



Advanced
Animal Care!



Staff Member Manual

Principles and Policies

Welcome to Advanced Animal Care (AAC)

Our goal is to offer quality care for animals in a clean and professional atmosphere. We all work together in a spirit of cooperation and respect with a pleasant attitude. We hope you find these guidelines fair, clear and acceptable.

General Staff Policy:

You represent our clinic in appearance and attitude. You are our client's first contact and their source for recommendations for products and services. Technicians and assistants should be clinically informed, technically competent, and caring communicators. We expect **neat, clean, professional grooming, a friendly smile and a willingness to cooperate.**

While on the job, remember to **focus conversation and activity** toward clients, patients, and clinic needs. Personal phone calls, **"visiting"** with **clients** or **other employees** takes your time and attention away from work related responsibilities. We ask that there be **no personal phone calls or visits from family and friends.**

Expect to be on your feet working while you are here. There is **never** a time that you should be sitting with nothing to do.

Employee Theft:

Employee theft includes personal use of facilities, inventory, or equipment without invoicing yourself, falsifying transactions or invoices, giving unauthorized discounts, giving away inventory or services, falsifying time clock records, taking cash or any other activity that decreases the hospital's revenue to your advantage. Our policy is to prosecute employee theft to the fullest extent of the law. Video surveillance, random checks and regular bookkeeping audits are continually utilized.

PLEASE RE-READ THE PARAGRAPHS ABOVE. THANK YOU.

All employees are hired on a 90-day probationary period, at the end of that period your performance will be reviewed and your job status will be determined. During that period, poor performance can be reason for job dismissal without a warning. Further employee reviews will take place approximately every three to six months.

Arrive **on time and ready** to go to work. If you are scheduled to work at 7:30 AM you should be clocked in and **ready** to assist at that time. Enter the clinic with a smile and a cheerful greeting. There is never a time to allow personal problems to interfere with your work or your attitude here. Each shift, clock in and out on the computer. We will write pay checks according to the time records on the computer. Please be responsible to keep your times accurately recorded. Each employee may bring a drink and snack/meal daily to be kept put away except during a meal or break time. Please keep all food or drink in the break room.

If you might be pregnant, please speak with the doctor or the office manager about tasks or equipment you should be avoiding in your daily work environment, and whether or not your work duties should be altered to accommodate your pregnancy. (All discussions are confidential!)

Ask yourself, **"What if everybody did it?"** when wondering if something would be permissible here. ***If each of us brought friends/family/pets into this hospital we could not perform with any degree of professionalism or provide a high level of quality care for our clients.*** Because we must be respectful of each employee and client, our team needs to function with a high degree of professionalism. We are here to help people and their pets. **That** must be our focus while we are here.

Paychecks will be written each Friday for the work completed as of Thursday at 11:59 pm. The office manager will have your check prepared on Friday morning by 11:00am. The amount you or any other employee is paid should be a private matter and only discussed between you, the office manager or Dr. Martin.

Accidents or Injuries

1. In the event of a job related injury, a *First Report of Injury* form must be completed as soon as possible, even if professional medical care is not sought. First Report of Injury forms can be downloaded from the staff login page



of our website: advancedanimalcare.com.

2. Safety is everyone's job at AAC. AAC provides a clean, hazard free, healthy, safe environment in which to work in accordance with the Occupational Safety and Health Act of 1970. As an employee, you are expected to take an active part in maintaining this environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your workspace should be kept neat, clean and orderly.
3. It is your responsibility to know the location of all safety and emergency equipment, as well as the appropriate safety contact phone numbers. A copy of the Emergency Procedures will be posted in each work area.
4. All safety equipment will be provided by AAC. Employees will be responsible for reasonable upkeep of this equipment. Any problems with or defects in, equipment should be reported immediately to your supervisor.
5. As an employee, you have a duty to comply with the safety rules of AAC, to assist in maintaining a hazard-free environment, to report any accidents or injuries, and to report any unsafe equipment, working condition, process or procedure, immediately to a supervisor.
6. No employee will be punished or reprimanded for reporting safety violations or hazards. However, any deliberate or ongoing safety violation, or creation of hazard, by an employee will be dealt with through disciplinary action by AAC, up to and including termination.
7. All work related accidents are covered by Worker's Compensation Insurance pursuant to the laws of the states in which we operate.

