

Receipt of Mohnacky Animal Hospitals, Inc. Employee Handbook

The Employee Handbook (sometimes referred to as a Personnel Policy Manual, or the “Manual”) is a compilation of personnel policies, practices and procedures currently in effect at Mohnacky Animal Hospitals, Inc. (MAH), an equal opportunity employer. The Manual handbook and the information within it are confidential.

This handbook is designed to introduce employees to the organization, familiarize you with Company policies as they pertain to you as an employee, provide general guidelines on work rules, disciplinary procedures and other issues related to your employment, and to help answer many of the questions that may arise in connection with your employment.

This handbook and any other provisions contained herein do not constitute a guarantee of employment or an employment contract, express or implied. You understand that your employment is “at-will” and that your employment may be terminated for any reason, with or without cause, and with or without notice. Only the CEO or other authorized representative(s) of Mohnacky Animal Hospitals has the authority to enter into a signed written agreement guaranteeing employment for a specific term. This handbook is intended solely to describe the present policies and working conditions at Mohnacky Animal Hospitals. This handbook does not purport to include every conceivable situation; it is merely meant as a guideline and, unless laws prescribe otherwise, common sense shall prevail. Of course, federal, state and local laws will take precedence over Mohnacky Animal Hospitals policies when applicable.

Personnel policies are applied at the discretion of Mohnacky Animal Hospitals. Mohnacky Animal Hospitals reserves the right to change, withdraw, apply or amend any of our policies or benefits, including those covered in this handbook, at any time. Mohnacky Animal Hospitals may notify you of such changes via email, posting on the Company’s intranet, portal or website, or via a printed memo, notice, amendment to or reprinting of this handbook, but may, in its discretion, make such changes at any time, with or without notice and without a written revision of this handbook.

The information in this handbook is confidential and therefore the property of Mohnacky Animal Hospitals. It is not meant to be copied, photocopied, or reproduced for anyone else’s use without prior consent, in writing, from Mohnacky Animal Hospitals.

By signing below, you acknowledge that you have received a copy of Mohnacky Animal Hospitals Employee Handbook, and understand that it is your responsibility to read and comply with the policies contained within it and any revisions made to it. Furthermore, you acknowledge that you are employed “at-will” and that this handbook is neither a contract of employment nor a legal document.

Employee Signature

Date

Please Print your Full Name

Acknowledgment & Signature

RECORD KEEPING PROCEDURES

I have read, understand, and agree to follow MAH's record keeping policies and procedures.

TIME KEEPEEPING

In or out time must be entered on the computer "punch clock". Employees record their own time at the start and at the end of each work period, including before and after lunch break. If you forget to "punch in or out" you must contact the supervisor immediately. If the supervisor is unavailable, then that employee will "punch out" and contact the supervisor at the next available time. If there are any questions or irregularities at the end of the pay period and the supervisor has not been contacted for clarification or correction, then the hours in question will not be applied to that given pay period until a proper entry is made.

Exempt employees are required to fill out and submit to the Director of Operations the Exempt Time Reporting form for each payroll period.

INTERNET USAGE

Our computer network is one of our most valuable business tools. We have been infected in the past with numerous viruses attached to personal usage, and in an attempt to eliminate any outside contamination, effective immediately as per the policy and procedures manual; use of the network must be restricted to business use exclusively. Any personal use is prohibited and will result in corrective action up to and including termination.

PAYMENT FOR VET SERVICES & PRODUCTS

I have read, understand and agree to follow this policy. When receiving vet services or products from MAH, I will do so as a customer and will allow a supervisor to enter all charges, which I will then pay for before receiving any services or products from MAH. I also understand that the discount benefit only applies to my pets, which reside with me in my household.

UNIFORMS, KEYS & MANUALS RETURN

After the termination of employment, ____ scrub tops, _____ pants, and all hospital property borrowed by me shall be returned to MAH.

UPDATES TO MANUAL

I understand that I am responsible for reading and understanding all the materials in this Policies Manual and will keep myself informed of any updates that are introduced to this manual by periodically referring to this document. Management shall have the right to change or update any materials as the needs arise.

I HAVE READ, UNDERSTAND AND AGREE TO FOLLOW THE POLICIES AND PROCEDURES OF MOHNACKY ANIMAL HOSPITALS.

