



Employee Orientation...Do You Do It?

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Objectives

- Understand the importance of formalizing orientation and initial training for all new employees.
- Learn how this first impression will make a lasting and loyal employee.
- Learn the necessary steps to transition your new employees into your practice's culture.

First Day of Employment

Be Prepared!



First Day of Employment

- Have a agenda prepared in writing for the new employee.
- Have the employee notebook prepared.



Agenda for the 1st Day

1. Introductions
2. Getting acquainted with hospital and work areas
3. Policies
 - a. personnel paperwork
 - b. employee handbook
 - c. standards handbook
 - d. job description
 - e. work schedules

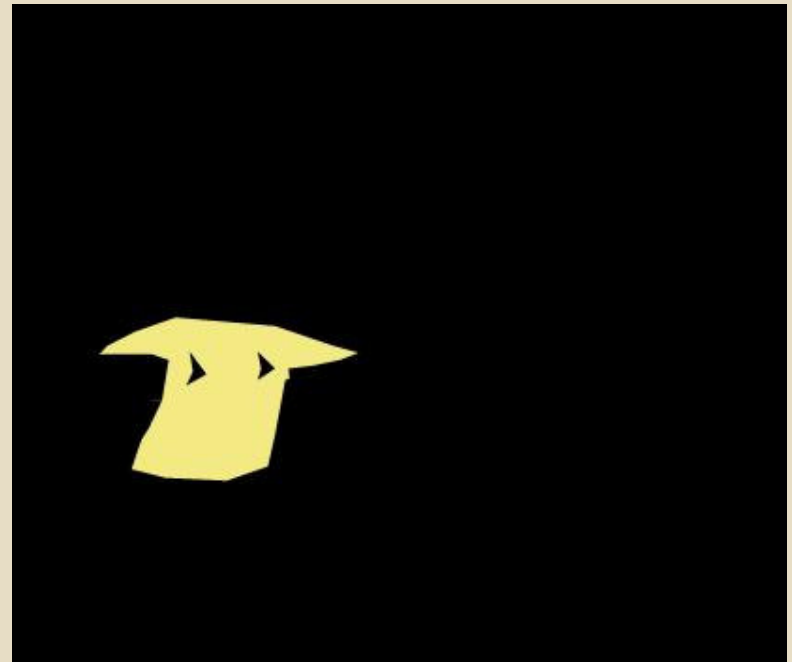
Employee Notebook

It's contents should include the following:

- Welcome letter
- Job description
- Phase training guide with timelines & checklist
- Employee policies
- Standards handbook
- Blank copy of their performance evaluation form

Welcome Letter

- Personalize
- Create pride in the new staff member by listing the vision and reputation in your community in the letter.



Sample Welcome Letter

Dear Julie,

We are pleased you have joined our team at Advanced Animal Care Centre. With genuine concern for our clients and their pets, we are committed to provide them with the highest veterinary care possible. We strive to use the latest technology and techniques available for our clients and patients. As a veterinary health care team, the staff of the Advanced Animal Care Centre works together to promote public education, to prevent disease and to alleviate the suffering of animals.

The principles of cooperation and openness, combined with the personal characteristics of honesty, integrity, and willingness to help each other are the foundation of our practice.

Our employees are second only to the quality of veterinary medicine that we practice. We believe that our staff members are the practice's most valued assets. We will do everything within our power to help you become an integral part of our team as quickly as we can.

We always welcome any suggestions or ideas that you feel would benefit the practice. We encourage employees to share their concerns, seek information, provide input and consult with the veterinarians at any time to discuss and work toward the resolution of any problems or issues that may arise. Welcome to the team!

Sincerely,

Dr. John Smith



Job Description

- Gives job title
- Specific Duties
- General overview of the position



Phase Training Guide with Timelines & Checklist

CLIENT RELATIONS SPECIALISTS

1. Introductions
2. Getting acquainted with hospital & work areas
3. Policies
4. Standards Training
5. Filing System
6. Phone System
7. Computer System



Employee Policies

- Do you have one? Has your attorney reviewed it?
- Read out loud to the new employee with specific examples and explanations.
- Signed employee handbook form.



Standards Handbook

- Vision & Core Values
- Standards of Client Service
- Standards of Communication
- Standards of Image
- Standards of Conduct
- Standards of Care

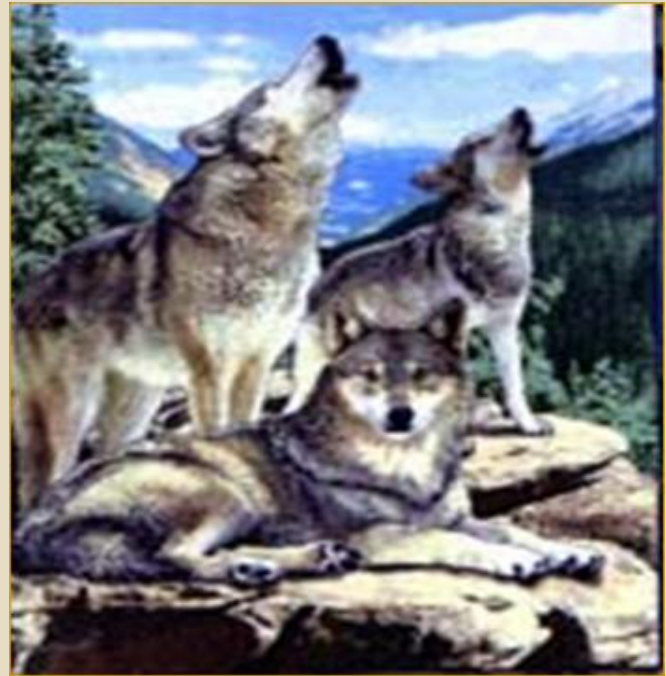


The New Model— A Client/Patient Centered Practice



Train First...Then Let Go

- Teach the basics before throwing them to the wolves!
- Wellness and basic medical information and terminology.



Wellness Standards

Examinations

Vaccinations

Preventions

Routine Diagnostics

Elective Surgeries

Dental Care

Grooming/Behavior

Nutrition



Client Communication Tools

Becomes a training tool for new employees.

Creates value in wellness recommendations to staff and clients

Love and Protection Guidelines

12 Body System” Comprehensive Exam

Annual Health Profile (bloodtest)

DA2LPP/CPV vaccination: yearly

Heartworm Test (bloodtest)

Rabies vaccination and license

Intestinal Parasite Exam (fecal)

Strategic Deworming

Bordetella vaccination: yearly booster

EKG*

Nutritional, Behavioral Review and Counseling

Health Maintenance Recommendations

Mentor Buddy System

- Utilize key member of your team to continue with phase training.
- Reward their efforts
- Bonus Incentives



Follow up Weekly

- Ask new employee how it's going?
- Is the training effective?



Conduct 30 Day Performance Appraisal

The employee will be evaluated in 30 days after the first day of employment.

Ask the employee to fill out the performance evaluation about themselves in thirty days and return the form back to their supervisor.

Then the supervisor fills out the performance evaluation form and schedules a meeting with the new employee to discuss both of their form answers and scores.)



Thank You!

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