



VMTH
SMALL ANIMAL CLINIC
ANIMAL Vet Aide Orientation



Objectives:

- Welcome to the Vet Aide Orientation
- Introductions
- Who we are
- What Services are available to intern?
- Attire
- What to Expect
- Professional Expectations
- Attendance Policy
- What NOT TO DO
- Restraint Review
- Important Places to know

Introductions

Vet Aide Management Team

- Rodney Santos, RVT.
- Danielle Randall, RVT.

Please note that we do not work in all services and any questions should be directed to service supervisors

Vet Aide VMTH Small Animal Clinic Services

- Small Animal Emergency
- Small Animal Surgery
- Small Animal Internal Medicine*
- Community Practice/Dentistry
- Medical Oncology
- Neurology
- Ophthalmology
- Physical Rehabilitation

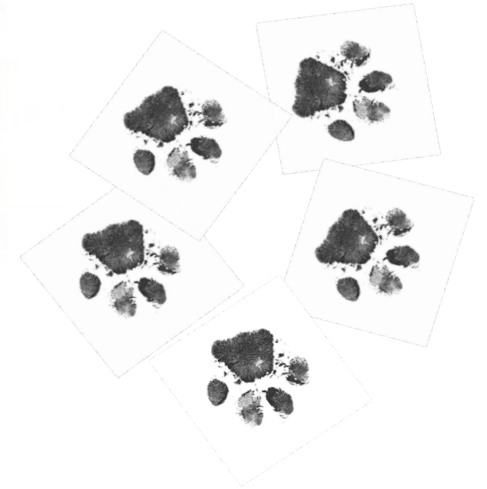
Who to contact

- If you are running late, need to reschedule, have questions, etc.. Please contact the supervisor listed on the sheet.

Service	Supervisor's Name	Email	Phone Number	Building	Room #
Behavior	Michelle Borchardt	mrborchardt@ucdavis.edu	530-302-7739	VM2	202
	Rodney Santos	rnsantos@ucdavis.edu	(530) 979-0727		
CAPE	Kristina Palmer	kmpalmer@ucdavis.edu	530-979-0708	VM2	
	Danielle Randall	darandall@ucdavis.edu	530-601-7248		
Cardiology	Juan-Luis Alvarez	julalvarez@ucdavis.edu	530-979-1405	VM2	207
	Megan Loscar	mrbadgley@ucdavis.edu	(530) 752-1393		
Community Medicine	Sarah Sanders	sldohr@ucdavis.edu	530-979-6621	CCAH	157
Dermatology	Judy Schettler	jmschettler@ucdavis.edu	530-979-1499	VM2	204
	Megan Loscar	mrbadgley@ucdavis.edu	(530) 752-1393		
Medical Oncology	Kriste Sears	ksears@ucdavis.edu	530-754-2273	CCAH	171
	Danielle Randall	darandall@ucdavis.edu	530-601-7248		
Neurology	Kathy Pinkston	kapinkston@ucdavis.edu	530-979-0818	VMTH	2230
	Amanda Herrera	amaherrera@ucdavis.edu	530-979-0076		
Ophthalmology	Sheri Pendergraft	sheripendergraft@gmail.com	530-979-1453	VM2	229
	Nikki Rochin	narochin@ucdavis.edu	530-574-3584		
Physical Rehabilitation	Cathy Piche	cpiche@ucdavis.edu	530-979-0684	VM2	
	Megan Loscar	mrbadgley@ucdavis.edu	(530) 752-1393		
Radiation Oncology	Kriste Sears	ksears@ucdavis.edu	530-754-2273	CCAH	
	Danielle Randall	darandall@ucdavis.edu	530-601-7248		
Small Animal Emergency	Lynn Dowling	ldowling@ucdavis.edu	530 752-1393	VMTH	2071
	Brenda Keegan	barroyo@ucdavis.edu	530-979-1412		
Small Animal Surgery	Amanda Hererra	amaherrera@ucdavis.edu	530-979-0076	VMTH	
Small Animal Internal Medicine	Nikk Saunders	nrlietz@ucdavis.edu	530-979-0870	VMTH	2056
	Samantha Jones	sdjones@ucdavis.edu	530-718-8395		
Community Surgery	Rodney Santos	rnsantos@ucdavis.edu	(530) 979-0727	Gourley	

