



Sierra Animal Hospital Employee Handbook

About this Handbook

This handbook is meant to act as a guide and reference to any employee of Sierra Animal Hospital. Ownership of this guide does not constitute an offer of employment or any form of contract. This guide should always be considered a work in progress as rules and guidelines will change as the practice changes and grows. The latest version of this handbook can be found in the employee section of our website www.sierraanimalhospital.com. Any clarification of any item in this handbook, or something not covered in this handbook can be obtained by talking with the office manager or your immediate supervisor. Failure to read this guide, or failure to object to any changes, does not negate your acceptance of this guide.

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Description

Sierra Animal Hospital is a veterinary practice, grooming business and boarding facility. The primary purpose of Sierra Animal Hospital is to provide veterinary services to the people of Cochise county and their pets.

In this document Sierra Animal Hospital P.C. will be referred to as the “hospital, clinic, practice or company” and employees will be also be referred to as “staff.”

Mission Statement

Sierra Animal Hospital will offer the best in veterinary care and associated services at reasonable, fair prices by being an advocate for the pet first and foremost. Sierra Animal Hospital will also be a responsible business – to ensure its continued financial health and existence, to be able to employ excellent staff, and invest in top of the line equipment.

Sierra Animal Hospital - “For you and your pet.”

Vision Statement

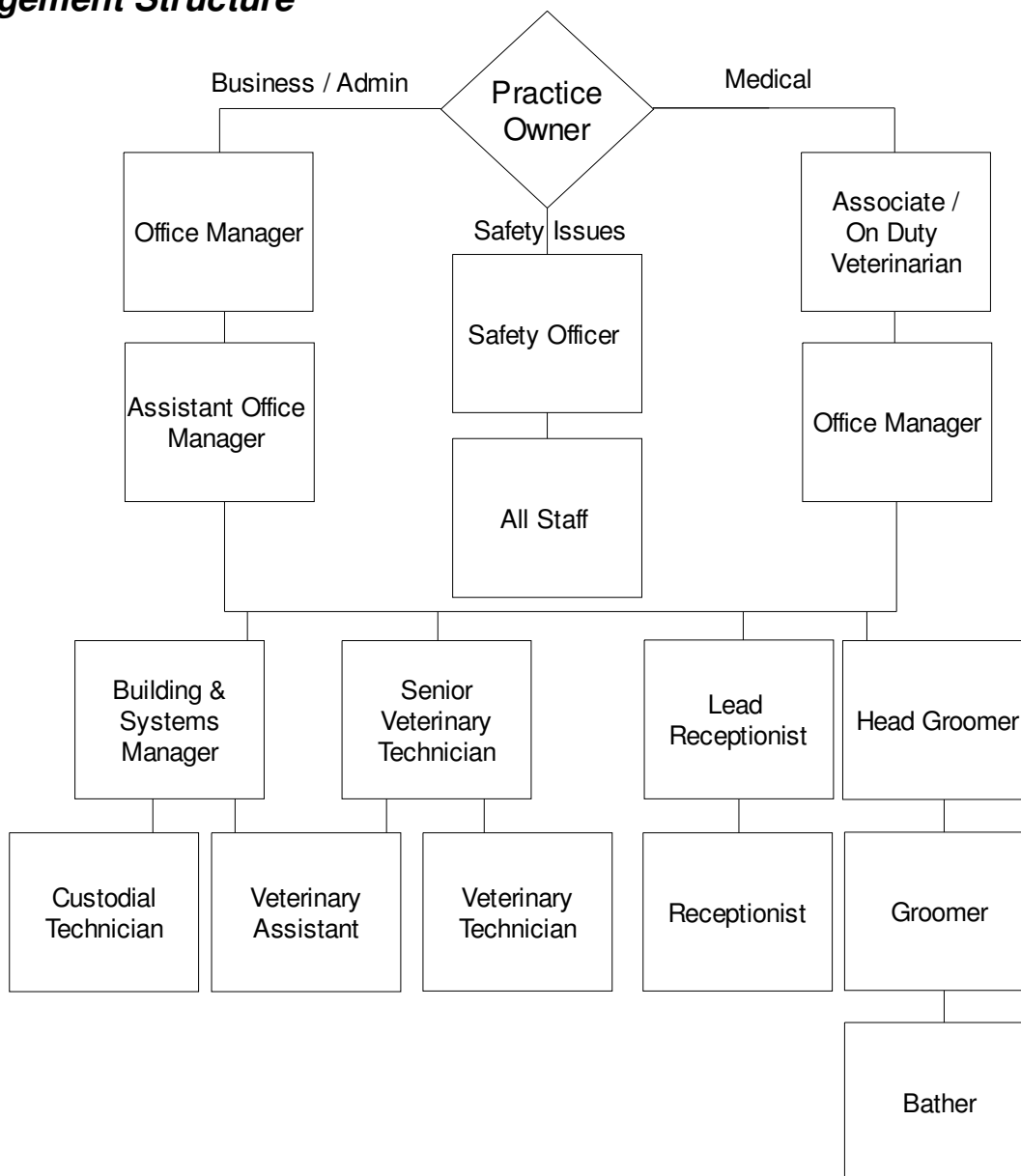
The management of Sierra Animal Hospital is looking forward to a time when we can provide for the people and pets of Cochise County veterinary services all day seven days a week with services offered into the evening. If the community can support it, and there is the staff available, Sierra Animal Hospital would like to be open 24 hours a day – seven days a week. Sierra Animal Hospital also wants of offer a diverse number of services to compliment veterinary care and to provide the services that our clients want.

