



6 – 34 Southridge Drive Okotoks, AB T1S 2G5  
(403)938-3791 Fax (403)938-3795

## VOLUNTEER JOB DESCRIPTION

Volunteers at our hospital will play an integral part in the day-to-day care of our patients and in assisting the technicians and veterinarians. You must be aware at all times that the pets in the hospital are present for treatment and/or surgery. Pets are NOT TO BE HANDLED unless you are requested to assist or are being supervised by a hospital employee. Your contribution to the hospital will be great, but remember that the hospital staff are trained in the care of animals. Your experience will be learning one-on-one in which you benefit both yourself and the hospital.

Volunteers will be rotated through various departments of the hospital, unless you request otherwise. This will allow you full exposure to veterinary medicine, helping you to decide if you would like to further your career along these lines. A summary of expectations and guidelines follow:

**Proper Attire:** Clean pants and top (no skirts or shorts)  
Scrub Top (Provided)  
Closed toe shoes. No flip flops please.  
Please no 'hoodies'. Non hooded zip ups may be worn.

### Duties may include:

- ❖ General cleaning of clinic
- ❖ Assist or observation of examination and treatment of animals
- ❖ Assist or observation in surgery preps, xray and equipment sterilization
- ❖ Observe surgery
- ❖ Assist or observation in handling pets, cleaning cages, admitting and discharging pets, and assisting veterinarians and technicians with treatments
- ❖ Assist or observe in laboratory testing of body components (sample collection and examination)
- ❖ Stocking shelves
- ❖ Make puppy and kitten kits

## **Volunteers DO NOT:**

- ❖ Keep a cell phone with them while volunteering. Cell phones may be stored in the staff room while you are here.
- ❖ Answer the phone
- ❖ Handle cash
- ❖ Wait on clients
- ❖ Stand around the front desk
- ❖ Give advice on products or medications
- ❖ Refer to veterinarians (with clients present) by their first name
- ❖ Give pets medication or injections
- ❖ Dispense drugs
- ❖ Give out information of the status of patients
- ❖ Touch or handle equipment unless authorized and/or supervised
- ❖ Wear baseball caps/cut off shorts or other inappropriate attire for a clinic
- ❖ Hesitate to ask questions
- ❖ Chew gum
- ❖ Interrupt veterinarian during appointments
- ❖ Touch any animal without direct permission

***You may be exposed to information on patients, clients, staff and the hospital itself which is confidential. We will not tolerate anyone discussing such information when you leave the premise.***

If you are observing in a consultation and the veterinarian leaves, please communicate with the client and patient. Ask them questions about their pet; compliment them on their pet etc. Just open the communication so that everyone is comfortable.

As a volunteer, you are performing a needed service for our hospital, as well as gaining valuable experience to help take full advantage of all opportunities presented to you, allowing yourself to work in all departments and doing everything you are allowed to do. The hospital can be a very busy place, one in which you may find yourself easily confused. We ask for your patience and understanding.

You may have many questions, but because of the hectic pace, you may have to be patient in receiving answers to these questions. It is also important for you to remember that you are a volunteer. Do not expect too much responsibility or take too much on yourself. We want this experience to be one that will allow you exposure to veterinary medicine and provide you with a good base for future studies.

If at any time you are having a problem, feel free to ask the clinic staff for assistance.

All Volunteers are required to give notice when unable to come in for scheduled shift. If you fail to do so that shift may be offered to another volunteer on our waiting list.



6 – 34 Southridge Drive Okotoks, AB T1S 2G5  
(403)938-3791 Fax (403)938-3795

### Volunteer Information

Name \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

### VOLUNTEER RELEASE FORM

It is hereby understood that my service to Foothills Animal Hospital Ltd. is strictly a volunteer activity on my part with no remuneration associated with the activity.

I understand that I am neither an employee, agent, nor associated with Foothills Animal Hospital Ltd in any capacity other than as a volunteer and therefore, hold the said hospital and its associates harmless and free of any and all claims which may arise as a result of my volunteer activity.

***You may be exposed to information on patients, clients, staff and the hospital itself which is confidential. We will not tolerate anyone discussing such information when you leave the premise.***

This will attest that I am at least sixteen (16) years of age and understand the agreement which is being signed in the presence of a witness. If younger than 16, a parent or guardian must also read and sign the agreement.

\_\_\_\_\_  
Signature of volunteer

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date

Days/hours I am available to volunteer: \_\_\_\_\_

I am interested in volunteering at Foothills Animal Hospital because

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_