Clothing/Appearance

8. Scrub tops and bottoms are required for all non-veterinary staff.
9. Lab coats and name badges are advised for veterinary staff.
10. Grooming/Hygiene Standards. The cleanliness and personal hygiene of employees is always important, especially in a health care setting. Employees are encouraged to bathe daily, use an effective deodorant or antiperspirant and practice the essentials of good dental hygiene.
11. Fragrances. Many individuals are allergic to cosmetics, perfumes and lotions. Moderation is encouraged in all work areas.
12. Hair. Hair should always be clean and well groomed and styled so the face is visible. Extreme hair color or style distracts from a professional appearance and is not acceptable. The length or height of one's hair can sometimes interfere with job responsibilities. Medium to long hair, for example, could pose a safety or infection hazard to both employee and patient, so it should be styled in a manner that prevents contacts with clients, patients, medication or equipment. Hair color should be of natural tones.
13. Hair Accessories. Employees may wear conservative hair accessories that do not distract from a professional appearance. Scarves, caps, hats, sweatbands or other head wear should not be worn while on duty.
14. Facial Hair. Employees who wear mustaches, beards or sideburns should keep them trimmed appropriately and well groomed. Those who shave their facial hair should make every effort to maintain a clean shaven look.
15. Make-up. Because of the special nature of a health care setting, dramatic, eccentric or flashy colors, sequins, glitter or heavy applications of makeup are inappropriate. Makeup generally should be minimal and kept within accepted norms for the professional work environment.
16. Fingernails. Hands are a highly visible part of a man's or woman's professional image, so fingernails should always be cleaned and neatly trimmed and, if polish is worn, smooth and unchipped and a single color. In the health care setting, the length of fingernails should be modest, not exceeding one-quarter inch beyond the end of the finger.
17. Jewelry and Accessories. Employees are expected to exercise good judgment in selecting jewelry and accessories to be worn on the job. Body or facial jewelry or visible tattoos are inappropriate in the professional health care setting – as are jewelry or accessories with slogans, symbols, advertising, logos or unprofessional designs. With the exception of ear piercing, visible jewelry associated with body piercing is not acceptable. This includes, but is not limited to, eye brows, nose, lips and tongue. Visible tattoos are not acceptable. If tattoos are unable to be covered by clothing, then they must be covered with a bandage or make-up.
18. Ear Jewelry. One earring per lobe (matched set) of the stud or flat style that fit close to the earlobe is preferred for jewelry, but the following also are acceptable – hoop and stud earrings (no larger than one and one-half inches), dangling earrings of a conservative style (no longer than one and one-half inch) or two earrings per ear at the bottom of the earlobe.
19. Rings. Finger rings of a size or shape that could restrict use of equipment or pose safety and infection control hazards should not be worn. Rings on every finger also are inappropriate in the professional work environment.
20. Bracelets. Bracelets should not make noise, interfere with tasks, or pose a safety and infection control hazard.
21. Necklaces. Conservative neck jewelry that is kept to a minimum is approved. Necklaces which interfere with tasks or pose a safety and infection control hazard may not be worn.



22. Sandals and Open-Toed Shoes. For direct and indirect patient care providers, sandals, open-toed shoes, shoes having a slick sole or high heel are not acceptable.

Conduct:

1. Any comment, activity, or gesture that is made by a person at AAC that makes someone else uncomfortable can be considered harassing behavior.
2. If there is a problem, please approach the individual first. If this is not possible or makes you uncomfortable, report the behavior to the office manager.
3. If management becomes involved, a report of the incident will be placed in both employees' files along with actions taken to resolve the matter.
4. Some incidents can be grounds for dismissal the first time with no warnings.
5. Respect, discretion, and decency in conversation and actions will prevent any misunderstanding or hurt feelings.

Attendance

Employees are expected to arrive at work before they are scheduled to start and be at their work station productively engaged in AAC business by the scheduled start time. All time off must be requested in advance and submitted in writing, as outlined in the appropriate categories with the exception of sick leave. See Sick Leave and other categories for specific details.

AAC views attendance as an important facet of your job performance review. All unapproved absences will be noted in the employee's personnel file. Excessive absences will result in disciplinary action, up to and including termination.

Vacation and Sick Leave

Full time employees (averaging 35+ hours per week for 90 days) will accrue vacation leave at the rate of .77 hours per pay period and sick leave at the rate of .46 hours per pay period. Vacation and sick leave may be requested for use after the first 90 days of employment (see below). After 52 weeks of averaging 35 or more hours per week, an employee would accrue approximately 40 hours of vacation leave and 24 hours of sick leave.