Sierra Animal Hospital - “For you and your pet.”

History

Sierra Animal Hospital was started by Dr. Wharton in 1978. Dr. Bone joined Sierra Animal Hospital as an associate veterinarian in 1986. Dr. Bone purchased the practice in January of 1988. Mike Falconer joined Sierra Animal Hospital in 2006 as a veterinary technician and soon after became office manager. Dr. Haynes started working part time for Sierra Animal Hospital in 2006 after closing his own clinic, Haynes Animal Hospital. Dr. Moffett joined Sierra Animal Hospital at the beginning of 2008 after several years with Valley Animal Hospital in Tucson. Dr. Ruhfel joined Sierra Animal Hospital in December of 2008 after working at Cochise Animal Hospital, in Bisbee, for almost four years.

Management Structure



Internal Communication

Employees should address any concerns related to their day to day function or duties to their immediate supervisor. Other concerns, particularly wages, employment issues and clinic policy should be directed to the office manager. Any employee may request a meeting with the practice owner but should make that request through the office manager and should try to resolve any issues with the office manager first. Circumventing proper communication channels will be considered a disciplinary offense.

Sierra Animal Hospital holds monthly staff meetings for all staff and any employee is welcome to raise any issue or idea that they feel needs to be addressed as long as it is in the spirit of cooperation and problem solving.

The Veterinarian on duty has the final say in all medical issues. Employees who have a dispute with a treatment method or treatment related issue should request a meeting with the office manager to address those issues. Arguments on the treatment floor with supervisors or veterinarians relating to patient care will not be tolerated. Disagreements in front of clients will be considered gross misconduct. Grievances and issues with other staff members should be addressed to with an employee's supervisor or the office manager. Complaints will be treated in the strictest of confidence.

If any employee would like to communicate with the office manager or the practice owner and remain anonymous, they may do so by sending an email through the general clinic "tech" email account or another online email account, leaving a note or letter in the suggestion box or by mailing a letter to the clinic.

Sierra Animal Hospital encourages all staff to communicate to improve understanding, patient care and personal development.

Classes of employees

Veterinarians

Veterinarians are responsible for medical decisions and patient care. They have the last word on courses of action and treatment. Associate veterinarians report to the office manager. Veterinarians must follow clinic treatment policies or show to the practice owner medical reasons for not doing so.

Management

The management of Sierra Animal Hospital are responsible for all decisions made relating to the business, and the duties of other staff members. The Office Manager and Senior Technician(s) on duty are responsible for all business and administration decisions as well as scheduling and the management of all other employees. The building & systems manager is responsible for the physical plant, facilities and structure of Sierra Animal Hospital.

Treatment Staff

Treatment staff work with clients and patients on the day to day business of the clinic under management supervision. Veterinary technicians and groomers would both be examples of treatment staff. A certain level of personal responsibility and self- motivation is required of all treatment staff as the majority or patient related tasks need to be undertaken without direct supervision.

Support Staff

Support staff are there to assist with the business of the clinic and with patient treatment but generally are working under direct supervision or are given specific tasks. Support staff are also given recurring assignments and tasks related the functionality of the clinic. Veterinary Assistants, receptionists and administration staff are examples of support staff. Support staff, in general, do not deal with clients and / or patients directly.

Hiring Policy

Background checks are performed on all potential applicants and references will be checked. Required legal residency checks will be made on all new employees. Misstatements on applications, references or resumes will be grounds for dismissal. All potential new hires will have an interview with the office manager and potentially other members of staff who they may be working with / under and may have a working interview.

Employment Policy

All employees of Sierra Animal Hospital are employed "at will." In other words, unless another written agreement exists between employee and employer, the employee or the employer can terminate employment at any time with no notice. Sierra Animal Hospital requests that employee's provide at least two weeks of notice of termination of their employment if at all possible and Sierra Animal Hospital will try to provide the same.

Sierra Animal Hospital may offer a severance package in return for signing a severance agreement. Severance agreements and severance packages are not mandatory and employees should consult a lawyer before signing any severance agreement.

At the end of an employees initial three months, all employees will have an assessment meeting with the office manager and will then have assessments annually. All employees can request an assessment at any time and for any reason. An assessment is no guarantee of a pay raise.

Employees do not receive any benefits until after their initial three month assessment.