SIGNATURE _____ DATE: _____

PRINT NAME _____

Harassment, Discrimination and Retaliation Prevention Policy

Mohnacky Animal Hospitals is an equal opportunity employer. The Company is committed to providing a work environment free of harassment, discrimination, retaliation and disrespectful or other unprofessional conduct based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin (including language use restrictions and possession of a driver's license issued under Vehicle Code section 12801.9) ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military and veteran status or any other basis protected by federal, state or local law or ordinance or regulation. It also prohibits discrimination, harassment, disrespectful or unprofessional conduct based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

In addition, the Company prohibits retaliation against individuals who raise complaints of discrimination or harassment or who participate in workplace investigations.

All such conduct violates Company Policy.

Harassment Prevention

Mohnacky Animal Hospitals policy prohibiting harassment applies to all persons involved in the operation of the Company. The Company prohibits harassment, disrespectful or unprofessional conduct by any employee of the Company, including supervisors, managers, unpaid interns, volunteers, persons providing services pursuant to a contract and other persons with whom you come into contact while working.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, comments, posts or messages;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests or sexual advances as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law or by company policy.

Prohibited harassment is not just sexual harassment but harassment based on any protected category.

Non-Discrimination

The Company is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in Company operations. The Company prohibits unlawful discrimination against any job applicant, employee or unpaid intern by any employee of Mohnacky Animal Hospitals, including supervisors and coworkers.

Pay discrimination between employees of the opposite sex performing substantially similar work, as defined by the California Fair Pay Act and federal law, is prohibited. Pay differentials may be valid in certain situations defined by law. Employees will not be retaliated against for inquiring about or discussing wages. However, the Company is not obligated to disclose the wages of other employees.

Anti-Retaliation

Mohnacky Animal Hospitals will not retaliate against you for filing a complaint or participating in any workplace investigation and will not tolerate or permit retaliation by management, employees or co-workers.

Reasonable Accommodation

Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any job applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact a Company representative with day-to-day personnel responsibilities and discuss the need for an accommodation. Mohnacky Animal Hospitals will engage in an interactive process with the employee to identify possible accommodations, if any, that will help the applicant or employee perform the job. An applicant, employee or unpaid intern who requires an accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles) should also contact a Company representative with day-to-day personnel responsibilities and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation.

Mohnacky Animal Hospitals will not retaliate against you for requesting a reasonable accommodation and will not knowingly tolerate or permit retaliation by management, employees or co-workers.

Complaint Process

If you believe that you have been the subject of harassment, discrimination, retaliation or other prohibited conduct, bring your complaint to your supervisor, Executive Direction or Human Resources as soon as possible after the incident. You can bring your complaint to any of these individuals. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact your Executive Director or Human Resources. Please provide all known details of the incident or incidents, names of individuals involved and names of any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory.

Mohnacky Animal Hospitals encourages all individuals to report any incidents of harassment, discrimination, retaliation or other prohibited conduct forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

You also should be aware that the Federal Equal Employment Opportunity Commission (EEOC) and the California Department of Fair Employment and Housing (DFEH) investigate and prosecute complaints of prohibited harassment, discrimination and retaliation in employment. If you think you have been harassed or discriminated against or that you have been retaliated against for resisting, complaining or participating in an investigation, you may file a complaint with the appropriate agency. The nearest office can be found by visiting the agency websites at www.dfeh.ca.gov and www.eeoc.gov .

Supervisors must refer all complaints involving harassment, discrimination, retaliation or other prohibited conduct to their Executive Director and Human Resources so the Company can try to resolve the complaint.

When the Company received allegations of misconduct, it will immediately undertake a fair, timely, thorough and objective investigation of the allegations in accordance with all legal requirements. The Company will reach reasonable conclusions based on the evidence collected.

Supervisors must refer all complaints involving harassment, discrimination, retaliation or other prohibited conduct to Human Resources so the Company can try to resolve the complaint.

When Mohnacky Animal Hospitals received allegations of misconduct, it will immediately undertake a fair, timely, thorough and objective investigation of the allegations in accordance with all legal requirement. The Company will reach reasonable conclusions based on the evidence collected.