Part time employees (averaging at least 15 hours per week for 90 days) will accrue sick leave at the rate of .46 hours per pay period. After 52 weeks of averaging 15 or more hours per week, an employee would accrue approximately 24 hours of sick leave.

The maximum balance of vacation leave an employee may accrue is 40 hours and the maximum balance of sick leave an employee may accrue is 40 hours.

Please see below policies regarding usage of vacation leave and sick leave.

Time-Off Policy

New hires and unforeseen circumstances will cause occasional changes in employee scheduling however, AAC will attempt to maintain a set work schedule that is repeated from week to week. This allows for easier personal planning as well as staff scheduling. If an employee desires to be off work during a shift they are normally scheduled, it is their responsibility to get another active, equally trained/qualified staff member to cover their shift. All shift changes, trades and/or substitutions must be approved by a supervisor.

The use of vacation days must be requested in writing, approved in advance, and must be coordinated with other staff members. Requests will be approved based on date of submission, seniority, position and the staffing requirements of the hospital.

To avoid an excessive workload for other employees, full-time employees (averaging 35 hours a week or more) may not be absent for more than eight consecutive days within a 365 day period and no more than 14 total days within a 365 day period. Exceptions include verified illness, jury duty, military duty or events covered under the FMLA.

Using Vacation and Sick Leave Hours

To use sick leave, provide documentation from a doctor or medical facility and submit a request in writing or by email with the number of hours to be used. To use vacation hours, submit a request in writing or by email with the number of hours requested. When vacation and/or sick leave is used, total hours for one week may not exceed 40 hours. Your pay stub will show hours accrued, earned per period, used and balance.

Personal Leave of Absence Policy



A personal leave of absence without pay may be granted an employee at the discretion of the AAC. A personal leave of absence is defined as an absence of two weeks or longer. It is not our general policy to grant personal leaves of absence and such leaves will be granted only under unusual circumstances.

Granting of such a leave depends on the review of the merits of each case, including the effect the employee's absence will have on the workload of the other employees. Probationary employees are not generally eligible for leaves of absence. An employee must have one year of continuous employment before such a leave will be considered.

Applications for leaves of absence may be granted or rejected as dictated by the judgment of the supervisor.

The employee's exact position, duty, or work area may not be guaranteed upon return from a personal leave of absence; however, all efforts will be made to place the employee in the first available similar job with similar pay. The employee's date of initial employment will be adjusted to reflect the time spent on personal leave.

It is the employee's responsibility to return to work on the date the leave of absence expires. Should the employee fail to return and fail to notify the supervisor of a request for an extension, we will assume that the employee does not intend to rejoin the company and will consider the employee to have resigned from employment. A request for extension of a leave of absence must be in writing and must be received at least five working days prior to the expiration of a leave.

Pay Schedule:

Employees will be paid weekly by 11:00AM on Friday. If the regular payday falls on a holiday, payday will be adjusted accordingly. The pay week starts on Friday and includes all hours worked up to the last shift on Thursday night.

Due to the nature of our business, work hours may vary from week to week. Emergencies may require staff members to stay beyond their scheduled time. Your supervisor or manager will establish a schedule for each employee based on responsibilities and the needs of the hospital.

Employee Discount

Staff members may receive a discount on most purchases and procedures of 20%. However, no charges should be omitted from any staff members invoice. It is imperative that any and all purchases, procedures, tests, boarding, grooming, etc. that are for a staff member's personal use or animal is invoiced completely. Any use of the hospital facilities, equipment, or staff should be billed to staff members in the same way uses would be billed to any client.

Facilities

Laundry:

Please keep all towels/bedding folded neatly on the appropriate shelf. All soiled laundry should be shaken clean of debris and placed laundry room. If a towel has been used it is dirty. Although they may appear clean, if they have been in contact with an animal they must be laundered. Small parasites (fleas, mites, etc.) may be transmitted from one patient to another on a towel that appears to be clean.

Radiation Policy:

1. It is very important that you understand and know how to use the x-ray machine properly. Used improperly, this machine can cause severe health problems. Consult a staff veterinarian for further instructions.
2. You must be at least 18 years of age in order to operate radiography.
3. Always use proper protective equipment; this includes apron, gloves, and exposure badge. This is not an option, it is an OSHA requirement. Unwillingness to use proper equipment is grounds for dismissal.

