

Summerside Veterinary Hospital



Volunteer Application Package

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Edmonton, Ab,
T6X 2A1

Table of Contents

Section 1: Application Information

- About Summerside Veterinary Hospital.....Page 3
- Roles & Responsibilities.....Page 4
- Volunteer Scheduling / Missed Scheduled Days.....Page 5
- COVID-19 Protocol.....Page 6
- Dress CodePage 7
- Etiquette for Observing Procedures.....Page 7
- Privacy & ConfidentialityPage 8
- Social MediaPage 8
- ParkingPage 8

Section 2: Application Form

- Personal Information.....Page 9
- Personal Information ContinuedPage 10
- Availability.....Page 10
- Current Employment.....Page 11
- Previous Volunteer Experience.....Page 12
- Application Waver.....Page 13
- Application Waver Continued.....Page 14

Section 1

About Us

Summerside Vet Hospital is a locally owned and operated small animal Vet Clinic serving Edmonton, and surrounding communities. Dr. Pat Kubik and Dr. Lisa Gruber commenced ownership in 2019, bringing over 25 years of experience delivering veterinary medicine. Committed to the highest standard of patient care, client education, and customer service, they and their professional and compassionate team are dedicated to developing warm and long-lasting relationships with clients and their pets.

We are a full service Veterinary hospital. In addition to the annual wellness exams and vaccinations that are so critical to maintaining a pet's health, Summerside Vet Hospital offers a wide range of in-house diagnostic, treatment, and hospitalization services. We are passionate about dental care and offer a full complement of dental care services including cleaning, radiographs, and dental extractions if required. Our surgery suite is fully equipped and along with routine procedures, we perform more complex soft tissue surgeries. We will endeavour to accommodate emergencies that may arise with pets whenever possible.

Our Veterinarians, Dr. Pat Kubik and Dr. Lisa Gruber, firmly believe in preventative care and both are strongly focused on client education. This allows owners to play an active role in keeping their pets as healthy as possible throughout their lives. We look forward to working with our clients and their new pets, beloved seniors an every stage in between.

Roles & Responsibilities

This position involves volunteering as support staff. You will mostly be helping with the kennel staff duties. This does involve a great deal of cleaning.

- Keeping up with daily, weekly and monthly cleaning duties (we will provide you with a cleaning checklist)
- Keeping the animal kennels clean and fresh for any pet staying with us.
- Walking dogs outside for bathroom relief when directed.
- Cleaning exam rooms between each appointment & keeping the waiting room tidy

Once volunteers are comfortable with the above duties their responsibilities may be increased, at the discretion of management, to include:

- Assisting the kennel staff and or RVT's with animal restraint (when asked)
- Assisting with cleaning surgical supplies
- Assisting with processing incoming inventory & restocking shelves

Volunteer Scheduling / Missed Scheduled Days

The Volunteer schedule is made one month in advance according to the availability of the volunteer. It is the responsibility of each volunteer to let us know in advance about any days they are available or any time off required.

Volunteers will be responsible for making note of their scheduled shifts, and expected to arrive on time for those days. Unless there is a reasonable reason why you cannot make it, shift “no shows” and failure to inform us of your absence could result in termination as a volunteer. We implement a “3 Strikes Rule” for “no shows” and tardiness.

If you are unable to attend a shift or think you might be late, we ask that the Volunteer calls the clinic to let us know.

Volunteer Completed Hours

Volunteer hours will be recorded in a log book, please sign in and out at the start and end of each shift. Each month they will be signed off by management.

A hours completed certificate can be provided if needed.

COVID-19 Protocols

Under the guidance of the Alberta Veterinary Association, Summerside Vet Hospital has implemented a number of protocols to keep our small team of professionals, and our clients safe.

- Mask are to be worn at all times upon entering the hospital
- If you are feeling sick, travelled in the last 14 days, or been in contact with someone who has travelled/tested positive we advise that you stay home and follow the Covid-19 guidelines for testing and quarantine.

For your information this is our client COVID-19 Protocols below:

NEW UPDATE STARTING AUGUST 1ST, 2021:

- On arrival, please call the clinic (780-466-4030)
- Although our door will remain locked, we will be allowing 1 pet owner accompany their pet in the exam room for all medical visits with the Veterinarian. Masks must be worn at all times.
- Curbside exam appointments will still be available if preferred
- All other services such as: Nail trims, anal glands, injections, bloodwork / lab testing, and medication / food pick up will all still remain curb side. Call on arrival.
- An exemption to our closed-door policy will be made for euthanasia. A maximum of 2 family members may attend in-clinic with the possibility of more in attendance if the euthanasia is performed in the green space behind the clinic. (Weather dependent)
- We ask that you wear a mask during any interactions with our staff including pick-up and drop-off at the door
- Unless otherwise advised, please remain on the premises to be ready to collect your pet upon completion of their exam
- Food and medication orders can be placed via email or phone; food and pet supplies can be placed online for home or in-clinic delivery
- We are not accepting any cash or debit transactions at this time, payment can be made by e-transfer, or by credit card over the phone
- We are currently experiencing a high volume of calls. If you are unable to get through, please leave a message or email and we will get back to you as soon as possible.
- Abuse of any kind towards our staff will not be tolerated
- Please postpone appointments if you have traveled in the previous 14 days, are feeling unwell, or possess any Covid-19 symptoms

Dress Code

We require professional attire to be worn during your shift at Hospital.

