



## Assistant Phase Training

The purpose of our phase training program is to help set you as our newest employee up for success. We are committed to providing you with a training program that will allow you to learn simple skills and then build upon them to allow you to completely understand all the tasks that comprise your position. Based on your previous experience, some of the training topics that will be covered may not feel new to you, however, we encourage you to stay open-minded so you can learn those skills the German Village Veterinary Hospital way.

This Phase Training program will simply plan out the training schedule over the next 3-4 weeks.

**Your Lead Trainer will be:** \_\_\_\_\_

**Your Training Coordinator will be:** \_\_\_\_\_

**Employee Name:** \_\_\_\_\_ **Initials:** \_\_\_\_\_ **Employee Code:** \_\_\_\_\_

Though your lead trainer may delegate certain parts of training to other members of our team, they will be your main point of contact for all aspects of training. If you have any questions or need further assistance with some of these tasks, please don't hesitate to ask this person all your questions. We want to make sure you feel comfortable and confident in your position, so please don't be shy!

Your trainer will initial off under the "Trainer Teaches and Explain" section when they teach you a skill. Your trainer will date and initial under the "Trainee Demonstrates" section once you are able to complete it on your own. The second section should be completed a couple of days after the first section to make sure the process makes sense and sticks with you.

Each week, you will focus on learning both the ins and outs of the practice as well as your new position's responsibilities. We do require that you have a strong understanding of the operations side of our practice so shadowing within each department will be outlined below.



**Day 1 - Onboarding + Shadowing: \_\_\_ / \_\_\_ / \_\_\_**

There are some things that we need to make sure are completed before diving into training. These items will be completed with you by our manager.

Objective	Description	Date Completed	Manager Initials
<b>Parking</b>	Show best places to park, review safety expectations		
<b>Meet and Greet</b>	Introduce employees to other staff members. Be sure to identify key staff such as department managers.		
<b>Hospital Tour</b>	Complete a detailed tour of the hospital pointing out emergency exits, fire extinguishers, eyewash stations, employee restrooms, and breakroom.		
	Identify exam rooms, surgical suite, treatment, kennel, laundry, and other key areas of the hospital.		
	Show office space and/or storage areas and discuss the protection of items.		
<b>Personal Belongings</b>	Show employees where to store personal items.		
	Assign employee a cubby		
<b>Dayforce Required Forms</b>	Have the employee complete the required new hire forms: <ul style="list-style-type: none"> <li><input type="checkbox"/> W-4</li> <li><input type="checkbox"/> I-9</li> <li><input type="checkbox"/> Review key policies in the employee handbook</li> <li><input type="checkbox"/> Sign confidentiality Form</li> <li><input type="checkbox"/> Direct deposit form</li> <li><input type="checkbox"/> Complete Availability</li> </ul>		
<b>Job Review</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review job description</li> <li><input type="checkbox"/> Discuss specific expectations</li> <li><input type="checkbox"/> Performance Improvement Plans and Corrective Actions</li> <li><input type="checkbox"/> Review staff meeting schedules</li> <li><input type="checkbox"/> Important contact information</li> </ul>		
<b>Dress Code</b>	Explain expectations for dress code, appearance, and hygiene		
<b>Culture</b>	Review <ul style="list-style-type: none"> <li><input type="checkbox"/> Core Values</li> <li><input type="checkbox"/> Purpose Statement</li> </ul>		
<b>Benefits</b>	Benefits start 90 days after first day. Health insurance will start after 60 days.		

Trainee is responsible for bringing this to every training shift and making sure their trainer is filling out the checklist. This checklist needs to be returned to a manager, so a copy can be added to employee file within 3 days of completing training.



### Stage 1: The Basics

Much of your initial few days will be spent shadowing your lead trainer. Though you may inadvertently complete some tasks outside the scope of this week’s training, try to stay focused on the tasks outlined below.