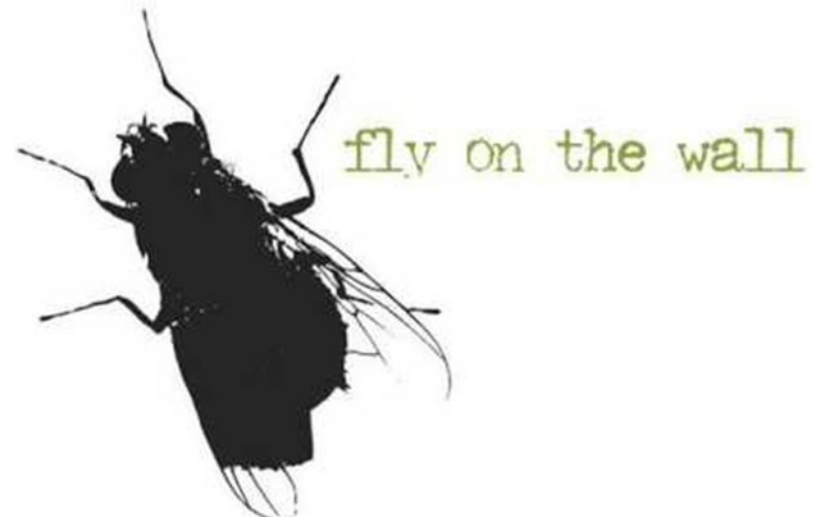
Required attire:

- Closed toed shoes- nursing or tennis shoes okay
- Scrubs -Must be Navy Blue. Make sure they fit you well.
- Top & Bottom
- Name Badge-Found in vet aide binders.
- Mandatory to wear at all times during your internship.
- If you lose it, please inform Vet Aide Officers ASAP
- Minimal jewelry and accessories - No dangling earrings, necklaces & rings may get caught on things.
- Misc Items:
 - Blue or Black Pen (required for all services)
 - Notebook (required in some services)
 - +/-Stethoscope
 - Watch
 - Calculator



What to expect

- Professionalism Expectations
- Treat this internship like an employment opportunity
- Don't be a fly on the wall-be engaged!
- Attendance Policy
- Show up on time and communicate and any issues ASAP
- Sign in binder once you arrive.
 - Do not falsify your arrival/departure time.



Professional expectations

- Treat this internship like an employment opportunity
- Professionalism-
- Be engaged
- Not on cell phone
- Be respectful
- Good attendance

- Inappropriate behavior will result first in a verbal warning and a report to VAC internship supervisor for review.

- A second offense will result in a review by VMTH staff and VAC officers and may lead to termination of the internship.



Attendance Policy

- Attendance Policy
- Attendance is mandatory
- Show up to your shift on time.
- Log your time in and time out accurately.
- Complete you entire shift.
- Be present at all times, check in with the technicians prior to leaving the service area, unless directed.
- Intern has an emergency, or needs to leave early, or arrive late:
- What to do:
 - Intern to inform BOTH their VAC supervisor and VMTH Supervisor no less than 24 hours in advanced (Emergencies can be excused and will be handled on a case by case basis)
 - Please email, or text, or call.

Attendance Policy

- Break/ Accommodation Policy
- A 10-15 minute break will be allowed for internships that last 4.5 hours or longer, all other breaks must be approved by VMTH supervisor.
- If an intern needs to take a break for medical reasons it must be discussed with VMTH supervisor in advance.
- Cell Phone Policy –Please leave cell phone in locker or bag.
 - If you need to carry you phone, please inform you supervisor.
 - **Do not take any photos of patients or post to social media.** You will be excused from Vet Aide Internship if you take photos without permission from clinicians and/or if you post any patient photos/information to social media without prior approval.