Mohnacky Animal Hospitals will maintain confidentiality to the extent possible. However, the Company cannot promise complete confidentiality. The employer's duty to investigate and take corrective action may require the disclosure of information to individuals with a need to know.

Complaints will be:

- Responded to in a timely manner
- Kept confidential to the extent possible
- Investigated impartially by qualified personnel in a timely manner
- Documented and tracked for reasonable progress
- Given appropriate options for remedial action and resolution
- Closed in a timely manner

If the Company determines that harassment, discrimination, retaliation or other prohibited conduct has occurred, appropriate and effective corrective and remedial action will be taken in accordance with the circumstances involved. The Company also will take appropriate action to deter future misconduct.

Any employee determined by Mohnacky Animal Hospitals to be responsible for harassment, discrimination, retaliation or other prohibited conduct will be subject to appropriate disciplinary action, up to, and including termination. Employees should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.

Confirmation of Receipt of Harassment, Discrimination and Retaliation Prevention Policy

I have received by copy of the Mohnacky Animal Hospital’s Harassment, Discrimination and Retaliation Prevention Policy. I understand and agree that it is my responsibility to read and familiarize myself with this policy.

I understand that the Company is committed to providing a work environment that is free from harassment, discrimination and retaliation. My signature certifies that I understand that I must conform to and abide by the rules and requirement described in this policy.

Employee’s Signature: _____

Employee’s Printed Name: _____

Date: _____

Helping Paws Process

Assigning a Voucher

- *Check emails daily. As you are printing, move the email to “Claimed Voucher” folder on your hospital’s email account.*
- *Print voucher request email and put in “New Voucher Request” file.*
- *If pet is too young or is sick, call the owner and let them know they need to resubmit voucher request once pet is old enough or well. If you leave them a voicemail, print that email and put in “Non-Eligible” file to keep for one month in case they call back later.*
- *Call owners based on date voucher was submitted.*
 - *Pull next available voucher (lowest voucher number).*
 - *Do they still want a voucher?*
 - *Confirm they are military.*
 - *Confirm the location they chose and make clear that they need to go to that location specifically, give them the address if they need.*
 - *Inform them of the HP Program.*
 - *Confirm pet is healthy and if female, not in estrus.*
 - *Make appointment based on the Chief Dr’s protocol, (how many HP sx per day).*
 - *Advise to fast, bring records if they have them though not necessary, and bring military ID.*
- *If they do not answer, put voucher request in “Pending/LMOM” file.*
- *Create new account.*
 - *Choose “Helping Paws” for referral and mark with military class.*
 - *Put in all pet info including weight and vaccine history if provided.*
 - *Put in HPVC code, then put voucher number in the notes.*
- *Put appointment in calendar, mark pink so Receptionist can call them to confirm.*
- *Fill out voucher in pencil and put in “Claimed Voucher” file.*

Receptionist Daily Duty

- *Hang a HP bandana on the kennel cage card belonging to the HP donor to remind techs.*
- *Throughout afternoon, have Receptionists that bill out HP clients, print out one extra invoice to put in cash drawer for closer at end of day.*
- *All HP APESTS to be scanned in for the purpose of the Photo Release.*
- *At end of day, closer has all HP invoices (have them double check the calendar) and then pull vouchers and mark “Confirmed”, sign for the Dr that did the surgery, date it, and staple with the copy of the invoice.*
- *Put all completed vouchers with invoices in deposit.*
- *If a voucher does not end up getting used (no show or cancellation), erase HPVC code in computer and make a CC that the client did not show or called to cancel. Then give voucher to next person on wait list.*
- *When making suture removal appointment, specify in appointment notes if they will be providing a written or video testimonial. If they opted for video, put on Dr side so they are put in a room with the pet for the video.*

