

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. We request 2-4 weeks prior notice on all scheduled vacations.

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.

Training Camp

After your orientation you move into Training Camp. During this 4 week period you will spend time learning in each department, so that you better understand all aspects of our hospital.

Provisional Period

Now that you have graduated from Training Camp, you are considered a provisional employee at Moore Animal Hospital during the first 90 days. To help you succeed, your growth and performance will be reviewed at 30, 60, and 90 days.

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 uniform schedule.

Facial hair must be clean and well groomed.

Scrub jackets, blazers or sweaters with Moore Animal Hospital logo are allowed during your shift.
No jackets with hoods.

Appropriate 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 believes that our team members and culture are our most valuable assets.

We are dedicated to providing personal and professional growth opportunities to our team members.

It is our promise to provide mentorship and training 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 get to Have **FUN**, work **HARD**, and **ENJOY** the Journey.

I get to Breed a positive **CULTURE!**

I get to get **ON THE BUS** every day!

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

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

I get to 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 get to express a complaint if I have a viable **SOLUTION**.

MISSION STATEMENT

Moore Animal Hospital's mission is to create a better community by building lasting relationships that care for both people and their companion animals.

Our goal is to provide the highest service while being compassionate, understanding, and supportive of people's concerns and desires.

We will walk beside people, educating them about the needs of their companions throughout each life stage of birth, adolescence, adulthood, senior and geriatrics.

UNIFORM SCHEDULE

Leadership/Doctors:
Business Casual or
Black or Purple Scrubs

Technicians/Pet Resort:
Black or Purple Scrub Top
Black Scrub Pants
Black Scrub Jacket (optional)

Client Advocates:
Black or Purple Button-Up
Shirts or Polos
Black Pants or Skirts (No Jeans)
Dress Flat Shoes/Boots/Heels
(No Tennis Shoes,
Ugg Style Boots)

Dress up for success. Each employee is required to dress within their department's theme to create a unified team.

DREAM TEAM

Leadership Team

Veterinary Team

Veterinary Technician & Assistant Team

Client Advocate Team

Pet Resort Team

While our Dream Team is composed of multiple departments, it is our goal to create ONE unified team in which the whole is made better because of each individual's contributions.