee benefits. At that point in your employment, you will be completely enrolled in the appropriate programs, such as, but not limited to, medical insurance, medical services discounts, vacation and sick days.

### **Former Employees**

Those employees who have been of payroll for less than 6 calendar months may, at the employer's discretion, be considered for re-hire and receive full or partial seniority and benefits reinstatement immediately, if qualified.

### **Regular Full-Time Employees**

Employees who work at least 35 hours a week on a regular basis are considered full-time. Under extenuating conditions (e.g., illness), a full-time employee may work less than the normal workweek and not lose full-time staff member status. This must be agreed upon with the employer and staff member.

### **Regular Part-Time Employees**

Employees who work less than a normal workweek for 90 days are considered part-time. This time period may be extended to six months, at which time, if employer and staff member agree, full-time status will be attained.

### **Temporary Part-time Employees**

These are employees who work less than the normal number of full-time hours a week with irregular or indefinite work schedules. This temporary employee status can be extended to 120 days with mutual consent. Employees who work a regular part-time schedule for more than 90 days will receive regular part-time status.

### **Exempt Employees**

Employees who qualify as exempt are those who hold the following positions: executive, professional, administrative, or outside sales persons. These employees are exempt from overtime, time card, and wage provisions as stated in the Fair Labor Standards Act (Wage Hour Law). These employees may qualify for compensatory time at the discretion of ownership.

### **Change in Employment Status**

Employees who change from part-time to full-time status receive new employee status and are subject to all policies pertaining to new employees. At the time of change the employee will be paid for any unused benefits earned as a part-time employee and start earning credits as full-time employees.

Employees may be transferred to another assignment as a necessary element in the operation of the hospital.