



## Veterinary Care Training Manual Checklist

Welcome to the NewDay team! We strive to provide a safe, clean, & fun environment for our pets & team members plus peace of mind for pet parents. Please complete the following check off lists with your manager or trainer once you have read through each section of the training manual. This checklist is meant to be an interactive assignment with your trainer to learn the basics. It should not be initialed until you are comfortable and understand each concept. For your safety and to ensure effective learning, independent interaction with pets & parents may be limited until this training guide is completed. You will also receive on-the-job experience plus will be required to complete online courses. Please email your Regional Manager or [Idonaldson@newdayvetcare.com](mailto:Idonaldson@newdayvetcare.com) with any questions, concerns, or feedback on your training.

| <b>WEEKS 1-2</b>  |             |                           |                             |
|---|-------------|---------------------------|-----------------------------|
| <b>Chapter 1 – Client Service<br/>Customer Service &amp; Phone Etiquette</b>  | <b>Date</b> | <b>VT/VA<br/>Initials</b> | <b>Trainer<br/>Initials</b> |
| What is the appropriate phone greeting when answering the phone?  |             |                           |                             |
| What is the appropriate greeting prior to placing a client on hold?   |             |                           |                             |
| How quickly should the phone be answered?   |             |                           |                             |
| How should you let a client know that you are aware that they have arrived if you are on a phone call?  |             |                           |                             |
| Why is it important to schedule a pet’s next appointment at checkout?   |             |                           |                             |
| What days/times are scheduled surgery days in your clinic?  |             |                           |                             |
| Answer the phone in presence of trainer (in case of questions)  |             |                           |                             |
| Schedule an appointment for: <ul style="list-style-type: none"> <li>• drop-off</li> <li>• exam</li> <li>• surgery</li> </ul>  |             |                           |                             |
| Create an account in Gingr for new patients   |             |                           |                             |
| <b>Flea, Tick &amp; Heartworm Protection</b>  |             |                           |                             |
| <b>Heartworm</b><br>Review the types of heartworm prevention that is carried in your clinic: <ul style="list-style-type: none"> <li>• What other parasites does it protect from?</li> <li>• Is it oral or topical?</li> </ul> |             |                           |                             |
| Review with your trainer how to explain the importance of heartworm prevention and flea control to a client.  |             |                           |                             |

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| Discuss which preventatives each doctor in your practice recommends for:<br><ul style="list-style-type: none"> <li>• puppies</li> <li>• adult dogs</li> <li>• kittens</li> <li>• adult cats</li> </ul>                                      |             |                           |                             |
| <b>Wellness Plans</b>   |             |                           |                             |
| Explain how the client is charged for the wellness plans including sign up.   |             |                           |                             |
| Explain what is included in the Core plan? Cost?  |             |                           |                             |
| Explain what is added to the Core plan for the Vital plan? Cost?  |             |                           |                             |
| Explain what is added to the Vital plan for the Premium plan? Cost?   |             |                           |                             |
| How is the client charged for items not included in the wellness plan?  |             |                           |                             |
| Demonstrate steps of signing up a plan in VCP   |             |                           |                             |
| Demonstrate steps of adding wellness plan icons to Gingr  |             |                           |                             |
| <b>Chapter 2 – Restraint &amp; Exam Rooms<br/>Behavior &amp; Basic Handling</b>   | <b>Date</b> | <b>VT/VA<br/>Initials</b> | <b>Trainer<br/>Initials</b> |
| What is the goal of restraint?  |             |                           |                             |
| What do you have to be cautious of when restraining a brachycephalic dog?   |             |                           |                             |
| Demonstrate restraint of large dog on the floor for an exam   |             |                           |                             |
| Demonstrate restraint of a small dog for an exam  |             |                           |                             |
| Demonstrate restraint of a dog for a cephalic blood draw  |             |                           |                             |
| Demonstrate restraint of a large dog for lateral saphenous blood draw   |             |                           |                             |
| Demonstrate restraint of a small dog for a lateral saphenous blood draw   |             |                           |                             |
| Demonstrate restraint of a large dog for a jugular blood draw   |             |                           |                             |
| Demonstrate restraint of a small dog for a jugular blood draw   |             |                           |                             |
| Review restraint techniques for a cat with trainer<br><ul style="list-style-type: none"> <li>• for an exam</li> <li>• for a cephalic blood draw</li> <li>• for a medial saphenous blood draw</li> <li>• for a jugular blood draw</li> </ul> |             |                           |                             |
| Demonstrate the burrito technique for a cat   |             |                           |                             |
| What are some alternatives for restraint of difficult pets?   |             |                           |                             |
| <b>Exam Rooms</b><br>The following should be reviewed with your trainer to make sure you are comfortable prior to loading exam rooms on your own.   |             |                           |                             |
| What should you review in patient's record prior to going into the exam room?   |             |                           |                             |