Objective	Trainer Teaches and Explains Initial and Date Completed	Description	Trainee Demonstrates Initial and Date Completed (At least 2 days after trainer shows)
<b>Hospital Basics</b>		Describe a typical day for assistants	
		Explain appointment flow for assistants	
		Go general over policies and client paperwork <ul style="list-style-type: none"> <li><input type="checkbox"/> Appointment Cancellation</li> <li><input type="checkbox"/> Surgery Cancellation/\$200 Deposit</li> <li><input type="checkbox"/> New Client Forms and Previous Records</li> <li><input type="checkbox"/> Customer Complaints</li> <li><input type="checkbox"/> Accepted Payments</li> <li><input type="checkbox"/> Non Client Nail Trim/Express Anal Glands</li> </ul>	
		Explain process when salesperson or reps call	
		Tour of the website, discuss Vets’ First Choice and PetDesk	
		Discuss how to access GVVH Outlook	
	<b>Cornerstone</b>		Search for patients/clients
		How to locate the client contact information	
		How to check-in/check-out patients	
		How to create a call back reminder	
		How to print callbacks	
		How to process and log callbacks	
		How to check/update/enter new patient reminders	
		Review doctor schedule and how to properly schedule appointments.	
		How to view and add attachments to patient records	
		Add phone logs to the medical chart.	
		How to add a new client	
		How to add a new patient	
		How to print/email records	
		How to schedule healthy appointments	
		How to schedule sick/ER appointments	
	How to schedule boarding		
	Collecting payment (including how to collect multiple payments)		
	Review printing and discussing invoice with client		
<b>Phone System</b>		Review phone system <ul style="list-style-type: none"> <li><input type="checkbox"/> Transfer between lines</li> <li><input type="checkbox"/> Hold / speaker</li> <li><input type="checkbox"/> Review extensions</li> <li><input type="checkbox"/> Review appointment arrival process and communication to the treatment area</li> </ul>	
		Text clients with Petdesk	

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<b>Terminology</b>		Review list of common terminology and abbreviations used	
<b>Cleanliness</b>		Cleanliness expectations for work area and where cleaning supplies are located	
		Review Closing List and Opening List Duties	
<b>Laundry</b>		Demonstrate how to use the washer and dryer	
		Explain which cleaning products to use for which items	
		Where all laundry items are kept	
		How to identify patient belongings	
<b>Human Animal Bond</b>		Discuss expectations for dealing with pets and their owners	

**Stage 2: Appointment Flow and Patient Care**

<b>Objective</b>	<b>Trainer Teaches and Explains</b> Initial and Date Completed	<b>Description</b>	<b>Trainee Demonstrates</b> Initial and Date Completed (At least 2 days after trainer shows)
<b>Animal Restraint</b>		Discuss vocabulary to use when talking to an owner about restraint	
		Explain leash procedure while the dog is outside	
		Lifting and positioning patients as needed for different procedures	
		Placing patients in a cage/run	
		Assisting DVM in the exam room for small dog/cat	
		Assisting DVM in the exam room for large dog	
		Blood draws (jugular, cephalic, and saphenous)	
		Catheter placement	
		Muzzle placement	
		Blood pressure	
		Cystocentesis	
<b>Wellness Standard Practices</b>		Restraint for Nail Trim	
		Review standards of care including exam frequency recommendations.	
		Discuss Patient Health Questionnaire	
<b>Vaccine Protocol &amp; Preferred Administration Location</b>		Review doctor schedule and how to properly schedule appointments.	
		Puppies	
		Kittens	
		Adult dogs	
		Adult cats	
		Senior dogs	
<b>Operational Standard Practices</b>		Senior cats	
		Healthy appointments - Questions to Ask	
		Sick appointments - Questions to Ask	
		Emergency appointments	
	Triage		