Common questions

- Who do I call if I am lost on my first day?
 - What do I do if need to change my shift?
 - Who do I contact if I need transcript notation?
 - Who do I contact to obtain VAC scrubs?
 - Where do I buy scrubs?
 - I missed one shift how do I make it up?
-
- All these questions should be directed to the supervisor listed on contact sheet



Restraint review

- UCD VMTH Patient Policies:
- All patients must:
- Be on a leash if a canine and in a carrier if a feline
- Must have a ID band at all times
- Please notify technician if you notice these policies not being adhered to



Behavior - Canine:

Reading Canine Body Language: T-E-M-P.

(with Tickle the Pit Bull)

Tail, Ears & Eyes, Mouth, Posture



Relaxed (down)



Relaxed



Submissive / Happy
I'm Not A Threat



Happy



Ready To Play



Submissive
Deferential



Please Leave
Me Alone



Anxious
Stressed



Terrified



Fearful Ready
To Fight



Alert



Wary / Unsure
Suspicious



Stalking



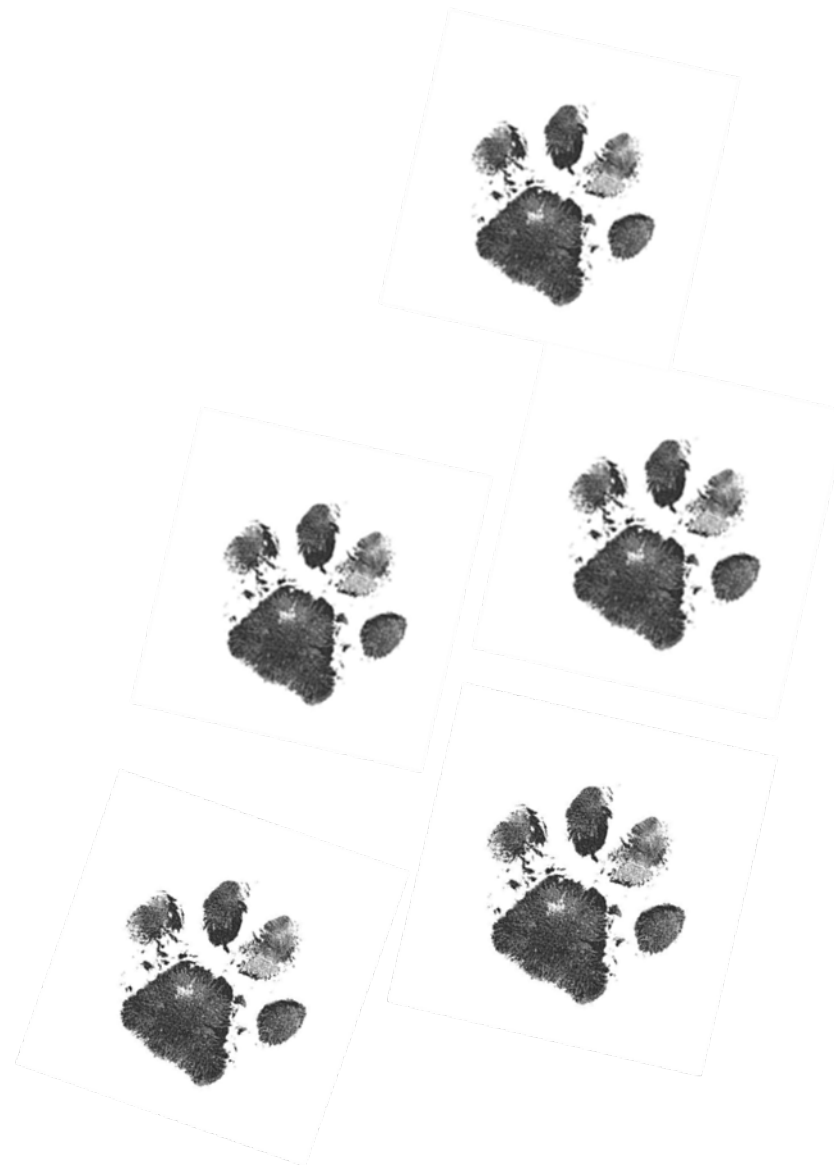
Defensive
