

## Attendance

As a team member at Moore Animal Hospital, your attendance and punctuality is crucial to our team's success.

You shall be in the building ready to start working before the time you are scheduled

**15 minutes early is early.**  
**10 minutes early is on time.**  
**On time is late.**  
**Late is unacceptable.**

You shall be at work on the days and times you are schedule unless proper paperwork and arrangements have been made one month prior to your absence.

Tardiness is unacceptable and subject to verbal and written warnings, as well as termination.

Absenteeism without proper paperwork and arrangements are unacceptable and subject to verbal and written warnings, as well as termination.

## Training Plan

### New Employee Orientation

Orientation is our way of introducing you to our culture, policies, and procedures. This will take place during your first 3 days of employment

### Boot Camp

After your orientation you move into Boot Camp. This is a two week trial period for you to learn our ways, and for us to assess your training needs. Boot Camp may be started over during any point of your employment at Moore Animal Hospital

### Probationary Period

Now that you have graduated from Boot Camp, you are considered a probationary employee at Moore Animal Hospital during the first 90 days. At 30, 60, and 90 days your growth and performance is reviewed.

## Personal Appearance

**Dress for success!**

Hair must be clean, cared for, and presented in a neat fashion at all times.

Uniform must be within accordance to assigned scrub schedule.

Facial hair must be clean and well groomed.

Jackets with Moore Animal Hospital logo are allowed during your shift

Personal Body Odor must be maintained, skin and teeth must be clean.

Marijuana use, though legal in Colorado, will not be tolerated. All employees are subject to random drug testing. Any employee testing positive, or those refusing testing are subject to immediate termination.

## Employee Promise

Moore Animal Hospital strives to provide personal and professional growth to each individual.

Our staff is an important member of our family who serves to the needs of our clients.

It is our promise to each employee that we enrich your development within our capabilities.

You will be treated with respect every day and are expected to treat others with the same respect.

## Moore Animal



## Hospital

**Our purpose is to enhance people's lives by promoting the health and well-being of their animals and enriching their relationships**

CREDO CARD

## Team Values

I will Have **FUN**, work **HARD**, and **ENJOY** the Journey.

I will Breed a positive **CULTURE!**

I will Get **ON THE BUS** every day!

I will Have a **POSITIVE ATTITUDE** every day and will not be an **ENERGY VAMPIRE!**

I will Show **LOVE & RESPECT** for every other person with whom I have contact. I will Love every client and their pet as if they were my family.

I will Embrace **CHANGE**. I will Never stop learning.

I will put the **TEAM FIRST**, understanding successful teams have teammates that are unselfish and willing to put their individual goals behind the team's goals.

I will understand that **ALL** organizational decisions aim to make the team **BETTER, STRONGER, and more EFFICIENT**

I will only express a complaint if I have a viable solution.

## Mission Statement

Moore Animal Hospital's mission is to build lasting relationships that care for both owners and their companion animals.

By providing the highest quality medical, dental and surgical services.

Being compassionate, understanding, and supportive of the owners concerns and desires.

Walking by owners, educating them about the needs of their companions through each life stage of birth, adolescence, adulthood, senior and geriatrics.

## Scrub Schedule

Monday- Shades of Blue

Tuesday- Red & Black

Wednesday- Pink, Maroon or Purple

Thursday- Shades of Green

Friday- Theme Day

Saturday- NEON

**Dress up for success. Each employee is required to dress within the day's color/theme to create a unified team.**

## Dream Team

**Team Leader**

Operations Manager

Operations Assistant

Client Advocate Team

Field Trip Guide Team

Medical Team Lead

Veterinary Team

Veterinary Technician Team

Veterinary Assistant Team