Unless otherwise agreed upon in writing all employees are paid on an hourly basis.

Employees will be considered "full-time" if they are scheduled to work 1,500 or more hours per annum. Employees who work less than 1,500 hours per annum will be considered "part-time" employees and, unless otherwise stated in this document, not eligible for benefits.

Binding Arbitration

Because of the mutual benefits (such as reduced expense and increased efficiency) which binding arbitration can provide both employee and employer as a condition of employment, Sierra Animal Hospital requires that all employees agree that any controversy or claim arising out of their employment or termination, including all statutory and common law causes of action (except for workers' compensation claims and unemployment compensation claims), which have not been resolved by informal company procedures or mediation, will be settled by final and binding arbitration. All claims must be submitted within six months from the date of any dispute arising, or within the limitations period of the applicable statute, whichever is longer. Arbitration will be administered by the Judicial Arbitration & Mediation Services Rules (JAMS Rules) for the Resolution of Employment Dispute. Employees will be responsible for the cost of their own legal representation during mediation or arbitration. Unless otherwise required by law or agreed between Sierra Animal Hospital and the employee, the employee will be responsible for half the cost of mediation or arbitration.

The arbitrator is empowered to award all appropriate remedies under Arizona or federal law. The arbitrator will have exclusive authority to resolve any dispute relating to the validity, interpretation, application, or enforcement of this policy. The Judgment on the arbitrator's award may be entered in any court having proper jurisdiction.

This agreement to arbitrate waives an employees right to a jury or bench trial. However, this arbitration policy is not intended to interfere with or preclude the filing of any charges with any city, state, or federal agency, which protects the statutory rights of employees.

Health Insurance

Full time employees will receive health benefits after they have worked as a full-time employee at Sierra Animal Hospital for one year. These benefits currently take the form of paying the monthly premium on a personal PPO plan up to the maximum value of \$275 per month, but may change without notice, at any time.

401K / Profit Sharing

For employees, who are over 21, who work more than 1,000 hours per year, and have completed a calendar year's employment, are eligible for Sierra Animal Hospital's 401K / Profit sharing plan. The plan has specific entrance dates and it is a responsibility of the employee to return all paperwork BEFORE the relevant entrance date. The employee may contribute 0% to 100% of their pre-tax earnings to the plan within the plan's guidelines. Sierra Animal Hospital will match 3% of that employee's gross income into the plan as a benefit for the employee. Plan details and the level of Sierra Animal Hospital's contribution are subject to change.

Overtime Policy

Any hourly paid employee, who does not hold a management position, is entitled to paid overtime if their working hours exceed 40 hours per week. Overtime is paid at the rate of one and a half times the employee's normal hourly wage. In other words, if an employee's pay rate was \$8 per hour their rate for any work over and above 40 hours would be \$12 per hour. The working week starts at 6:00AM on Monday. Management positions or employees paid as a percentage of gross do not receive overtime. An employee must actually work over 40 hours in order to receive overtime – paid vacation time does not constitute hours worked. In accordance with 29 U.S.C. Section 207(p)(3). " - Fair Labor Standards Act" swapped shifts are not included in overtime calculations.

Bonus Policy

Bonuses are a completely discretionary additional payment made to reward employees. The office manager has complete discretion over these payments but will involve other members of the Sierra Animal Hospital management and doctors in the decision making process. Previous awarding of bonuses are no indication of the likelihood of future bonuses being awarded.

Staff Discounts

All employee's are entitled to a 20% discount on surgical, medical, dental, grooming, boarding and over the counter items for their own personal pets after they have completed their initial three months of employment. All items must be invoiced in accordance with the clinic's policies and standard procedures. Employee's may not use the clinic's facilities for their own private purposes whether "clocked on" or not. Free day boarding of staff animals is at the discretion of the office manager and all animals must be compliant with the clinic's vaccine policy.

No staff discounts, special offers, gifts or rewards may be accepted by any member of staff from any third party doing business with Sierra Animal Hospital without the express permission of the office manager.

Paid Vacation Policy

Full-time employees start earning paid vacation time once they have completed 12 months of continuous employment. Employees earn one hour for each week worked after their initial 12 months up to a maximum of 40 hours. Vacation time must be taken during the calendar year that it is earned otherwise it is lost as of the 1st of January. This is the only paid vacation time offered by Sierra Animal Hospital. Vacation time must be approved by the office manager in advance and there is no guarantee of approval. Individual days / partial days off must be requested at least one week in advance. Multiple days off must be requested at least one month in advance. Unused paid vacation time expires on the 31st of December of each year. Vacation hours are paid as a bonus and are not considered "worked hours" for the calculation of overtime. Vacation time must be requested using the appropriate form and is not approved

until a written conformation is received from the office manager.

Unpaid Vacation policy

Employees may request unpaid vacation time. As with paid vacation time, unpaid vacation time must be approved by the office manager in advance and there is no guarantee of approval. Individual days / partial days off must be requested at least one week in advance. Multiple days off must be requested at least one month in advance. Unpaid vacation time must be requested using the appropriate form and is not approved until a written conformation is received from the office manager.