- *Dr- After the exam, no up-selling at all, only explain what the HP program includes.*
- *Dr- Encourage a testimonial. One of our goals is to get the public (both military and non-military alike) aware of the HP program, and so we greatly appreciate testimonials and reviews on the program and hospital. *Prep them because the Nurse will ask them if they are open to giving a testimonial (written or video).*
- *Nurse- When creating estimate, the code is under “Helping Paws Castration/Spay” and choose the correct weight category.*
- *Nurse- At the bottom of the estimate, enter in the HPMF code and put in -\$\$\$ to make the balance zero.*
- *Nurse- If they approve written testimonial, attach document to the chart for the Receptionist to hand to owner at bill out, to return to us at suture removal appointment.*
- *Nurse- If they approve video testimonial, put “video testimonial” as an alert on the chart for the Receptionist to note in the suture removal appointment.*
- *If we failed to ask the owner if they would be open to a written or video testimonial, or they did not bring the written testimonial at the suture removal time, and/ or they do not want to give a video testimonial, the receptionist is to kindly ask if they will write a testimonial while they wait during the suture removal, and give them the document to fill out.*
 - *Scan the document and forward to Deb and Mary M at corporate.*

Optional:

- ❖ *Put paws on lobby bulletin board, filled out for both donors and recipients.*
- ❖ *Cut out all positive HP reviews and put up on lobby bulletin board.*
- ❖ *Put a great HP photo on your hospital Facebook page.*

Possibly to Roll Out in Future:

- ❖ *Possibility in future- Nurse to offer to donate a Pet Care Rewards Card for select military client where the pet is in need of an additional exam, vaccinations, services, etc.*
- ❖ *In the process- We will be getting bandanas for our HP recipients. Once we have those, receptionists will put the bandana on the kennel cage card belonging to that pet to remind the techs.*

MAH EMPLOYEE COUNSELING FORM

EMPLOYEE NAME: _____ DATE: _____

REASON FOR COUNSELING:

- | | |
|--|---|
| <input type="checkbox"/> INSUBORDINATION | <input type="checkbox"/> UNSATISFACTORY WORK PERFORMANCE |
| <input type="checkbox"/> DISRUPTIVE WORK BEHAVIOR | <input type="checkbox"/> REFUSAL TO PERFORM ASSIGNED WORK |
| <input type="checkbox"/> EXCESSIVE ABSENCE OR LATENESS | <input type="checkbox"/> OTHER |
| <input type="checkbox"/> VIOLATION OF COMPANY POLICIES | <input type="checkbox"/> COMPLIMENT |
| <input type="checkbox"/> VIOLATION OF SAFETY POLICIES | |
-
-

PRIOR COUNSELING RECORD: List last three counseling sessions

Date ___/___/___ Counseling Action Taken _____ Reason _____
Date ___/___/___ Counseling Action Taken _____ Reason _____
Date ___/___/___ Counseling Action Taken _____ Reason _____

COUNSELING ACTION TAKEN:

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> FRIENDLY WARNING | <input type="checkbox"/> DISCHARGE |
| <input type="checkbox"/> WRITTEN WARNING | <input type="checkbox"/> COMMENDATION |
| <input type="checkbox"/> SUSPENSION | <input type="checkbox"/> OTHER |
-
-

DESCRIPTION OF INCIDENT:

Please describe in a complete but concise manner, exactly what behavior the employee displayed which caused this counseling form to be issued. Please provide all relevant information, including names and dates.

Further violations will result in:

CORRECTIVE ACTION TO BE TAKEN:

What steps will employee take to correct their inappropriate work behavior?

EMPLOYEE'S COMMENTS:

- | | |
|---|--|
| <input type="checkbox"/> I agree with the action taken for the following reason(s): | <input type="checkbox"/> I disagree with the action taken for the following reason(s): |
|---|--|

EMPLOYEE'S SIGNATURE: _____ **DATE** ___/___/___

SUPERVISOR'S SIGNATURE: _____ **DATE** ___/___/___

MOHNACKY ANIMAL HOSPITAL
EMPLOYEE STATUS FORM

Last Name: _____ First Name: _____ Middle Initial: _____

Address: _____ City _____ Zip _____

Phone Number (s): _____ Social Security #: _____

Cell: _____ Email: _____

Effective Date: _____ Hospital Location: _____ Employee # _____

Indicate appropriate category with "X"

Info Change: _____ New Hire _____ Wage Change _____ Status Change: _____

Job Change: _____ Resignation _____ Termination _____

Job Title: _____

Job Title Change: From: _____ To: _____

Hospital Location: From _____ To: _____

Distribution of last paycheck: Direct Deposit _____ Pick-up Check _____ Mailed: _____

Rehirable: Yes _____

No _____ Explanation: _____

Status: Non-exempt _____ Exempt _____ F/T _____ PT _____

Single _____ Married _____ Divorced _____

Current Wage _____ New Wage _____ Total Increase _____

Merit: \$ _____ % _____ Performance Rating: _____

Promotion: \$ _____ % _____

Administrative \$ _____ % _____

Comments:

Supervisor Signature: _____ Date: _____

Director of Operations Signature: _____ Date: _____



Mohnacky Animal Hospitals, Inc.