Territorial



Angry Ready
To Fight

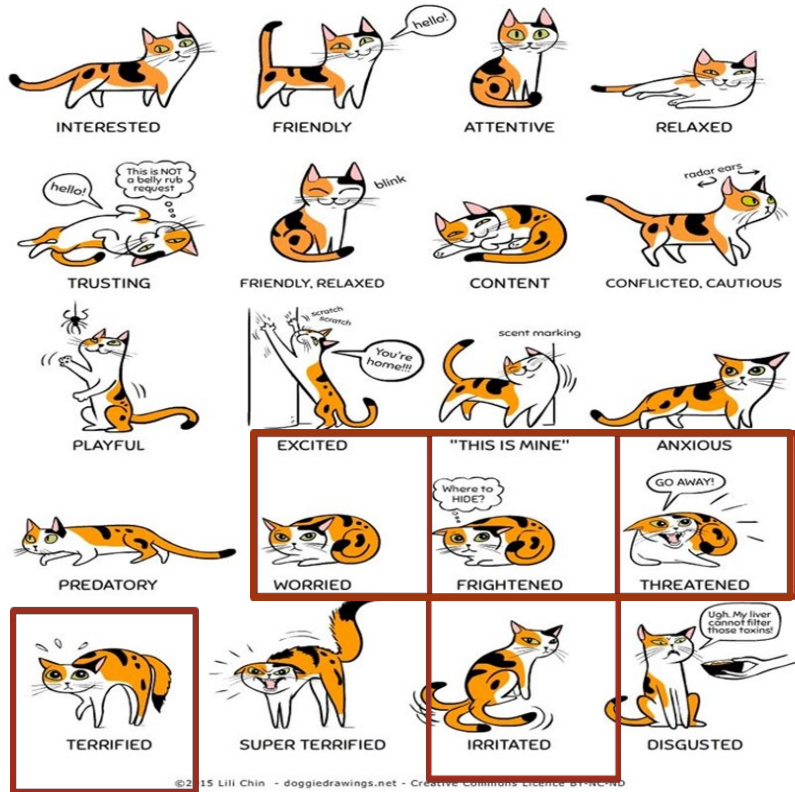
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Illustrated by Samantha Hines



Behavior – Feline:

CAT LANGUAGE



- Felines
- Vocalization (Growling/Hissing)
- Tail Swishing
- Swatting
- Tensing

Restraint tools

Canine –

- Muzzles
 - Basket
 - Mesh/Cloth
- Leashes
- E-Collars



Feline-

- Towels
 - "Purrito"
- Cat Bag
- Muzzles
- E-Collars



Basic restraint:

The key to proper restraint is keeping everyone, including the patient, as safe as possible.

- **Lateral Recumbency – Canine**

- Feet should always be facing away from you.
- One forearm should be placed on patients shoulder, just below the neck preventing the patient from lifting or turning their head and the other forearm should be placed on the patients hip while holding the front and back paws that are closest to the floor to prevent the patient from standing up.



****ALWAYS BE AWARE OF THE PRESSURE YOU ARE PUTTING ON THE PATIENT***

Basic restraint:

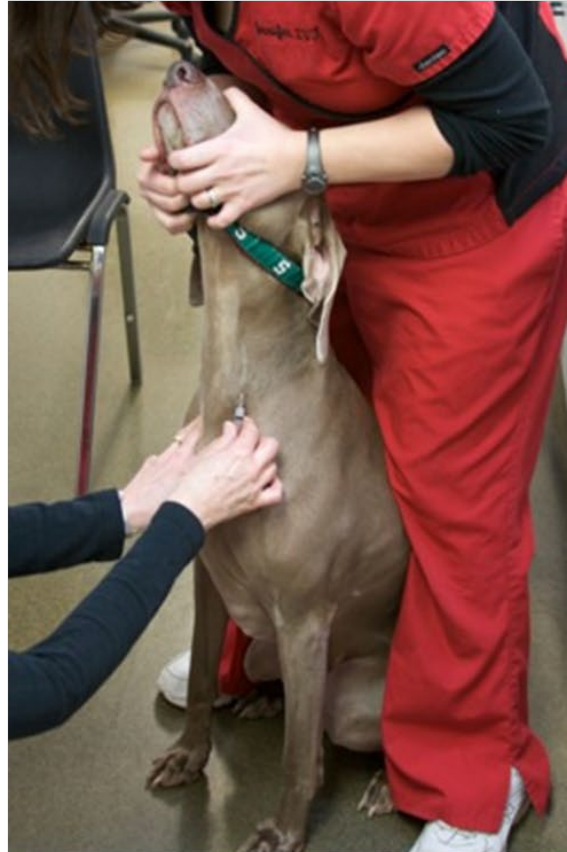
▪ **Lateral Recumbency – Feline**

- “Cat Stretch” ****technician only****
- Scruffing-
 - Place your pointer finger in between the cats ears and place your thumb and your other three fingers on the other side of each ear. Close your hand into a fist and gently pull the scruff.
- After scruffing the cat, grab the back feet in your other hand and stretch the cats back along your forearm.
- This technique should give you complete control over the cat’s movements except for the cats front legs.



Venipuncture restraint

- Jugular
 - Canine
 - A jugular draw on a canine is generally done strictly in sternal positioning.



Fundamentals of Jugular Restraint –

For large dogs-

Have the pet sit with your legs bracing against the pets back. Grasp the muzzle of the pet with your thumbs on top of the muzzle and your fingers underneath the muzzle. Use your pinky fingers to hold any collars. Gently bring the muzzle of the dog up until the person drawing can easily access the vein.

For small dogs-

Have the pet sit with your upper body bracing against the pets back, then continue as previously mentioned.

Venipuncture restraint

- Jugular
 - Feline
 - A jugular draw on a feline can be done in sternal, lateral, and dorsal positioning.



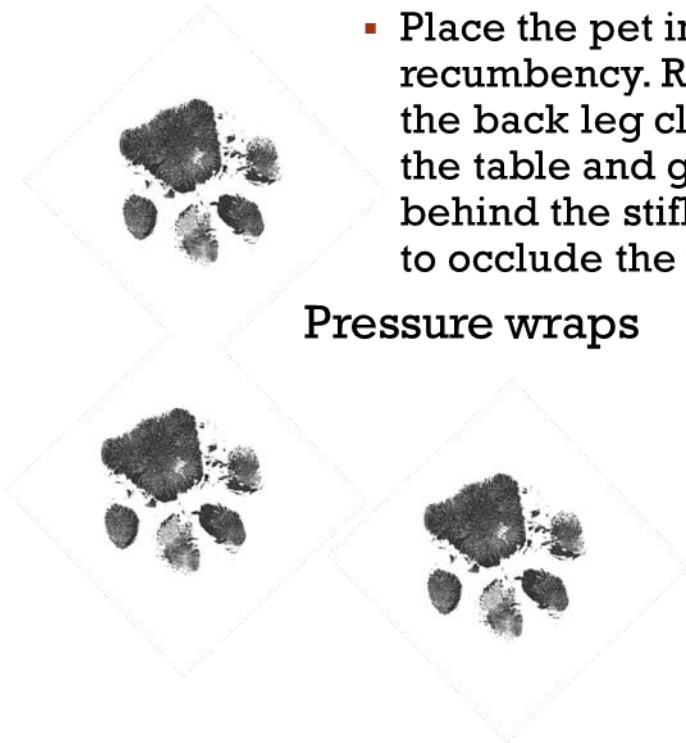
Fundamentals of Jugular Restraint –

Place the pet near the edge of the table. In one hand, place the front legs near the paws in a firm grasp. In the other hand, place three fingers underneath the muzzle of the cat with your pointer finger just above the nose and your thumb on top of the cats head. Move the pet until their front end is off of the table and you can move their legs down in order to stretch the neck gently to provide easy access to the vein.