Short absences for the following reasons will be granted as long as requests are made within the appropriate time frame or as much time as the employee themselves has been given:

1: The employee has been called to report for active duty or reserve duty or training in the U.S. Armed Forces, a reserve unit, state militia, or national guard unit.

2: The employee has been called for jury duty.

3: The employee has been ordered to appear in court for any reason.

4: The employee is observing a religious practice based on a genuine religious belief.

Schedule

Work schedules are set by the office manager and will be constantly posted on the employee area of www.sierraanimalhospital.com or a printed copy may be requested. Where ever possible changes to the schedule will be made a month in advance; however, there are occasions beyond Sierra Animal Hospital's control that may require changes to be made with less notice. The office manager will take employees requests into consideration when making changes to the schedule but absolutely no guarantees, unless in writing, can be made as to when an employee will or will not be working.

Swapping Shifts

Employee's may swap shifts to suit their individual schedules; however, the scheduled employee is responsible for their designated shift. Failure to ensure coverage for a designated shift will be treated as absence-without-leave. In accordance with 29 U.S.C. Section 207(p)(3). - Fair Labor Standards Act" swapped shifts are not included in overtime calculations.

Leave of Absence

Sierra Animal Hospital is not covered by the Family Medical Leave Act as Sierra Animal Hospital does not currently have the requisite number of employees. Leave of absences can,

however, be requested for personal reasons. A leave of absence is at the discretion of the office manager and must be for a set period of time. The request for a leave of absence must be made in writing with the provisions stated in writing as to what the employee is requesting such as right of return and position upon returning. The office manager will then consider the request and approve or deny, in writing, the request. The granting and conditions of the leave of absence are totally at the discretion of the office manager.

Absence Without Leave

Unscheduled absences, regardless of cause, are considered a disciplinary matter. In the case of illness and family emergencies the office manager must be informed directly – third party messages are not acceptable – or in the absence of the office manager the employee's direct supervisor. Repeated short term illness without adequate explanation or documentation from a medical professional will be considered a disciplinary matter.

Moonlighting Policy

Sierra Animal Hospital does not permit moonlighting by full time employees – working for another company while employed by Sierra Animal Hospital – without the express prior approval from the office manager. While the practice does not seek to intrude on employees personal lives, moonlighting impacts on an employees ability to dedicate themselves to the hospital and its patients. Clearly, working for a competitor is unacceptable and would be considered gross misconduct. Other employment, while not directly competitive with Sierra Animal Hospital, also may impact adversely on an employee's ability to work and their performance while at work. That also holds true for self-employment. Accordingly, if an employee's circumstances require that they work a second job, or intend to pursue self employment, they must first discuss the matter with the office manager and receive written approval. Part-time employees should inform the office manager of their other employment and that employment must not interfere with the employees ability to complete their scheduled shift.

Discipline Policy

Sierra Animal Hospital has a tiered discipline policy for dealing with unacceptable behavior short of gross misconduct.

Warnings

Employees can receive verbal warnings for minor infraction of clinic policies, rules and procedures and written warnings for repeated or more serious infractions. Repeated infractions after verbal and written warnings will be considered gross misconduct. Gross misconduct is conduct completely incompatible with an employee's continued employment at Sierra Animal Hospital and is grounds for immediate dismissal. Verbal warnings and written warnings are part of an employee's employment file and may be referred to during assessments. Employee's should consider verbal and written warnings as second chances to

change their behavior.

Suspensions

In addition to verbal warnings, written warnings and dismissal, employees can be suspended without pay. Suspended employees may complete the remainder of their shift on the day of their suspension, or be paid for the remainder. Employees may be sent home without pay because of illness or the perceived inability to complete their duties due to personal issues at the discretion of the office manager.

Termination

Employees who are terminated may, or may not, have previously received verbal warnings, written warnings or suspensions. Terminated employees will receive their pay check for all monies owed to them on their termination date. Employees who resign with no to little notice will receive their paycheck within three conventional business days (Monday – Friday). Ex-employees are required to collect their last paycheck in person – mailing or third party collections are not acceptable.

Harassment / Sexual Harassment Investigations

Allegations of harassment / sexual harassment are treated extremely seriously at Sierra Animal Hospital.

Any employee who has an allegation of harassment or sexual harassment made against them will be immediately suspended pending an internal investigation. This suspension will be unpaid if the allegations prove correct or paid if the allegations prove to be unfounded. Any employee who has been suspended pending a harassment / sexual harassment investigation may not communicate with any other Sierra Animal Hospital staff member, other than the investigating member of management, for any reason, until the completion of the investigation. Violations of this policy will be considered gross misconduct and grounds for immediate dismissal.