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| Obtain a weight on a large dog  |  |  |  |
| Obtain a weight on a small dog or cat   |  |  |  |
| <b>History</b>  |  |  |  |
| Review the following scenarios with your trainer.<br>What questions would you ask when taking a history on: <ul style="list-style-type: none"> <li>• A healthy patient that is here for preventative care/exam.</li> <li>• A pet that is shaking its head and rubbing its ears.</li> <li>• A pet that has vomited and has diarrhea.</li> <li>• A pet that is squinting an eye.</li> <li>• A pet that is having urinary accidents in the house.</li> <li>• A pet that is limping.</li> </ul> |  |  |  |
| Where are 2 areas you can obtain a pulse on a patient?  |  |  |  |
| <b>TPR</b>  |  |  |  |
| Review normal vital sign ranges with trainer: <ul style="list-style-type: none"> <li>• dog</li> <li>• cat</li> </ul>  |  |  |  |
| Obtain vital signs on a dog: <ul style="list-style-type: none"> <li>• HR</li> <li>• RR</li> <li>• MM/CRT</li> <li>• Temp</li> </ul>   |  |  |  |
| Obtain vital signs on a cat: <ul style="list-style-type: none"> <li>• HR</li> <li>• RR</li> <li>• MM/CRT</li> <li>• Temp</li> </ul>   |  |  |  |
| <b>Vaccines Schedules</b>   |  |  |  |
| How old should a puppy or kitten be to start receiving vaccines?  |  |  |  |
| How often does a puppy/kitten need their vaccines boosted initially?  |  |  |  |
| <b>DOGS:</b>  |  |  |  |
| Which vaccines are considered CORE vaccines for dogs?   |  |  |  |
| What do the letters DAPP stand for?   |  |  |  |
| Which 2 canine vaccines have a 3-year option after the initial vaccine series? (doctor's discretion)  |  |  |  |
| Which lifestyle vaccine is recommended if the dog goes to a grooming facility or dog park?  |  |  |  |
| Which lifestyle vaccine is recommended if the pet goes hiking with their owner?   |  |  |  |
| <b>CATS:</b>  |  |  |  |
| What do the letters FVRCP stand for?  |  |  |  |