Floor Care:

1. Sweep all floors before mopping. Move chairs, garbage cans, and stools as much as possible to clean the surface evenly. Pay careful attention to corners where hair collects.
2. Make sure the mop head you are using is clean. A dirty one will leave a film and an odor. Always be sure the mop is completely clean when you are finished with it.
3. The floors need attention several times throughout the day.
4. Clean all rugs at the end of everyday and any time throughout the day as needed.
5. The afternoon assistant has the responsibility of making sure that the floors are swept and mopped before leaving. Make extra effort to lift things up off the floor before sweeping.

Some Expectations of the Vet Assistant/Triage Nurse



1. Arrive on time.
2. Attend to boarded/hospitalized animals.
3. All animals, unless they are to have surgery should receive NEW FRESH WATER and NEW FOOD. Litter boxes should be cleaned out a minimum of twice a day. (We do not want AAC to smell like an animal hospital). Litter should be replaced as necessary and litter boxes bleached every other day.
4. Record the status of all overnight animals in their chart ex: (eating, drinking, urinating, defecating), also record any change from the normal and notify the doctor if it persists.
5. Provide new bedding twice a day to eliminate odor and unsanitary environment for the patients. Clean sink or isolated animals' cages last. (Check these when you first arrive, but clean them last.) Take care to avoid contamination to the rest of the clinic.
6. Confirm all new arrivals have paperwork in order and are listed correctly in the computer. Check paperwork of animals going home, to verify charges.
7. Prepare any surgery packs or instruments that need to be autoclaved.
8. Check the lab area, making sure it is kept clean at all times.
9. Assist in any morning appointments, getting histories, temperatures, and fecals. Aid in vaccinations or restraint if needed. Always be ready and available if needed by the doctor.
10. During slow periods check the "to-do" list or with a supervisor.
11. Place needed items on the "short" list.
12. Refill soap dispensers, squirt bottles and paper towel holders as needed.
13. Check bathrooms everyday.
14. Scrub all sinks at the end of everyday....more often if needed.
15. Package and prepare lab samples going to the various labs, place our copy of lab request in the client's chart and file it in the appropriate area on the shelf in the lab.
16. Be able to prep surgeries, assisting in anesthesia or surgery as needed.
17. Assist in recovery of all anesthetic patients.
 - o Pull tracheotomy tubes.
 - o Keep patient stimulated to prevent body temp decreases.
18. Assist in preparing prescriptions. All prescriptions must be labeled!
 - o Date
 - o Animal Name (First and Last)
 - o Instructions for the use of the drug (amount to be give, route of administration and frequency of administration)
 - o Name of drug, strength, total amount given
 - o Administering Doctor's Name
19. If a patient is in for vaccinations please have the proper vaccinations drawn up and ready when the doctor enters the room.
20. All used bowls and litter pans are washed and put away.

Receptionist:

1. Unlock main entrance at or before 7:00AM.
2. Greet all clients promptly with a smile as soon as they walk in.
3. Equip yourself to intelligently answer questions about pre-op blood work and other questions relevant to our forms.
4. When there is time, use the digital camera to download the pet's photo onto their patient cards.
5. Organize front desk.
6. Keep up the reminder cards, sympathy cards, new client cards, and referral cards.
7. Learn about all new and existing products and services, especially those items kept up front. The receptionist is the one who will be asked the most questions about products sold, so be knowledgeable or know where the information may be easily accessed and familiarize yourself with. (Interceptor, Frontline, Heartguard, etc.)
8. Answer phones within two-three rings....saying "Advanced Animal Care. This is _____, may I help you?" (Cheerful, pleasant, upbeat voice)
9. Understand how the day should flow in regards to scheduling patients.
10. All animals in the lobby should be in a carrier or on a leash. If a client needs to borrow one, offer one of ours. This is a legal necessity.
11. As part of the overall presentation of the clinic to clients, make sure the door glass is cleaned often and the floor mat is swept clean. In addition, it might be helpful as you walk in each day, think how the office looks to you, and what new clients are seeing.
12. When answering the phone, the caller should never be told that someone is unavailable. This makes it sound as if the person they are calling to speak to might not want to talk with them. Always tell the caller "I'm sorry, _____, is



with a patient right now” or “speaking with another client” or “in surgery right now” etc. and then offer to take a message. This lets the caller know that we will talk with them as soon as possible. Also, when taking the message you may find that you can handle the call yourself: such as scheduling an appointment.