ABSENCE REPORT and/or VACATION/PERSONAL REQUEST

One employee per absence report only, please.

Employee Name	Location	Length of Time Off (<u>Total</u> Dates Absent)	Dates of Benefits Paid Time Off Can not exceed 5 days per week	Total <u>Hours</u> Allocated 1) Vacation 2) Personal 3) No Time Available	Reason for Absence

EXAMPLES:

<i>John Doe</i>	<i>Escondido</i>	11/14 – 11/17	11/15; 11/16 (i.e., 11/14 & 11/17 are days off)	16 Total Hours 8 hours Personal 8 hours Vacation	<i>Vacation</i>
<i>John Doe</i>	<i>Carlsbad</i>	12/5	4 hours 12/5	<i>Went home early</i>	<i>Personal (PTO)</i>

Prepared by: _____

Date: _____

Approved by: _____

Date: _____

DVM / D.O. _____

Date: _____

(NOTE: requests by DVM's must have approval by the Corporate Office; requests by E.D. and Lead must have approval by Chief DVM and Director of Operations; all other Employees need E.D. approval)

Please fax **Absence Report** form to Corporate at 480-0083 **on the day the absence occurs or with Payroll for that period.** Vacation and/or leave requests must be faxed one (1) month prior to the beginning of the vacation or leave.



Safety in the Veterinary Hospital

I. Medical Safety – Animal Handling

- A. Animal Behavior & Safety Presentation: Discussion and Power Point (Hand Out 1)
- B. Frontiers: Technical Training- Animal Safety (Hand Out 2)
- C. MAH Employee Protocol Handbook
- D. MAH Protocols: Animal Safety

These protocols are mandatory for each employee of Mohnacky Animal Hospitals. Failure to follow these rules will result in disciplinary action leading up to and including suspension/termination of employment.

1. All cats are to be transported from the front of the hospital or exam rooms to the treatment areas within a cat carrier or securely restrained within a towel, pillowcase, box or the like. A meaningful script to communicate to clients regarding our carrier policy would be:

“When transporting your pet please have him/her confined to a pet carrier at all times for you and your pet's safety. If you do not have a carrier, please inform our staff- for a modest fee you may purchase a cardboard carrier or we may furnish a temporary carrier for use during you cat's stay.”

2. Cats are to be handled by trained and approved personnel with as little restraint as possible, and employees are to use towels and safety equipment such as cat grabbers or a snappy snare as needed for safety.
3. All dogs are to be taken front to back, and during the time they are within our care by practicing the **two-leash or two barrier rule**. All dogs are to be confined within two barriers while being housed and under our care- this will help to insure that the pet may not escape. Two barriers may be defined as a run in a fenced yard, a room with a door within a building, or most commonly, with two (2) leashes (two-leash rule). Harnesses may be used on small dogs in addition to a leash. Pets that are apart from their owners are often anxious, as well as very energetic and may leap out or try to bolt when they are in an unfamiliar place or with an unfamiliar person. Caution must be exercised at all times.
4. All dogs (except brachial-cephalic) are to be restrained and/or muzzled* prior to treatment.
*A muzzle is defined as any tool such as nylon with snap or Velcro closure, leather muzzle, leash, gauze, or hand (puppies and brachial cephalic).
5. Animal aggressive dogs (i.e. pit bulls, etc.) are to be placed in a secure cage after being taken to the back- never tied up.
6. No animal is to be left unattended if tied up, if muzzled, or otherwise compromised. Choke chains, collars, etc. are to be removed from pets prior to being placed in a cage.
7. No personnel are to ever attempt to out- weigh or wrestle with an animal. Always stop, ask for sedation and discuss options with the doctor.