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| How often is FVRCP boosted during a kitten vaccine series?   |             |                       |                         |
| What test is recommended for all cats prior to FELV vaccination (especially strays)?   |             |                       |                         |
| Which feline vaccines have either a 1-year or 3-year option after the initial vaccine series? (doctor's discretion)  |             |                       |                         |
| Which cats do we recommend are vaccinated for FELV?  |             |                       |                         |
| How many FELV vaccines are necessary for the pet to be protected?  |             |                       |                         |
| Give a SQ injection in the presence of your trainer  |             |                       |                         |
| <b>Chapter 3 – Miscellaneous Services</b>  |             |                       |                         |
| <b>Health Write-Ups</b>  | <b>Date</b> | <b>VT/VA Initials</b> | <b>Trainer Initials</b> |
| What is a health write-up?   |             |                       |                         |
| Verify the process of the HWU in your clinic   |             |                       |                         |
| Process a health write-up by following your clinic's protocol: <ul style="list-style-type: none"> <li>• receive HWU from resort</li> <li>• perform tech exam to verify issue</li> <li>• contact owner if necessary</li> <li>• make notations in Gingr and vet software (if current patient)</li> <li>• if an exam was performed: <ul style="list-style-type: none"> <li>- make treatment plan/estimate of doctor's recommendations</li> <li>- contact O to go over treatment plan (doctor preference if asst or doctor calls)</li> <li>- if approved, help perform treatment and fill Rx's</li> <li>- make sure all charges are in vet software</li> <li>- update Gingr</li> </ul> </li> <li>• return HWU to resort MOD</li> </ul> |             |                       |                         |
| <b>Prescription Labels</b>   |             |                       |                         |
| Familiarize yourself where common medications are located: <ul style="list-style-type: none"> <li>• antibiotics</li> <li>• eye meds</li> <li>• ear meds</li> <li>• topical meds</li> <li>• heartworm prevention</li> <li>• flea control</li> </ul>   |             |                       |                         |
| Create a label and fill a prescription (checked by your trainer)   |             |                       |                         |
| <b>Nail Trims</b>  |             |                       |                         |
| Perform a nail trim on a dog   |             |                       |                         |
| Perform a nail trim on a cat   |             |                       |                         |
| <b>WEEKS 2-6</b>   |             |                       |                         |
| <b>Chapter 4 – Diagnostics</b>   |             |                       |                         |
| <b>Fecal Floats</b>  | <b>Date</b> | <b>VT/VA Initials</b> | <b>Trainer Initials</b> |

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| Demonstrate how to set up a fecal using the centrifugation method  |  |  |  |
| Demonstrate how to set up a fecal float  |  |  |  |
| Read a fecal float with a trainer to verify the process  |  |  |  |
| Identify the following common intestinal parasites and verify with your trainer: <ul style="list-style-type: none"> <li>hookworms</li> <li>roundworms</li> <li>whipworms</li> <li>tapeworms</li> <li>coccidia</li> </ul>   |  |  |  |
| <b>Parasites &amp; Deworming</b>   |  |  |  |
| How are heartworms transmitted?  |  |  |  |
| Review the medications for the following intestinal parasites that your clinic carries with your trainer: <ul style="list-style-type: none"> <li>hookworms</li> <li>roundworms</li> <li>whipworms</li> <li>tapeworms</li> <li>coccidia</li> <li>giardia</li> </ul> |  |  |  |
| <b>Radiographs</b>   |  |  |  |
| Trainer review PPE (personal protection equipment) needed when taking radiographs: <ul style="list-style-type: none"> <li>dosimeter badge</li> <li>thyroid guard/shield</li> <li>lead gown</li> <li>lead gloves</li> <li>eye protection</li> </ul>                 |  |  |  |
| What are 3 things that can be done to minimize staff exposure to radiation?  |  |  |  |
| Review positioning for abdominal radiographs <ul style="list-style-type: none"> <li>Where should cross-hatch be located?</li> <li>Cranial edge of light? Caudal edge of light?</li> <li>X-ray taken on inspiration or expiration?</li> </ul>                       |  |  |  |
| Review positioning for thoracic radiographs <ul style="list-style-type: none"> <li>Where should cross-hatch be located?</li> <li>Cranial edge of light? Caudal edge of light?</li> <li>X-ray taken on inspiration or expiration?</li> </ul>                        |  |  |  |
| Take thoracic radiographs with trainer <ul style="list-style-type: none"> <li>V/D</li> <li>lateral</li> </ul>  |  |  |  |
| Take abdominal radiographs with trainer <ul style="list-style-type: none"> <li>V/D</li> <li>lateral</li> </ul>   |  |  |  |