Once an investigation into a harassment / sexual harassment allegation has been concluded by the office manager, or practice owner, a disciplinary meeting will be held with the employee under investigation. Employees under investigation are welcome to have a witness (not an employee of Sierra Animal Hospital) or lawyer, present during this meeting but they cannot take part in the proceedings in any way other than as a witness.

The decision to instigate discipline procedures, up to and including dismissal, is the sole responsibility of the office manager. Decisions can be appealed to the practice owner by asking the office manager to arrange a meeting. However, the result of any discipline procedure must be obeyed regardless of the status of any appeal. Appeal meetings will be

heard at the convenience of the practice owner and the office manager. Failure to abide by the result of a disciplinary procedure will be considered gross misconduct.

Sierra Animal Hospital's discipline policy in no way restricts or limits an employee's 'at will' employment status.

Privacy Policy

Employees and contractors of Sierra Animal Hospital should understand that for the protection of the business, and their own protection, they may be under video surveillance in any area of Sierra Animal Hospital at any time – other than in the restroom. Employees and contractors should also be aware that their computer use, Internet access – including email and telephone conversations may be monitored or recorded without any additional notice. Employees who wish to have privacy or private conversations or communications should do so outside of Sierra Animal Hospital and on their own time.

Safety Policy

A veterinary hospital has the potential to be a dangerous place. However, as with all potentially dangerous environments, the risks can be managed and with sensible precautions hazards can be all but eliminated. All employees must follow OSHA guidelines and should familiarize themselves with their responsibilities under OSHA. All employees and sub-contractors have a responsibility for their own safety. The staff area of www.sierraanimalhospital.com has an OSHA presentation that should be watched by all members of staff for their own protection and the protection of their colleagues. Personal protection equipment (PPE) will be provided by the clinic at no cost to employees and must be used. Violations of the hospital's safety policy or OSHA regulations by ANY employee or contractor should be immediately reported to the office manager and / or the hospital safety officer.

Violations of safety policy are considered gross misconduct.

Emergency Procedures

All employees must familiarize themselves with Sierra Animal Hospital's emergency procedures.

Fire (Code Red), Chemical Incident (Code White), Other Emergency (Code Blue)

Upon discovery a fire, chemical incident or another emergency it is the responsibility of ALL employees to follow this procedure IN ORDER!

1: Inform other staff members. Use the internal intercom system (INTERCOM *7) to page all

internal phones or shout. Use a firm but calm voice to announce “Code White in Surgery” or “Code Red in Exam Three” depending on where the emergency is.

2: Call 911. Unless you are sure that it has already been called it is your responsibility to call.

3: Evacuate all members of the public from the building. Use the phrase, “I’m sorry but we need to ask you to evacuate the building please we as have an emergency.” The Office Manager, or in their absence the Senior Technician on duty, is responsible for ensuring that all members of the public are out of the building.

4: Tackle the emergency only:

a: if you are comfortable doing so.

b: The building has been evacuated of members of the public.

c: You have not been told to evacuate.

If you are unsure of what to do – evacuate.

5: If told to evacuate: EVACUATE! The emergency meeting point is the main building sign by the road stay at that meeting point so that you can be accounted for.

6: If instructed to do so, and you feel comfortable doing so, begin the evacuation of patients. Place cats in carriers (if carriers are not available cats can be leashed) and leash dogs. If a fire is discovered during a surgery, the Doctor and the Surgery Technician are responsible for immediately preparing the patient for evacuation, but must obey evacuation instructions.

7: Above all: Do not take Risks, ensure your own escape route and put human life first!

Chemical Safety & MSDS

All chemicals on Sierra Animal Hospital premises must be listed in the clinic's Material Safety Data Sheet (MSDS) library. Employees must make themselves familiar with the libraries location and how to look up a product. Any new product must be added to the MSDS library as soon as it arrives on the premises. PPE must be used in accordance with the manufacturers instructions. Failure to follow these instructions is a disciplinary offense. The hospital safety officer can answer any questions regarding chemical safety and PPE.

Attire

Staff should dress in scrubs as per the hospital's uniform policy. All staff should wear sensible shoes with non-slip soles. Open toed, high heels or platform soled footwear is unacceptable. Large ear rings or bracelets are strongly discouraged for the safety of the staff member. Excessive piercings are also strongly discouraged for safety reasons and employees must conform with the hospital's personal presentation and personal hygiene policy. Piercings that utilize hoops or rings are banned for the protection of the employee.

Pregnancy

It is a requirement of employment at Sierra Animal Hospital that all employees inform the office manager as soon as they become aware that they are pregnant. Sierra Animal Hospital will work with the employee to provide as safe as possible environment for the mom to be the unborn child. The office manager will schedule a meeting with employee, once they have had a chance to discuss working while pregnant with their doctor, to discuss risks and how they would like to proceed. As with any other employee, a certain level of job performance is required of the pregnant employee, however, Sierra Animal Hospital will endeavor to make accommodations particularly during the 3rd trimester. If an employee would like to have their duties fixed to reception or administration, the office manager will try to comply with the request if at all possible. Maternity leave may be negotiated with the office manager, but the granting of this leave of absence is completely at the discretion of the office manager.