Answering the Phone or Scheduling Appointments:

1. Make sure to record **all** information (name of client and pet (species if large animal), phone number, in case the client runs late or does not show so we can contact them. Check to make sure the number we have is correct.
2. Write the reason for the visit in the note section of the appointment screen. This allows the next person scheduling appointments to know how long a certain appointment will last. Be aware of the various color codes for appointments that denote vaccinations, exams, emergencies, etc.
3. All phone messages should be written in the Phone Message Book at the front desk. Include as much information as possible, especially the caller’s name and phone number.

Prescriptions:

1. Law requires we only prescribe medication for patients we have seen in our clinic. Without a proper doctor/patient relationship we cannot prescribe medications.
2. Prescriptions for some medications require us to see the animal more frequently than others. Always ask the doctor if it is okay to refill or dispense the medication to the client.
3. All prescriptions sent with a client must be properly labeled.
4. A record of all controlled substances used in house or sent out in a prescription with a client **MUST BE KEPT** in a controlled substance logbook. See the doctor or one of the technicians if you have any questions about how to record a prescription or dispense a medication. This is necessary so that if the DEA ever has a question as to whether these drugs are being used properly, we can document that they have.
5. KY state law requires that we have the client’s Social Security Number on file here.
6. The Social Security Number is not necessary on controlled substances if we use them in house on individual animals, as long as the drug record book is filled out and properly records use.
7. Check the client’s social security number each time the prescription is filled. The social security number should be in the patient record on the Welcome Sheet or logged in the controlled substance log.
8. Controlled drugs are strictly regulated by the DEA and at the end of everyday they should be locked up in the lock box.
9. Failure to record drugs properly could lead to termination.

Hierarchy of Positions:

1. Our clients are always top priority. Treat each one with respect and do your best to give them the time they need. If there is a time when a client is not satisfied for any reason, your job is to listen with respect, write down what they are saying and tell them you will be sure the doctor receives the message.
2. Veterinarian - Diagnosis of patients, prescribing of drugs and surgery are their responsibility. Veterinarians may give directions to any staff member, especially in regards to patient care. Directions or requests from veterinarians must be a top priority. Please respect the veterinarians when they are working, performing surgery or consulting with a client. Any interruptions, corrections, or comments by an assistant can prove to be totally distracting and disrespectful. If you have comments or questions about the diagnosis, directions or actions of a veterinarian, please find an appropriate time to speak with them privately.
3. Business Manager - All duties are assigned and delegated by the business manager. The business manager reviews scheduling and is responsible for human resources.
4. Head Nurse – Patient care, medical staff training, disciplinary actions, work interviews, work flow and any hospital related policies are the responsibility of the head nurse. He/She will work to ensure that we provide excellent medical care with high standards, efficiency and cost effectiveness.
5. Reception Manager: Client relations/satisfaction, ordering, appointment scheduling, accounts receivable, reception training and any reception related duties are the responsibility of the reception manager.
6. Veterinarians, technicians, assistants, and receptionists should all work together smoothly towards the best result for our hospital and our patients.

Hospital Equipment

When using hospital property, including computer equipment or hardware, exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

Notify your supervisor immediately if any equipment or machines appear to be damaged or defective. If you use or operate equipment carelessly, improperly, negligently or unsafely, you may be disciplined or even discharged. In addition, you may be held financially responsible for any loss to Advanced Animal Care (AAC).



You may not use any hospital equipment or property for personal use or remove any hospital property from the premises without prior written permission from management.

Conflict of Interest

Employees must avoid any interest, influence, or relationship which might conflict or appear to conflict with the best interests of AAC. Non-public information that pertains to AAC, its clients, employees and vendors must not be given to people who are not employed by Advance Animal Care.

Policy Prohibiting Harassment and Discrimination

AAC strives to maintain an environment free from discrimination and harassment, where employees treat each other with respect, dignity and courtesy. AAC will not tolerate any type of harassment of our employees, applicants for employment, or our clients. Discriminatory conduct or conduct characterized as harassment as defined below is prohibited.

The term harassment includes, but is not limited to slurs, jokes, and other verbal or physical conduct relating to a person's gender, ethnicity, race, color, creed, religion, national origin, age, disability, marital status, or military status that unreasonably interferes with a person's work performance or creates an intimidating, hostile work.