8. Only trained and qualified personnel are allowed to use restraint equipment; such equipment - this includes ACD, snappy snares, cat grabbers, nets, etc. A list of qualified staff members is posted on the employee bulletin board at each hospital.
9. MAH acknowledges that some personnel are better dog handlers versus cat handlers- staff is to always work together a team to accomplish tasks. Again, a list of qualified staff members is posted on the employee bulletin board at each hospital.
10. If an animal is extremely unmanageable to the point that the handler cannot physically move an animal from one area to another—stop!-- get a team member to help.
11. Employees are evaluated for safe lifting technique during Orientation and annually. Every situation is unique, always ask for another team members assistance when necessary. The maximum any single person is to lift is 50-pounds by themselves - always ask for assistance.

II. Medical Safety – Anesthesiology

A. Frontiers: Technical Training- Anesthesia Standards (Hand Out 1)

B. MAH Employee Protocol Handbook

C. MAH Protocols: Anesthesia

1. Scavenging Systems should be on during use. All systems should be checked daily to be sure they are working. F/Air Canisters are to be weighed daily and changed at 50 grams. CO2 canisters are checked for color change and serviced regularly. The Registered Veterinary Technician is assigned to oversee that equipment and anesthetic machines are in working order and safe to use.
2. The Veterinarian/ Registered Veterinary Technician is ultimately responsible to assure that the use of induction masks and induction chambers are minimized in order to prevent unnecessary exposure to isoflurane gas; whenever possible, intubate the animal and inflate endotracheal cuff.
3. Decompress re-breathing bag prior to unhooking patient from machine.
4. Turn off oxygen (and gas) whenever unhooking a patient or moving patient from the induction area to surgical suite.
5. Minimize number of personnel assigned to anesthesia area. Only the surgeon, anesthesiologist and surgical assistant are allowed within the surgical room; likewise, the animal handler, anesthesiologist, and Veterinarian are in the anesthesia area.
6. Untrained personnel and pregnant woman are **not** to work within the anesthesia arena or surgical suite without proper masks, protective safety equipment, or supervision.
7. Perform daily Leak Checks on Anesthetic Machines prior to use. The Registered Veterinary Technician is responsible for oversight of leak checks.

III. Medical Safety – Radiology

A. Frontiers: Technical Training- Radiology Standards (Hand Out 1)

B. MAH Employee Protocol Handbook

C. MAH Protocols: Radiology

1. Only the RVT or Senior Technician, under the direction of the Veterinarian or RVT, may operate the x-ray machine.
2. Unnecessary personnel are to be out of the radiation area.
3. Individuals under the age of 18/ pregnant women are not to hold/ restrain animals.
4. Protective equipment is to be worn at all times. This includes aprons, gloves, and thyroid shields.
5. Always collimate the primary beam for the part being x-rayed and maintain distance between you and the animal.
6. Use props such as foam trays and sandbags to restrain animals.
7. Obtaining diagnostic radiographic films for unmanageable animals is impossible- these animals are to be considered for sedation or anesthesia – contact the nurse and doctor!
8. Monitoring equipment is to be worn at all times - dosimeter the badge is placed outside the gown, at the collar..
9. Staff is to warn team members by calling out- “Taking an X-ray” or similar verbiage prior to the exposure.
10. See Radiation Safety Training. The above nine protocols applies as pertains to the employee position.

IV. Medical Safety- Medical Waste

A. Frontiers: Technical Training- Medical Waste

B. MAH Employee Protocol Handbook

C. MAH Protocols: Medical Waste / Laboratory Sample Packaging

1. Never open a sharps container once it has been set up for use.
2. All needles, scalpel blades, catheter needles and broken glass (i.e. glass slides) are disposed in red sharps containers.
3. Do not recap needles prior to placing them in sharps containers. If one must recap, recap only by using the one-hand method.
4. Do not place needles in the trash – use red sharps containers!
5. Clients are to purchase a sharp’s container kit with syringes from MAH or from their pharmacy. MAH does not sell red sharp’s containers to our clients. Clients are to return the full sharp’s containers to the point of purchase. We do not take back used syringes unless they are in a sharp’s container that has been purchased from MAH.
6. Employees placing waste into a trashcan or bag are not to go back into the waste bag to retrieve items such as slides or other objects. Smaller trays may be used to hold slides during the day and then discarded at the end of the day. Trash is to be removed and discarded by tying off the bag and then placing it in a larger receptacle, not dumping one can into another.