Radiology

Taking radiographs is regular part of most employees jobs at Sierra Animal Hospital. If an employee has not been issued with, and is wearing a dosimeter, or if they have not been trained in the use of the X-ray machine they may not take or assist with the taking of x-rays.

All employees taking x-rays must use a lead lined, gown, thyroid guard and hand protection for taking every x-ray. Employees are strongly encouraged to also wear lead glass eye protection. Employees will receive an annual report on their radiation exposure, a copy of which will remain in their employment file. Employees should familiarize themselves with the Arizona Administrative Code from the Radiation Regulatory Agency. Articles four and six of the code, which most readily apply to veterinary medicine, can be found in the filing cabinet in reception and the entire code can be found on the staff area of www.sierraanimalhospital.com. Questions regarding radiation safety can be answered by the hospital safety officer.

Vaccinations

It is strongly recommended that all employee's have an up to date tetanus booster and are vaccinated against Rabies. Sierra Animal Hospital will pay 50% of a course of Rabies vaccinations for all employees who handle animals and whose medical insurance does not cover the cost.

Animal Bites

Staff should familiarize themselves with the reading animal behavior section of the employee training area of www.sierraanimalhospital.com. All potentially aggressive animals should be

muzzled by the owner (not if the animal is aggressive towards the owner) or a member of staff. If a member of staff gets bitten by an animal, regardless of the circumstance, county animal control (the sheriff's department) needs to be informed. This is so that the animal can be quarantined to ensure that it does not have Rabies. Remember, Rabies is always fatal in humans once clinical signs develop.

If a member of staff is bitten the protocol below must be followed to ensure that each incident is handled in a calm and professional manner.

1: Report the bite to the office manager and safety officer or in their absence the senior technician on duty.

2: Seek first aid, or professional medical attention, if required. .

3: Make a written report to the safety officer (who will complete an incident report) and write a note in the animal's chart.

4: The office manager, safety officer or the senior technician on duty will contact the owner by phone, or when they collect their animal, and inform them of the incident and that animal control has been informed.

5: The office manager, the safety officer, or the senior technician on duty, informs animal control of the member of staff, the pet, the owner and its Rabies vaccine status.

Any questions regarding animals bites can be answered by the hospital safety officer.

Workplace injuries and illness (other than animal bites)

Any injury that takes place in the workplace or any illness that could be related to working in a veterinary hospital (zoonotic conditions) must be reported to the office manager and the hospital safety officer.

For workplace injuries the following protocol must be observed:

1: Report the injury to the office manager or in his absence the senior technician on duty.

2: Seek first aid, or professional medical attention, if required.

3: Make a written report to the office manager (who will complete an incident report).

For illnesses that could be related to working in a veterinary hospital the following protocol should be observed:

1: Report the illness or the suspected illness to the office manager or in his absence the senior technician on duty.

2: Seek a professional medical diagnosis, a written conformation and treatment.

3: Give the written conformation of your diagnoses to the office manager.

4: Make a written report on any incident or patient that could have a causal relationship and give this to the office manager or the safety officer.

Zoonotic Parasites

Working in a veterinary hospital, employees are exposed to animal fecal material everyday.

Fecal material exposure, as well as exposing employees to potentially fatal bacteria, can also expose employees to zoonotic parasites. Employees should wear gloves whenever they are knowingly exposed to fecal material. Employees, for their own safety, should wash their hands before as well as after visiting the restroom. Employees should also wash their hands after coming into contact with any animal with a possible ringworm infection or other zoonotic parasites. Employees should check themselves for ticks after any infected animal enters the hospital. Employees should familiarize themselves with the symptoms of human zoonotic parasitic infection as well as animal infection for their own protection. Any questions regarding zoonosis can be answered by the safety officer.

Food & Drink

Employees are discouraged from eating or drinking while on duty due to zoonotic safety concerns, spill concerns and to maintain the professional appearance of hospital staff. Food and drink are only allowed in designated areas (kitchen and rear office). Staff are reminded that they should wash their hands before ingesting any food or drink.

Security

All persons who are not current employees of Sierra Animal Hospital cannot enter the hospital further than the waiting room without being escorted by a member of staff – and cannot be left alone unless in an exam room. Contractors performing services on equipment / the hospital should be referred to the office manager.

Off-duty staff are discouraged from visiting the hospital unless on hospital business. Off-duty staff may be told to leave if there is no good reason for their visit for their own safety and the image of the hospital.

Nobody, other than current Sierra Animal Hospital staff members, may interact with hospitalized or boarded animals.

Children under the age of 16, including children of staff members, must be supervised in the hospital at all times. Staff members who are working cannot also supervise their own children. Children are not allowed in non-public areas of the clinic without the express permission of the office manager for each visit. Children are strongly discouraged at Sierra Animal Hospital for their own safety.