Sexually harassing behavior in particular includes unwelcome conduct such as: sexual advances, requests for sexual favors, offensive touching, or other verbal or physical conduct of a sexual nature. Such conduct may constitute sexual harassment when it: is made an explicit or implicit condition of employment, is used as the basis for employment decisions, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile or offensive working environment.

Conduct Standards & Discipline

AAC reserves the right to discipline or discharge any employee for violating any hospital policy, practice or rule of conduct. Employees may be disciplined or terminated for poor job performance including but not limited to the following:

- Unsatisfactory quality or quantity of work
- Repeated unexcused absences or lateness
- Failing to follow instructions or hospital procedures
- Failing to follow established safety procedures

Employees may also be disciplined or terminated for misconduct, including but not limited to the following:

- Falsifying an employment application or any other hospital records or documents
- Failing to record working time accurately or recording a co-worker's timesheet
- Insubordination or other refusal to perform
- Using vulgar, profane or obscene language, including any communication or action that violates our policy against harassment or other unlawful forms of discrimination
- Disorderly conduct, fighting, or other acts of violence
- Misusing, damaging or stealing hospital property or another person's property
- Possessing, selling, using or reporting to work with alcohol, controlled substances or illegal drugs present in the employee's system, on hospital property or on hospital time
- Disclosing or using confidential or proprietary information without authorization
- Being convicted of a crime that indicates unfitness for a job or presents a threat to the hospital or its employees in any way.

Searches

AAC may conduct searches for illegal drugs, unauthorized controlled substances from the hospital or alcohol in hospital facilities without prior notice to employees. Such searches may be conducted at any time. Employees are expected to cooperate fully. Searches of employees and their personal property may be conducted when there is reasonable suspicion to believe that the employee has violated this policy or when circumstances or workplace conditions justify such a search. Personal property may include, but is not limited to, purses, boxes, briefcases, as well as any AAC property that is provided for employee's personal use, such as desks, lockers, and files. An employee's consent to a search is required as a condition of employment.

Giving and Receiving Gifts

You may not give or receive money or any gift to or from a supplier, government official or other organization. Exceptions may be made for gifts that are customary and lawful, are of nominal value and are authorized in advance. You may accept meals and refreshments if they are infrequent, are of nominal value and are in connection with business discussions.

**Smoking Policy**

Smoking is prohibited anywhere on hospital premises. Smoking must never be conducted within the visibility of anyone entering the facility.

Reference/Criminal Background Checks

AAC conducts reference and criminal background checks on all new employees. Employees who have falsified information on their employment applications will be disciplined, which could include termination.

Security

Hospital security is essential, premises are monitored by onsite and remote video and motion sensing cameras. Each employee is responsible to keep the hospital secure, including but not limited to, facilities, controlled substances, cash, records, inventory and equipment. Take all necessary precautions to prevent unauthorized access, theft, or loss.

Working here should be wonderfully rewarding for anyone who loves animals and is seriously dedicated to their care and well being. Welcoming new puppies and kittens, seeing live births, helping to relieve pain, and participating in surgery are experiences you should enjoy and appreciate. There are times when every client is happy and every pet is healthy. There are other times when we are caring for seriously ill or wounded animals and our best efforts fail. We strive to provide quality care in every way. Our attitude must reflect the sincerest concern for both client and patient.





Employee Handbook Receipt Confirmation

ADVANCED ANIMAL CARE
2120 PIMLICO DR

RICHMOND, KY 40475

I hereby acknowledge that I have received a copy of ADVANCED ANIMAL CARE's employee handbook, which provides guidelines on the policies, procedures and programs affecting my employment with this organization. I understand that ADVANCED ANIMAL CARE can, at its sole discretion, modify, eliminate, revise or deviate from the guidelines and information in this handbook as circumstances or situations warrant.

I also understand that any changes made by ADVANCED ANIMAL CARE with respect to its policies, procedures or programs can supersede, modify or eliminate any of the policies, procedures or programs outlined in this handbook. I accept responsibility for familiarizing myself with the information in this handbook and will seek verification or clarification of its terms or guidance where necessary.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand that nothing in this handbook creates an express or implied contract of employment, and that I should consult my supervisor or a representative of the human resources department if I have questions regarding the content of this handbook or if I have concerns not addressed in this handbook.

Employee Name: _____

Employee Signature: _____

Date: _____