7. With regards to blood borne pathogen protocol, team members are to use caution when recapping and handling needles; wear gloves if indicated, and practice excellent personal hygiene- wash your hands for 30 seconds or longer (sing the Happy Birthday song). Blood born pathogens are pathogenic microorganisms that are present in human blood and cause disease in humans.
8. Laboratory samples are to be correctly identified, tubes marked, bags labeled. Specimens are to be in watertight primary containers, cushioned as necessary, and then placed in a second watertight container. Staff is to wear personal protective equipment as a precautionary measure when indicated.

V. Medical Safety- Chemotherapy

- A. MAH Employee Protocol Handbook
- B. Anderson Company- Amprolene Chamber Training
- C. MAH Protocols: Chemotherapy, Laser
 1. Our Carlsbad facility is set up for Chemotherapy – all protocols set in the Employee Handbook are to be followed the RVT or trained staff under the doctor’s order. NO EXCEPTIONS.
 2. Our Carlsbad facility is set up for Amprolene Gas Chamber sterilization. Only trained staff members may operate the unit. NO EXCEPTIONS.
 3. Carlsbad facility has Laser unit- Only trained staff members may operate the unit. NO EXCEPTIONS!
 - a. Smoke Evacuator must be operating while Laser machine is on.
 - b. All personnel must wear proper Laser glasses during use (10.6 micrometer)
 - c. Pets are to rest upon white towels during Laser operation.

VI. Hospital Hazards

- A. Protocols - General or Ergonomic
 1. If a spill occurs or a floor is wet (mopping, rain or otherwise), a wet floor sign should be posted and towels/rugs put down to prevent slips and falls. Team members are to alert each other and the area is to be dried ASAP. Specific personnel are to be assigned responsibility for each area of the hospital.
 2. Drawers, doors, and cage doors are to be closed to prevent bumps.
 3. Ladders and step stools are to be used to reach high areas – no climbing on non-stationary furniture or high countertops. Designate an area for storage of stepstools, etc.
 4. Employees are evaluated for safe lifting technique during Orientation. Every situation is unique, always ask for another team members assistance when necessary. The maximum any single person is to lift is 50-pounds by themselves – always ask for assistance.
- 5. Use a gurney when moving large animals or supplies and remember to lift and bend properly (bend with the knees not the back).**
- 6. No items over five pounds are to be stored on shelves overhead.**

B. Protocols- Chemicals

- 1. All team members are to understand MSDS labeling and storage for hazardous chemicals.**
- 2. Team members know where and how to use eyewash stations.**
3. Team members are only allowed to eat, drink, or smoke in areas so designated.
- 4. Dilution charts and labeling are to be followed at all times.**

C. Protocols- Fire Protection

- 1. Personnel are to know evacuation plan and where fire extinguishers are in each hospital. Hospital exits are posted on the clinic map with fire evacuation instructions.**
- 2. Personnel are instructed and understand how to use fire extinguishers. (Release pin, aim at the base of the fire, and squeeze the handle sweeping side to side.)**
- 3. In case of power outage, flashlights are available and located in assigned areas of each hospital. Those areas are located on the clinic map.**

VII. Personal Protective Equipment

A. Protocols – Use of Protective Gear

- 1. All team members are to use protective gear- gloves, scrubs, gowns, face masks or other items of protective clothing during exposure to chemicals and biohazards.**
- 2. All team members are to wear lead aprons, gloves, thyroid shield, dosimeter during radiography procedures.**
- 3. Ear plugs or muffs are to be worn while working in the kennel area.**
- 4. Gloves and protective gear are to be worn while handling contagious or potentially zoonotic animals.**

VIII. Personal Safety Standards

A. Uniformed Staff Members, Individual

1. Long hair should be neatly pulled back.
2. Nose rings, tongue beads and other body and skin piercing jewelry are NOT permitted.
3. Earrings if worn, are stud type- no dangle.
4. Shoes are closed back- no open toe or heel shoes are allowed.

B. External Threat/ Violence

1. External doors are to remain locked outside of clinic open hours.
2. During lunch hour, back and side doors are to be shut and locked to prevent outside intruders from entering.
3. No guests or visitors are allowed inside the clinic building during closed hours.