The lock box for controlled substances should be locked and stay locked at all times.

Persons using threatening language or behavior to staff or to other clients are unacceptable at Sierra Animal Hospital and the office manager should be informed of all incidents. If the office manager is not immediately available, politely state;

“Sir / Madam, that language / behavior is unacceptable and if it continues I will be forced to ask to you leave as we will not be able to serve you.”

If this does not calm things down, politely state:

“Sir / Madam, that language / behavior is unacceptable and I must ask you to leave as we cannot serve you. If you do not leave I will be forced to call the police.”

If the person does not immediately leave the premises call 911.

A written report should be made and given to the office manager as soon as possible.

Persons demanding money and / or controlled substances i.e. Robbery

Cooperate!

Do nothing to antagonize or anger the person(s).

Give the person(s) whatever they want (money, drugs, etc.)

Try to remember details such as physical description and the things the person(s) say to aid the police later.

Only offer resistance when your are in danger of imminent physical harm or loss of life. Try to move any physical confrontation outside where there is more chance of a third party noticing and calling the police.

Call 911 as soon as the person(s) leave.

Do not touch, or allow to be touched, any area where the person(s) may have touched with un-gloved hands

Officials demanding documents or access to the clinic

Employee's are not authorized to give access to the hospital, or to hand over documents, to government officers such as the U.S. Immigration & Customs Enforcement (ICE), the Occupational Safety and Health Administration (OSHA), City or State Police, Sheriff, Border Patrol, Department of Economic Security or Animal Control. Employee's are also not authorized to give access to the clinic, or to hand over documents, to regulatory agencies such as the Arizona Veterinary Medical Association, the American Veterinary Medical Association or the Arizona Radiation Regulatory Agency. All inquiries or request by such agencies should be directed towards the office manager. Politely state:

“I am sure that the Company will cooperate. However, I am not the person to handle your request. Let me get my supervisor or our lawyer who can work with you.”

If the office manager is unavailable, or the officer will not wait, restate:

“I am sure that the Company will cooperate. However, I am not the person to handle your request. Let me get some information and the person who should handle this for you.”

Ask the officer his or her name (or look for a name badge).

Ask the officer what agency/department they are from (or look for an insignia).

Ask for a business card and / or write down name, department, badge number, etc.

If the officer is in plain clothes ask to see some identification.

If the officer states they have a subpoena or warrant, ask for a copy to review and so it can be sent to the companies lawyers.

If the officer threatens to return with a search warrant or subpoena, restate:

“I am sure that the Company will cooperate. However, I am not the person to handle

your request. Let me get my supervisor or our lawyer who can work with you.”

Contact the office manager as soon as possible.

If an officer has an arrest warrant for an employee do not interfere with the officer, or you may be arrested for obstruction. Allow the officer to arrest the employee but immediately contact the office manager so that they can handle the incident.

Above all: DO NOT ARGUE, RESIST OR GET IN A CONFRONTATION WITH LAW ENFORCEMENT.

Uniform Policy

Doctors and administration staff should dress appropriately and professionally. Technicians, receptionists and assistants are required to wear clinic scrubs while on duty at Sierra Animal Hospital. Technicians, receptionists and assistants will be reimbursed for the costs of their scrubs provided they have completed their initial three month probationary period. Staff who have not completed their probationary period can wear scrubs from the company's general pool. Additional scrubs will be provided as required with approval from the office manager.

Current Colors for Scrubs -

Monday: Navy
Tuesday: Burgundy
Wednesday: Sky Blue
Thursday: Turquoise
Friday: Purple
Saturday: Free choice
Sunday: Free choice

Personal Presentation and Personal Hygiene Policy

All employees must present a professional, clean and neat appearance at all times. All employees must attend to their own personal hygiene at all times. Lapses in appearance or personal hygiene will be grounds for employees being sent home, without pay, to correct the problem. Continued lapses in appearance or personal hygiene is a disciplinary offense.

Excessive or aggressive tattoos or piercings do not present a professional appearance and are against the policy of the clinic. All employees are strongly advised to consult the office manager before receiving any any piercings or tattoos.

Excessive perfume or make-up can also present an unprofessional appearance and is against the policy of the clinic.

Hospital Marketing Policy

As part of Sierra Animal Hospital's market efforts employees may have their picture taken and published in print, online or any on other electronic media. It is a condition of employment that

an employees likeness may be used even after they are no longer employed at Sierra Animal Hospital. With a specific reason, employees may request not to have their likeness used, however, this is at the discretion of the office manager.

Reference Policy

Sierra Animal Hospital is under no obligation to issue references to employees or to a potential future employers other than a conformation of employment. References are issued solely at the discretion of the office manager. No employee of Sierra Animal Hospital has the authority to issue a reference except the office manager. Issuing either a verbal or written reference by anyone other than of the office manager will be considered gross misconduct.