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<b>Preventives</b>		Review Heartworm/Flea/Tick prevention protocols and preferred products.	
<b>Sharps Disposal</b>		Demonstrate appropriate handling of sharps and disposal.	
		Show location of all sharps containers (and storage)	
<b>Pharmacy</b>		Review where items are located	
		Review controlled substances policies	
		Review proven process for filling medications	
		How to put a request for refills for medication	
		How to refill medications	
		Review proven process for alerting Inventory Manager of low quantities	
		Review unpacking boxes and invoice process	
		Review online pharmacy availability and protocols	
		Show where all sample collection tubes/jars/pipettes/etc. are located	
<b>In-House Sample Prep</b>		Urinalysis	
		Fecal analysis/Giardia Test	
		Ear swab	
		Blood work (CBC)	
		Blood work (Chem)	
		Blood work (Snap tests – including interpreting results)	
<b>Reference Lab Sample Prep</b>		Urinalysis	
		Fecal analysis	
		Blood work (focus on most commonly sent and where to find information on all lab requirements)	
		Review process for submitting samples to an outside lab	
		Review lab courier pick up schedule	

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**Stage 3: Boarding, Hospitalization, and End of Life**

Objective	Trainer Teaches and Explains Initial and Date Completed	Description	Trainee Demonstrates Initial and Date Completed (At least 2 days after trainer shows)
<b>Boarding Patients</b>		Paperwork required for drop off	
		How to set up a cage	
		Location of all bedding/bowls	
		Location of all items to be prepped (name tags, cage cards, warning labels)	
		Cleaning cages	
		Feeding/watering	
		Protocol for alerting DVM of a potentially ill pet in a boarding	
<b>Personal Belongings</b>		Where to store all borders personal belongings	
		How to label all personal belongings	
		How to properly store all food	
<b>Observations &amp; Treatment Sheets</b>		Review expectations for boarding pet observations	
		Demonstrate where to record observations	
		Review when and how to alert a medical team member when their assistance is required	
<b>Charges</b>		Review all charges associated with boarding	
		Review protocol on when to enter charges for boarding services	
<b>Discharge</b>		Review the standard for how pets are to be presented to owners when they are picked up from boarding	
<b>Hospitalized Pets</b>		How to go over a treatment plan	
		Take a deposit for hospitalization	
		Print consent form for treatment	
		Discuss treatment sheets	
<b>End life</b>		Discuss procedures for euthanasia.	
<b>Cremation Service</b>		Ensure awareness of preferred cremation service, how and when to contact	

I, \_\_\_\_\_ feel I was given complete and clear training. My entire checklist has been completed up to this page and I am confident that I can complete these tasks by myself going forward. I will not sign this if I feel I need more training. Instead, I will setup a meeting with my manager to discuss further training. I understand that I am expected to ask questions when I am unsure about something and always accept feedback on how I can improve my skills.

\_\_\_\_\_  
Trainee Sign Here

\_\_\_\_\_  
Trainer Sign Here

\_\_\_\_\_  
Date

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**Additional Training to Complete (After First 90 Days)**

Objective	Trainer Teaches and Explains Initial and Date Completed	Description	Trainee Demonstrates Initial and Date Completed <small>(At least 2 days after trainer shows)</small>
<b>Radiology</b>		Review process for properly entering patient information	
		Demonstrate the proper restraint and positioning for different species and commonly needed images	
		Review how to access images after completion	
		Review how to send images directly to the reference lab	
		Review how to send images to other practices	
<b>Anesthetic Monitoring</b>		Review normal and abnormal measurements for dogs/cats for each of the following: <ul style="list-style-type: none"> <li><input type="checkbox"/> Blood pressure</li> <li><input type="checkbox"/> Heart rate</li> <li><input type="checkbox"/> Respirations</li> <li><input type="checkbox"/> Temperature</li> <li><input type="checkbox"/> ECG</li> <li><input type="checkbox"/> CRT</li> </ul>	
		Learn how to hook up and disconnect pet from the IV line	
		Demonstrate how to operate fluid Pump	
<b>Medication Administration</b>		Demonstrate proper techniques for administering medications: <ul style="list-style-type: none"> <li><input type="checkbox"/> Oral</li> <li><input type="checkbox"/> Sub-Q injection</li> </ul>	
<b>Sub-Q Fluids</b>		How to administer sub-q fluids to dogs and cats	
<b>Anal Glands</b>		How to express anal glands and chart findings.	
<b>Nail Trim</b>		How to do a nail trim on a cat and dog	

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