

TEEN MENTOR POLICY GUIDELINES

Mentoring is a core value of our Clinic and will be passionately pursued. Many students have gone on to pursue careers in the veterinary field and some have been afforded job opportunities at Redmond Veterinary Clinic. Students usually are interested in gaining exposure to veterinary medicine as a career path. It is required that these students be no younger than 6th grade.

Redmond Veterinary Clinic offers routine and emergency care for companion and large animals. The following services are provided: Anesthesiology, Cardiology, Clinical Pathology, Critical /Intensive Care, Dentistry, Dermatology, General Surgery, Internal Medicine, Neurology, Nutrition, Digital Radiology, Obstetrics/Reproductive Care, Oncology, Ophthalmology, Orthopedics Pet Behavior, Well Animal Care, Flexible and Rigid Endoscopy, Digital Ultrasonography, and Laparoscopic Spays.

Redmond Veterinary Clinic will provide an opportunity for teen students to observe the operations of a Veterinary Clinic. In this vein:

- Redmond Veterinary Clinic will provide an opportunity for up to 5 observation periods that are no longer than 4 hours in length.
- Students will be under the supervision of a Veterinary Technician or Veterinarian
- Students will be provided with the opportunity to observe examinations, health consultations, diagnostic testing and surgical procedures.
- Students will have the opportunity to have processes and procedures explained to them.
- In some instances, students will have the opportunity to assist in Clinic operations that may include facility and animal care. Proper training will proceed any such opportunities.

Students are expected to follow the following guidelines:

PARTICIPATION

- Keep in mind that the quality of your experience is directly proportional to your level of interest, enthusiasm and preparation.
- In general, the student will participate as an observer only. In some instances, the student will be asked to participate in a more hands on role in facility or animal care. Prior to helping in any fashion, it is the responsibility of the student to:
 - Be properly trained by the staff to perform the task
 - Perform the task safely following all safety guidelines
 - Feel free to refrain from performing a task if they do not feel comfortable doing the task.
 - Ask for help if there are any questions.

ETHICAL STANDARDS

- Redmond Veterinary Clinic insists on the highest ethical standards in conducting its business. When faced with ethical issues, students are expected to make the right professional decision consistent with Redmond Veterinary Clinic's principles and standards.
- Keep all records confidential and do not discuss case specifics outside of the practice.

ANIMAL INTERACTION

- Redmond Veterinary Clinic will never tolerate abusive action towards animals such as yelling, hitting, kicking or choking.
- Students should not attempt to approach or pet any animal unless they have been provided permission by the owner or a staff member. Any animal is capable of biting, given the right set of conditions.

CLIENT INTERACTION

- Students are encouraged to speak with clients but should do so only if the client initiates that interaction.
- Students must refrain from providing negative commentary regarding the client's animal including its current medical condition or the animal's behavior.
- Treat all clients as if they are a friend of your mother's and every patient as if it were your own animal.

STAFF INTERACTION

- Conduct yourself with professionalism both inside and outside of the practice. This includes treating every member of the practice healthcare team with respect, regardless of the nature of their job. There is much to be learned from technicians, assistants and receptionists.
- Student are encouraged to ask questions regarding a particular case or procedure but should do so only when the staff is not engaged with the client.

DRESS CODE

- Students are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects Redmond Veterinary Clinic's reputation or image is not acceptable.