

VT 229 - Sophomore Clinical Externship

Guidelines for Students

MANOR COLLEGE
700 FOX CHASE ROAD
JENKINTOWN, PENNSYLVANIA 19046
(215) 885-2360

Attendance:

I. Punctuality:

1. Be on the job **10 minutes** before the workday begins. If you are on time, you will be viewed as late. If you are 10 minutes early, you will be viewed as on time. You must contact the site at least one (1) week before the rotation begins to confirm starting date, hours, directions and dress code. Be sure to take a pen, notebook and wear a watch. You cannot do anesthesia or TPR properly if you do not have a watch.
2. If you are unavoidably detained, call the laboratory immediately. Program your cell phone with the externship phone number ahead of time so that you can call while you are in your car if you need to.

II. Attendance:

1. You are expected to complete every day of the externship fully.
2. You may NOT change sites once you have made a commitment. You are expected to stick it out to the end of the rotation even if you are unhappy. Keep in mind that a rotation is only 6 weeks.
3. Do not complain at work, call Dr. Bassert to alert her of any issues about which you are feeling uncomfortable.

III. Absence:

1. You are expected to be on the job every day based on a predetermined schedule (40 hours per week minimally).
2. If you are absent, call the Practice before 7AM so they can plan their workday.
3. Call the Vet Tech Program Director (215) 885-2360 X 221 to report your absence. You can call anytime. Voice-mail is accessible 24 hours a day, 7 days a week. Or you can email at: jbassert@misty.com
4. If you are sick for more than 2 days, you must bring a note from your doctor.

5. When you are absent, the missed work **MUST** be made up. Make-up time may be difficult to reschedule and is at the discretion of the supervising technician. Schedule make-up time with the supervising technician. Failure to report an absence is an **unexcused** absence. Unexcused absences of more than 3 absences per rotation can result in a grade of "F". Absences will be reviewed by the College Program Director who will decide what action to take.

IV. **Inclement Weather:**

1. Although snow is not a threat during the summer and fall, hurricanes do occur at the end of the summer/beginning of the fall. If you are unable to reach the clinic due to inclement weather, you must notify the clinic **AND** the Program Director.
2. This is considered an absence and must be made up.

V. **Holidays:**

- 1) You will observe the holiday schedule of the externship site and not Manor College's holiday schedule. Clinic holidays do not have to be made up.

VI. **Professional Appearance and Conduct:**

You are required to wear the following:

1. For small animal rotations:

Clean uniforms (scrubs +/- clean blue lab coat), Manor name-tag and clean white sneakers. Remember, no crack front or back. No exposed belly!

2. For ambulatory large animal rotations, you should wear short-sleeved coveralls and heavy leather boots. For resident large animal rotations, you may wear scrubs, coveralls or whatever the practice prefers. Be sure to ask!
3. Hair tied or pinned back.
4. Tattoos must be covered.
5. No jewelry, long nails, nail polish or extreme hair styles.
6. No jewelry in body pierces. This includes tongue piercings.
7. No gum! No smoking!
8. No texting or cell phone use during clinic time.
9. No complaining or whining. No negative body language.

10. Manor College name badge and radiology dosimeter. You are encouraged to wear your pin from the pinning ceremony and (if you have one) a NAVTA pin.
11. You shall be polite **AT ALL TIMES** to all patients, physicians, hospital personnel, supervisors and coworkers regardless of provoking circumstances. Expect to be low on the totem pole. The veterinary staff is busy and will not coddle you. (Refer to the do's and don'ts of externs).
12. Smile and say hello or good morning when you walk in a room for the first time. Try to greet everyone. Make eye contact and SMILE.
13. Learn the names of your co-workers and use the names when you are communicating.
14. If you have a sense of humor, use it. Try not to be too serious.
15. If you are experienced, do not push your way in on the action. Ask first, if you may (for example) put in the catheter. Be sensitive to the wishes of those around you.

VII. Work Rules:

1. Do not use the clinic telephone for personal calls except in an emergency. Find a pay phone or cell phone in a private setting and at an appropriate break time. Do not text or use your cell phone in the clinical setting. If you **MUST** text or call, find a private place.
2. Always tell your daily supervisor when you leave your assigned area. This includes breaks, bathroom and end of day work. Do **NOT** just *disappear*.
3. Sometimes diagnostic tests, surgery and kennel work unavoidably go beyond the normal workday. All work must be completed before you leave the clinic for the day. It is your responsibility to check with your supervisor to make sure that all work has been completed and that it is OK for you to leave.
4. Many practices will give you homework, research projects and math worksheets including calculations of CRI, dosages, solutions and dilutions. Determine from the on-set what the expectation is of the practice.
5. Be patient if the practice is slow or if the staff ignores you because they are busy. NEVER say "I am paying \$_____ to be here and I expect you to teach me _____." Expect to be drop kicked out the door if you complain in this manner.
6. Do not complain or make any negative comments. You are a guest.