Venipuncture restraint

- Lateral Saphenous-
 - **Canine Only**
 - Positioning-
 - Place the pet in lateral recumbency. Release the back leg closest to the table and grip behind the stifle (knee) to occlude the vein.



Venipuncture restraint

- Medial Saphenous
 - **Feline Primarily (K9 OK)**
 - Positioning-
 - Place the pet in lateral recumbency. Release the back legs and use the palm of your hand to grasp the paw of the top back leg with your thumb and the side of your pointer finger. Push the leg in your hand towards your body until the leg touching the table is fully exposed. Firmly press the side of your hand down against the leg touching the table to occlude the vein.



** It may be beneficial to the person drawing blood to hold the tail of the pet out of the way as well.*



Catheter restraint

- When restraining for a catheter placement in a dog, it is best to begin in sternal recumbency which is similar to the positioning for jugular draws.
- First, place the pet in a sitting position with their back bracing against you or they can lay down with you to the side of them.
- Use one arm to restrain the head by positioning your arm across their chest and grasping the side of their head. This allows control of the pets head in case they become fractious.
- With the other hand, place your thumb on the inner portion of the elbow and press down while rotating your hand underneath the patients arm. You should be able to occlude the vein while keeping a firm hold of the patients arm to prevent jerking movements for the placement of the catheter.



Catheter restraint

- Begin with the pet laying straight on the table.
- Grasp under the pets chin with your bottom four fingers and place your thumb in the middle of the pets forehead. This gives you control of the pets head.
- With your other hand, place your thumb on the inner portion of the pets elbow and push down enough to occlude the vein.
- Rotate your hand until your thumb is on the outer portion of the pets elbow and you have a firm grip on the pets arm. This should allow for easy access to the vein for the placement of the catheter.

