



Week 1

Welcome to NewDay Veterinary Care at Pet Paradise!

We are excited to have you join us and look forward to a successful onboarding! At NDVC and Pet Paradise we strive to provide a safe, clean, and fun environment for our pets and team members while giving our pet parents peace of mind.

You will work through this training with your Preceptor and Regional Veterinary Manager (RVM). Our goal is to make you as comfortable as possible with all aspects of your new position.

If you have any questions or concerns, please reach out to your RVM or our Senior Manager of Training and Learning – Rosie Harrison at rharrison@petparadise.com.

1: Housekeeping

- **Pet Paradise Mission** – To enhance the life of our pets and pet parents.
- **Pet Paradise Vision** – Transform pet care and become the trusted leader in our industry by building a company that is as unique and special as the experience we create for our pets and pet parents.
- **Pet Paradise Commitment** - Safe, Clean, Fun
- **Pet Paradise Core Values** – Passion, Innovation, Community
- **Employee Handbook** – Available in UKG
- **Veterinary Manager Blueprint**
 - Job Description
 - Review on Next Page
 - Dress Code
 - Navy Scrubs or Navy NDVC Polo, and NDVC Name Tag
 - Benefits (After 90 Days)
 - Paid Time Off/PTO Accrual
 - 20% Discount off Services/Treatments/Products
 - 2 Complimentary Wellness Plans
 - Holidays, Pay Days
 - 401k, Health, Dental, Vision, FSA, etc.
 - Resort Benefits (Free Daycare, 30 Days Boarding)
 - Regional Veterinary Manager
 - 30, 60, 90 Day Meetings
 - Monthly/Quarterly 1:1
 - Annual Performance Review/Annual Merit Increase

2: Contacts

- **Headquarters Contact List**
 - See Resource Tab
- **Region Contact List**
 - Provided by Regional Manager
 - Group Me

JOB DESCRIPTION

NewDay Veterinary Care Veterinary Manager

Job Title: Veterinary Practice Manager

Reports To: Regional Veterinary Manager

FLSA Status: Exempt

At NewDay Veterinary Care, we believe in delivering high quality medicine along with an exceptional client experience in a compassionate environment. With our innovative, comprehensive pet care experience, patients can experience veterinary care in a less stressful environment. A place where routine exams, diagnostics, vaccinations, and wellness programs are only a splash away from the pool and their best friends. Located at Pet Paradise, NewDay Veterinary Care provides the highest level of care for our patients, while recognizing the importance of work-life balance and a team-oriented approach to medicine.

With over 25 hospitals and growing, NewDay Veterinary Care aims to create a positive culture of engagement, community, partnership, and social relationships to maintain an environment fostering both personal and professional development.

As Veterinary Practice Manager, you will:

- Oversee and train associates on professional, efficient, and exceptional client service (lead by example), to include client education about wellness plans, preventive care, pet health needs, wellness services, marketing campaigns, and other related information; effectively resolve client issues.
- Be considered an active team member-- helping with day-to-day operations as well as administrative tasks.
- Follow all Pet Paradise protocols and practices and be responsible for ensuring associates achieve practice priorities while building our culture and brand.
- Direct, lead and mentor the paraprofessional staff to realize their full professional potential



and deliver outstanding, high quality medical care, client service and business results.

- Effectively create and maintain paraprofessional schedules and work with Chief of Staff to schedule associates to meet client needs according to Pet Paradise guidelines, while proactively planning time off and CE scheduling.
- Act as communications liaison, including holding routine wellness clinic team meetings, sharing business information and messaging to all wellness associates, ensuring they remain informed, engaged, and have opportunities to provide feedback.
- Provide inspirational leadership to the team by creating a positive professional relationship with the Chief of Staff, Pet Paradise associates, veterinary partners, clients, field leadership and corporate.
- Develop annual planning, budgeting, and wellness productivity levels for the wellness clinic in partnership with the Chief of Staff, field leadership and corporate.
- Manage and drive consistent revenue growth and profitability improvements in the wellness clinic. Monitor all financial and operational metrics ensuring deviations from plan are addressed timely and appropriately.
- Manage daily operations of wellness clinic to deliver consistent performance in wellness plan growth, market penetration and

client and associate retention.

Manage overall labor costs while ensuring appropriate scheduling/staffing during all operating hours.

- Use proven methods to promote wellness clinic and Pet Paradise growth.
- Responsible for cost containment, cash control/banking, loss prevention, office and medical supply ordering, and inventory management, maintaining acceptable wellness audit scores.
- Provide leadership to other area wellness clinics as needed throughout the market as they become operational.
- Ensure compliance with all practice policies and procedures and with all local, state and federal laws.

3: Clinic Operations

- **Team Member Introductions**
 - Review Duties of Each Team Member
 - Veterinary Receptionist
 - Veterinary Assistant
 - Veterinary Technician: Certified, Registered, Licensed
 - Attend a Regional Call w/ Introductions
 - Be Assigned to Regional Preceptor
- **Resort/Clinic Tours**
 - Resort Manager, Asst Manager(s) Introductions
 - Familiarize w/ Resort Wings
 - Review Emergency Exit(s)
 - Familiarize w/ Clinic Inventory/Cabinets
- **Vet Services**
 - Services Provided by NewDay Veterinary Care
 - Standard of Care at NDVC
 - Day to Day Operations at your Clinic
 - Wellness Plans
- **Outlook**
 - Pet Paradise Email

4: UKG

- **Logging In**
 - Company Code: LUV4PAWS
- **Viewing Employees**
- **Requesting Time Off**

5: PULSE

- **Login User/Password**
- **PULSE Software Training Videos**
- **How to Create a Patient/Client**
- **How to Review Reminders/Charts**
- **How to Start Chart/Document**

6: Gingr

- **Login User/Password**
- **Gingr Software Training Video**
- **How to Search Patient/Client**
- **How to Create a Reservation**
- **Review/Identify Icons**

7: Pet Paradise University

- **Login**
 - Review/Begin Courses- initial courses should be completed within the first two weeks of employment.



You finished your first week!

Please review the Week 1 Checklist with your Regional Veterinary Manager and ensure you have completed it **BEFORE** moving to Week 2.