

# Standard Operating Protocol (SOP) for Volunteers at Bartram Trail Veterinary Hospital

## Introduction

Welcome to Bartram Trail Veterinary Hospital! We value the time and effort you dedicate to helping us maintain a clean and efficient hospital. As a volunteer, you are an integral part of our team and represent our hospital to our clients. Please read this SOP carefully to understand your responsibilities and the standards we expect.

## 1. Age Range

This volunteer program is designed for individuals aged 16-17.

## 2. Volunteer Hours Available

- **Monday - Friday:** 7:45 AM - 5:15 PM
- **Saturday:** 7:45 AM - 1:00 PM and 3:45 PM - 5:45 PM
- **Sunday:** 7:45 AM - 9:45 AM and 3:45 PM - 5:45 PM

## 3. Dress Code

- **Acceptable Attire:** Scrub shirts, collared shirts, and khaki pants.
- **Unacceptable Attire:** Jeans and T-shirts.
- Please always maintain a neat and professional appearance.

## 4. Orientation and Training

- On your first visit, you will receive a comprehensive tour of the hospital.
- You will be introduced to doctors, technicians, assistants, and receptionists.
- You will undergo OSHA safety training and familiarize yourself with the kennel handbook, which includes operational protocols for cleaning and an introduction to recognizing animal behaviors.
- Continuing education opportunities will be available to enhance your knowledge and skills.

## 5. Volunteer Duties

- **Primary Tasks:**
  - Assisting with cleaning kennels
  - Scooping poop
  - Washing dishes
  - Doing laundry
  - End-of-day cleaning
  - Trash collection
- **Restricted Tasks:**
  - Restraining animals
  - Performing any lab procedures
  - Being in the reception area
  - Doing let outs
  - Bathing or trimming toenails of animals
  - Giving medications
  - Interacting with boarders without an employee present

## 6. Scheduling

- Schedule your volunteer days with Dr. Davis.
- Notify us in advance by phone or email if you need to cancel.
- **Minimum Commitment:** Volunteers are required to dedicate a minimum of 16 hours per month to maintain their volunteer opportunity. This ensures consistent support for the hospital and allows volunteers to gain meaningful experience.

## 7. Conduct and Professionalism

- Maintain client and patient confidentiality at all times.
- Do not discuss clients or patients outside the hospital.
- Refrain from offering advice or opinions to clients. Direct all client inquiries to a team member.

## 8. Safety and Emergency Protocols

- Follow all safety protocols as outlined in the OSHA training.
- Be aware of emergency exits and procedures.
- Report any accidents or incidents to your supervisor immediately.

## 9. Supervision

- Volunteers will be supervised by designated employees at all times.
- Do not perform any tasks without appropriate supervision.

## 10. Evaluation and Feedback

- After 90 days, you will undergo a volunteer evaluation.
- This evaluation will provide feedback on your performance and allow for open discussion.

## 11. Important Reminders

- Always ask questions if you are unsure about a task or protocol.
- Your contribution is highly valued, and we thank you for your help and interest in our hospital.

## Contact Information

For any questions or concerns, please contact:

- Dr. Davis: 904-940-0655 kdavis@bartramtrailvets.com
- Volunteer Coordinator: office@bartramtrailvets.com

By following this SOP, you help ensure a safe, productive, and enjoyable experience for both yourself and our hospital. Thank you for your dedication and hard work!