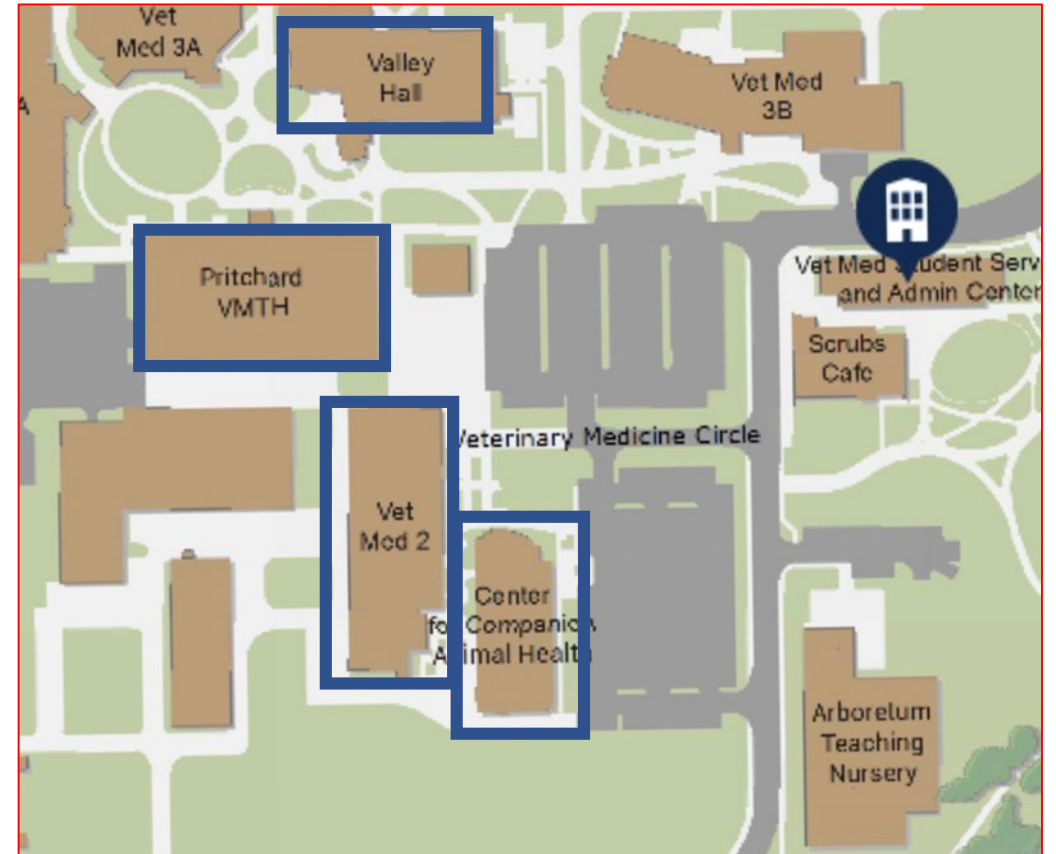


Important Places to know...

- Valley Hall
- Pritchard VMTH
- VM2
- CCAH

Departments worth noting:

Main Pharmacy- VMTH 1st floor
Central Service – VMTH 1st floor
Lab-VMTH 1st floor
Nutrition –VMTH 2nd floor
Radiology –VMTH 2nd floor



Service check in locations

**Center for Companion Animal Health (CCAH)
Reception B (Glass building)**



CAPE
Community Practice
Dermatology
Medical Oncology
Physical Rehabilitation
Radiation Oncology

Service check in locations

**Veterinary Medical Teaching Hospital (VMTH)
Reception A (Follow red emergency signs)**

Behavior
Cardiology
Ophthalmology
Small Animal Surgery
Small Animal Emergency
Small Animal Internal
Medicine
Neurology



QUIZ

1. If you are running late or unable to make your scheduled shift, who must you contact to notify?

- A. Service Supervisor
- B. Rodney Santos
- C. School Dean
- D. Service Chief of Staff

QUIZ

2.What is an appropriate attire for work?

- A. Jeans, UC Davis Shirt, name tag
- B. Scrub top, Jeans, pen
- C. Navy Blue scrubs (Bottom & Top), visible name badge, pen
- D. Ciel Blue Scrubs, Pen

QUIZ

3. All Patients must have?

- A. Personal collar before entering hospital
- B. Patient chart
- C. VMTH ID Band
- D. Sweater

QUIZ

4. Please Choose the appropriate canine body language described?



- A. Aggressive
- B. Happy
- C. Terrified
- D. Defensive

QUIZ

5. Please Choose the appropriate feline body language described?



- A. Threatened
- B. Predatory
- C. Excited
- D. Content

QUIZ

6. Where is the service check-in for small animal surgery?

- A. Reception B
- B. Large Animal Reception
- C. Reception A
- D. Scrubs Cafe

QUIZ

7. Proper restraint for a large breed canine jugular venipuncture consist of?

- A. Lateral recumbency, holding off thoracic inlet while elbow braces muzzle.
- B. Place on table in sternal recumbency with stretching legs over table to optimize stretch.
- C. Dorsal Recumbency with patient between legs while holding off inlet, to allow technician to visualize vein.
- D. Position dog between legs (preferably in corner) while grasping muzzle with both hands. Gently lift head and use pink to lift collar/or ID band

QUIZ

8. Which of the following is a feline restraint tool?

- A. Garbage bag
- B. Leash
- C. Carrier
- D. Towel

QUIZ

9. What is used to keep track of your time?

- A. Wall punch in station
- B. Sign in binder
- C. Ecotime
- D. Kronos mobile app

QUIZ

10. I have read, and acknowledged the completion of the Vet Aide Orientation PowerPoint and will adhere to all policies and standards? Failure to do so will result in termination of internship.

- A. Yes
 B. No

Signature Required *Lerli Sandoval*

Click here for date
Date of Completion *06-14-22*