- Scrubs are the preferred choice of attire as you will be helping with animals and performing cleaning tasks. If scrubs are not available to you, full length pants and t-shirt are fine to be worn, as long as the look remains professional and is something you are comfortable in and is replaceable.

(no sleeveless shirts, no baggy hoodies, no jeans)

- Closed toe shoes must be worn at all times. *(We recommend runner's or sneaker as you will be on your feet through most of the shift)*
- It's recommended to have your hair tied back if it is long / bring hair tie with you.
- Please make sure you have appropriate outdoor attire with you. *(We might ask you to assist in taking the dogs outside for a pee break)*

Observing Surgical Procedures Etiquette

- Due to the graphic nature of a surgical procedure, it may be difficult to handle. If you feel uncomfortable, dizzy or weak at any point it is important to inform a staff member and immediately sit down. **Do not go to a private room/bathroom without informing staff first as we want to monitor that you are not injured in any way*
- You may observe treatment & surgical procedures as long as you are not interfering with the team's space or obstructing the use of medical equipment.
- Please do not handle any of the surgical equipment unless directed by the Doctor or RVT.
- Please be mindful of your surroundings and so you do not accidentally bump or touch anything within the sterile zone.
- Surgical masks are required when entering the surgical room

**There will be many opportunities to watch interesting procedures, we do ask that you prioritize our important cleaning tasks over observing as much as possible. Your assistance with these duties allows the rest of the team to focus on providing the highest level of care and attention to our patients & clients.*

Privacy & Confidentiality

While volunteering you may have access to information that is confidential. This information is the exclusive property Summerside Veterinary Hospital and therefore it is not to be discussed outside of the hospital.

The term “confidential information” refers to all data/information relating the business, including but not limited to, the following:

- Client/patient information (Names, phone numbers, email & home addresses)
- Staff contracts and wages
- Quantity, cost and specifications of products and service
- Staff members contact information/personal details

Paperwork containing confidential information must be shredded after its intended use. These documents are not to be re-used in any way, even as scrap paper.

Social Media

Sharing patient or client photos/videos on personal social media without their express permission is forbidden. Doing so violates client/patient confidentiality and is cause for termination.

Parking

- Client designated parking stalls in front of the building are not to be used by employees or volunteers. We ask that you park in the larger lot to the east of the building.
- Please do not park or block areas where emergency or commercial vehicles require access.
- Please lock your vehicle. Summerside Veterinary Hospital is not responsible for any loss or damage to your vehicle or contents of your vehicle while parked on clinic property.

Section 2: **Application Form**

Please read over and carefully complete section 2 of the Volunteer application waver before sending it back to Summerside Veterinary Hospital. Please keep section 1 of the package.

Date: _____

Personal Information

Name: _____

Current Address: _____

Home Phone: _____

Cell Phone: _____

Email: _____

Emergency Contact Name: _____

Relationship: _____

Phone number: _____

What interested you to volunteer with us? _____

How did you hear about us? _____

Do you need to complete a certain number of volunteer hours for school / other obligation?

Do you have any medical conditions or allergies that we should be aware of to ensure your safety at the clinic?

Do you have any physical limitations? _____

Availability:

Please indicate days available to volunteer with us:

Monday:	From _____	to: _____
Tuesday:	From _____	to: _____
Wednesday:	From _____	to: _____
Thursday:	From _____	to: _____
Friday:	From _____	to: _____
Saturday:	From _____	to: _____

Please give advanced notice for any time off / holiday's.

Education: Highest Level of Education Completed:

Current Employment / Employment History (*If applicable*)

Current Employer: _____

Position/Title: _____

Address: _____

Special training,
skills: _____

Previous Employer: _____

Position/Title: _____

Address: _____

Special training, skills: _____

References

Please list three references (*Include your current or last employer*):

1. _____

2. _____

3. _____

Previous Volunteer Experience *(If applicable)*

Name of organization:

Duration of
volunteering:

Role &
Responsibilities:

Name of organization:

Duration of volunteering:

Role & Responsibilities:

Volunteer Waiver

Please read each line carefully and initial.

- I understand that this is an application for and not a commitment or promise of a volunteer opportunity. _____
- I certify that to the best of my knowledge, I have and will provide information that is true, correct and complete. _____
- I have and will answer all the questions to the best of my ability, and that I have not and will not withhold any information on my application for a volunteer position. _____
- I confirm that I am at least 16 years of age. _____
- I understand that information on my application will be verified. I understand that misrepresentations may be cause for immediate rejection as an applicant at Summerside veterinary Hospital or my termination as a volunteer. _____
- If I receive a volunteer position, I understand that I am expected to assist the kennel attendants in completing their daily tasks without monetary compensation for hours worked from Summerside Veterinary Hospital. _____
- I also understand that I am volunteering at my own risk and that if I am injured or emotionally disturbed by an occurrences at Summerside Veterinary Hospital I will not hold Summerside Veterinary Hospital, its staff or management responsible. _____
- I have received a volunteer information package from Summerside Veterinary Hospital and have read and understood its contents entirely. I understand that if I violate any of these terms it may result in termination. _____

Continued on next page

Applicant Printed Name: _____

Applicant Signature: _____

Name & Signature of Parent or Guardian If Applicant Is Under the Age of 18:

Date: _____

Staff Signature: _____ Date: _____

*Please keep section 1 of this package, email section 2 of this package to
h.summersidevet@gmail.com*