Anti-harassment and discrimination policy

Sierra Animal Hospital is committed to creating and maintaining an environment free of discrimination and harassment that is unlawful or prohibited by Sierra Animal Hospital's policy (hereinafter "prohibited discrimination"). Every employee should be aware that Sierra Animal Hospital does not tolerate discrimination and that both law and Sierra Animal Hospital's policy prohibit such behavior. This policy prohibits discrimination, including harassment, by Sierra Animal Hospital employees, subcontractors or members of the public. Sierra Animal Hospital management will take prompt and appropriate action to prevent, correct, and if necessary, discipline behavior that violates this policy. All members Sierra Animal Hospital staff are responsible for participating in the creation of an environment free from all forms of prohibited discrimination.

Sierra Animal Hospital prohibits discrimination, including harassment, on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or gender identity. Sierra Animal Hospital also prohibits retaliation because an individual has engaged in a protected activity. Protected activity consists of (1) opposing a practice made unlawful by one of the employment discrimination statutes or prohibited by Sierra Animal Hospital; or (2) filing a complaint about such practice, or testifying, assisting, or participating in any manner in an investigation or other proceeding related to such a complaint.

This policy covers all aspects of the employment relationship.

Discrimination occurs when a person is treated less favorably than a similarly situated person because of his/her race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation or gender identity.

Harassment, a specific form of discrimination, occurs when a person is harassed because of his/her race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation or gender identity.

A hostile environment exists when harassment unreasonably interferes with an individual's job performance, or materially changes the individual's conditions of employment so as to create an intimidating, hostile, or offensive working environment.

Employees should refrain from all discussion of fellow employee, potential employee or client's race, color, religion, sex, national origin, age, disability, veteran status, sexual

orientation, immigration status or gender identity at work or outside of work.

Gossiping, or conversations about a third party's personal life without their knowledge or consent will be considered a disciplinary offense.

Complaints and related issues to Sierra Animal Hospital's anti-harassment and discrimination policy should be made to the office manager only, or in lieu of the office manager, the practice owner.

Please see Sierra Animal Hospital's discipline policy for information on harassment investigations.

Intra-Company Relationships

Intimate relationships between employees are strongly discouraged and all employees are reminded that they are expected to present a professional attitude all the time. Intimate relationships between employees and supervisors are incompatible with employment at Sierra Animal Hospital. Failure to disclose an relationship between an employee and supervisor will be considered gross misconduct for both parties. Advances to initiate an intimate relationship, made during working hours or on company property, will be considered a disciplinary offense. Complaints of this nature will be treated with the up most seriousness and can be made in confidence to the office manager.

Computer, Internet and Telephone Policy

Employees may not use company computers to access the Internet or to run other software for their own private purposes and is considered a disciplinary offense. Installing any software on company computers without the express permission of the office manager is gross misconduct. Employees may, with the permission of the office manager or their immediate supervisor, use company computers on their own or company time to access veterinary educational websites for the purposes of improving their personal knowledge. Employees should seek permission for each instance that they wish to use company computers for anything other than company business. Failure to report any problem with the company's computer system immediately to the office manager is a disciplinary offense. Any communication that takes place using company property including, but not limited to, email and voice mail by definition cannot be private and is therefore subject to interception for any reason.

Employees should request permission before using company telephones for personal business and granting of permission is at the discretion of the office manager. Employees may receive emergency phone calls from friends and family on company telephones but general telephone communication is discouraged as it is incompatible with most duties at Sierra Animal Hospital.

Firearms, Weapons and Non-Lethal Weapons Policy

No weapons of any kind may be brought on to Sierra Animal Hospital property, including the parking lot in a personal car, for any reason and at any time – regardless of whether the hospital is open or not.

Alcohol and illicit substances Policy

Sierra Animal Hospital has a zero tolerance policy towards intoxication while on duty or to carrying alcohol or illicit substances onto company property. Employees must ensure that they are fit and capable of working their scheduled shift and should ensure that at least eight hours have elapsed since the ingestion of alcohol before starting work. Intoxication while working is considered gross misconduct.

Employees who are suspected of being intoxicated while at work will be taken for a drug / alcohol test and then taken home pending a disciplinary meeting.

Personal Property Policy

Employees are discouraged from bringing large amounts of personal property into the hospital for their own protection. It is strongly suggested that personal property stays in employees' own vehicles. In the case of possible theft, misuse of company property or other business reason, Sierra Animal Hospital reserves the right to search all lockers, bags, purses, vehicles and other personal property that is on Sierra Animal Hospital property. In the case of a search being ordered, the scope of the search will be identified to all on-duty personnel and all on-duty personnel will be searched equally. Each employee has the right to be present when their property is searched. Refusal to cooperate with a search will be considered gross misconduct and Sierra Animal Hospital reserves the right to contact law enforcement at that point.

The use of personal cell phones during working hours is at the discretion of the office manager but is generally discouraged as it is incompatible with most employee duties.

Appendix A - Job Descriptions