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| <p>Take limb radiographs with trainer</p> <ul style="list-style-type: none"> <li>• A/P or Cr/C</li> <li>• lateral</li> </ul>   |             |                       |                         |
| <p><b>WEEKS 5-6</b></p> <p><b>Chapter 5 – Surgery Introduction</b></p> <p><b>Equipment &amp; Supplies</b></p>  | <b>Date</b> | <b>VT/VA Initials</b> | <b>Trainer Initials</b> |
| <p>What types of surgeries are performed in the OR in your clinic?</p>   |             |                       |                         |
| <p>What types of surgeries/procedures are performed on the wet table?</p>  |             |                       |                         |
| <p>Mock set-up (set up all equipment, supplies that would be needed)</p> <ul style="list-style-type: none"> <li>• Set up the surgery suite for an OHE</li> <li>• Set up the surgery suite for a dog neuter</li> </ul>  |             |                       |                         |
| <p>Review the anesthesia machine with your trainer</p> <ul style="list-style-type: none"> <li>• Check the O2 level, change if necessary</li> <li>• Check the Iso level, fill if necessary</li> <li>• Check/weigh the F-Air canister (how do you know it's time to be changed?)</li> <li>• Check sodalime (how do you know it's time for it to be changed?)</li> <li>• Set up the anesthesia machine for: <ul style="list-style-type: none"> <li>- 10-lb cat</li> <li>- 35-lb dog</li> <li>- 75-lb dog</li> </ul> </li> </ul> |             |                       |                         |
| <p>Review the crash cart with your trainer</p> <p>Each of the following drugs should be in the crash cart. Review when each of them may be necessary. (Emergency drugs should only be administered by the direction of the doctor)</p> <ul style="list-style-type: none"> <li>• Atropine</li> <li>• Epi (Epinephrine)</li> <li>• Naloxone</li> <li>• Dopamine</li> <li>• Dopram</li> <li>• Lidocaine</li> </ul>  |             |                       |                         |
| <p>Review and set up the dental machine with your trainer</p> <ul style="list-style-type: none"> <li>• Check the water level</li> <li>• Check the scaler</li> <li>• Attach polishing tip</li> </ul>  |             |                       |                         |
| <p>Post-dental – Show how to release pressure from machine</p>   |             |                       |                         |
| <p>Set up additional equipment needed for a dental with your trainer</p> <ul style="list-style-type: none"> <li>• PPE (mask, gloves, eye protection) (optional: cap, dental scrubs or jacket)</li> <li>• dental polish</li> <li>• probe</li> <li>• additional hand instruments that may be needed</li> <li>• gauze</li> </ul>  |             |                       |                         |

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| What two things should be included when wrapping a surgical pack that displays the sterility of the pack?                |             |                           |                             |
| What types of surgical packs are there in your clinic?<br>OHE/Spay?<br>Neuter?<br>Specialized packs (Eye, Dental, etc.)? |             |                           |                             |
| What instruments are included in the OHE/Spay pack?  |             |                           |                             |
| Show your trainer how to wrap a surgical pack?   |             |                           |                             |
| <b>Surgical Record Keeping</b>   |             |                           |                             |
| Show your trainer how you print out Home Care instructions for a surgery pet? How do you adapt it for each pet?          |             |                           |                             |
| What is the process for discharging surgical patients in your clinic?  |             |                           |                             |
| <b>Chapter 6 – Euthanasia<br/>End-of-Life Process</b>  | <b>Date</b> | <b>VT/VA<br/>Initials</b> | <b>Trainer<br/>Initials</b> |
| Review the euthanasia process for your clinic with your trainer  |             |                           |                             |
| Where is the location of the euthanasia sign and candle?   |             |                           |                             |
| Trainer: Review how to input euthanasia charges  |             |                           |                             |
| Trainer: Show how to input cremation charges   |             |                           |                             |
| What day is your clinic scheduled for cremation pick-ups?  |             |                           |                             |
| Demonstrate how to input euthanasia and cremation charges  |             |                           |                             |