4. Employees are to remain observant and call for help if there is an alarm. Do not place yourself or others in a potentially bad situation.

** Regular Staff training during staff meetings, safety meetings, and customer service meetings are to be held in order to review these protocols on a regular basis.

Employee: _____ Signature: _____

Date: _____

VERMIN CONTROL DIRECTIVE

Mohnacky Animal Hospitals, Inc. utilizes a pest control company to service each hospital in regards to protection against insects, rodents and the like. The following directives are to be adhered to:

- Food sheds and food receptacles are to be kept shut/ covered at all times.
- If doors have to be kept locked in order to achieve the goal of the door staying shut, then doors are kept locked.
- Glue traps, mousetraps are set daily in food sheds and checked by an assigned employee prior to open hours. If a checklist is needed, this point should be added to the opening checklist. Vermin control is part of managing an animal care facility, and employees are expected respect this fact.
- Food bowls should be collected on a daily basis and sanitized- not left in runs or cages unless specifically requested by the veterinarian or RVT.
- Employees are not to leave food in any area not designated for food- this means that food is to be kept in the lunchroom, covered, labeled, and initiated. Food left in other areas of the hospital will be thrown away.
- Animal diets are stored in the designated animal refrigerator- not with vaccines, biologicals or human food.
- Diets stored for boarding animals must be marked with Avimark client/pet label and stored in the food shed.
- Any observation of vermin or need for attention other than the routine servicing, spraying, etc. should be reported to the Executive Director or their designee as soon as possible.

I have read and understand this directive as Mohnacky Animal Hospitals, Inc. policy and understand that violation of this policy could result in disciplinary action up to and including termination.

SIGNATURE _____ DATE _____

PRINT NAME _____

Acknowledgment & Signature of MAH Personal Standards

At MAH we have taken great measures to be considered professionals and our personal appearance is one of the first impressions we make on our clients. Therefore, the following standards were put in place to create the professional image we are looking for:

- Uniforms should be neat, clean and wrinkle-free and mended when torn or frayed.
- Uniforms consist of company issued scrub top, bottom, name tag, and if desired, solid white t-shirt as a layering piece, clean white athletic shoe (for nurses & receptionists), clean white or black athletic shoe (for techs and kennel attendants)
- All hair should be worn and groomed in a conservative style. Long hair should be neatly pulled back and out of your face. Male and female employees' hair should be no longer than the top of the shirt collar unless pulled back and tied.
- Facial hair, mustaches, beards, and sideburns should be neatly trimmed. Beards should be grown during time off or during vacation periods, not during working time, due to the unprofessional appearance of a beard in the early growing stages.
- Because we are in a professional field, nose rings, tongue beads and other body and skin piercing jewelry can be distracting and should be removed during working hours. For the same reason, tattoos are not to be visible and should be covered at all times while working.
- Employees can wear up to two earrings in their ears; however, the earring(s) must be a stud style. Any hoop or drop earring could be caught by an animal and cause injury.
- Due to the medical nature of our work nails should be clean, relatively short in nature and, if polish is worn, it should be of a neutral color and well maintained.
- Chewing gum is not the professional image we want to portray to our clients; therefore, it should not be used during the work shift. Beverages should be kept in covered containers in the lunch area or designated areas in the back of the hospital. Under no circumstances should beverages, beverage containers or food be in the reception area or visible to clients.

I HAVE READ, UNDERSTAND AND AGREE TO FOLLOW THE POLICIES AND PROCEDURES OF MOHNACKY ANIMAL HOSPITALS.

Employee Signature _____

Date _____

Please Print Full Name _____

Acknowledgement of Cameras On-Site

I have been informed that cameras are being installed on the premises of Mohnacky Animal Hospitals, Inc. with the major reason being for security purposes. I understand that these cameras will be operational at all times.

Signature of Employee

Date

Please Print Employee Name

Human Resources Acknowledgement

Videotape Training and Recorded Conversation Release

In the course of improving our client relations through proper training of employees, Mohnacky Animal Hospitals, Inc. will occasionally monitor and/or record telephone conversations and document processes via videotape that may be used during staff meetings or for other training purposes

I acknowledge that these practices can be performed at any time and without any additional compensation.

Employee Signature

Date

Please Print Full Name