VIII. Daily Task Check List:

1. Use the daily task check list as a journal to record the procedures you have performed successfully. Your supervisor will have received a copy of the **Task Check List** in a previous mailing. On the first day of your rotation, show the supervisor your task check list and remind her/him of the tasks that you need to complete.
2. At the end of the externship experience, you must turn in to the Program Director the following items in order to receive a grade for the course:

- a. A completed **Task Check List**
- b. Your evaluations of the externship sites you attended and
- c. Your radiology badge

IX. Student Responsibilities:

1. Take the initiative to jump in and get involved. Ask to do tasks such as intubate, put in a catheter, do a dentistry, pack a pack, get set-up for an induction and so on. The supervising staff will not "spoon feed" you. It is **YOUR** responsibility to take initiative. Be on top of answering the phone and wiping up counters, cages, etc. This will help you to be viewed as a "team player" who is willing to pitch in without having to be asked.
2. If you are not sure about how to do a certain procedure, **ASK!** There are no dumb questions. You need to be sure you know exactly what to do in order to avoid making mistakes.
3. Do not tell your supervisor that you did not study something at Manor with the hope that they will not hold you accountable for the material. This makes Manor's VT Program look incomplete and inadequate. Be honest and tell them that you learned it, but that you may not remember everything and that you are anxious to learn the method used by that particular practice. Show that you are anxious and willing to learn.
4. Do not be a Vet Tech snob. You will be placed in a diverse array of practices. Not all of the practices do things the same way we do at Manor. Some practices do things that we teach you are wrong. Do not get upset about this. Focus on all of the things the practice does right. Some examples of things that may offend you...not using red bags for non-sharp bio-haz disposal, re-sterilizing syringes, having a CVT extract a tooth with a root elevator.
5. Use your free time wisely. If you find yourself with nothing to do (ie. Staff too busy). equipment broken down, etc.) use the time to read about medical or anesthesia cases that you have witnessed. Many supervisors ask questions. Be prepared to answer questions such as what atropine or Telazol does. Be able to identify parasite eggs and surgical instruments. These are basic and routine questions asked. Be prepared! **Never** sit in a laboratory or waiting room reading magazines or the newspaper.
6. Your externship takes preference over any other activities in your life! It is expected that you will conform to the practices schedule, not the other way around.
7. Echo the schedule of the rest of the staff unless told otherwise. If the staff takes a break, you take a break. When the staff has lunch, you have lunch. If everyone is working, be sure to be working.

8. Keep in mind that your actions will affect the opportunity of all of the students who follow you. If you do a good job you will increase opportunity for others.

X. Confidentiality:

1. All client and patient information is confidential. Information about the personal lives of the veterinarians and technical staff (that you may, by chance, overhear) is confidential. Any discussion about a case should be done in a back part of the clinic away from other clients and the waiting room. Do not gossip.
2. Do not talk about your first externship rotation at your second externship site. Don't brag or criticize.
3. You are an ambassador of the College and should project a positive attitude as much as possible. Externship sites often view Manor students as potential "hires". You should expect to be evaluated as a potential employee. Therefore, always put your best foot forward. If you are negative and derogatory about your life, your schedule, your educational experience, your classmates, etc., you will be viewed as a "complainer" and you will lose your attraction as a potential employee. Humor, light heartiness, grace and adaptability go a long way.

XI. Termination of a Rotation:

1. A student may be withdrawn from a clinical site for any of the following reasons:
 - a. Poor health
 - b. Poor performance of duties
 - c. Unexcused absences
 - d. Chronic tardiness
 - e. Impolite and aggressive behavior
2. Depending on the circumstances, the student may be asked to find his/her own clinical site, which must be approved by the Program Director.
3. Depending on the circumstances, the student may be dismissed from the program.
4. A student who receives a grade of "D" or "F" for any one rotation will be required to repeat the rotation.
5. A student who receives a "D" or "F" on one rotation will be allowed to repeat the rotation once. Failure a second time results in dismissal from the program.

XII. Grievance Procedure:

1. Talk to the supervising technician to try to resolve the problem.
2. **DO NOT TAKE THE GRIEVANCE TO THE SUPERVISING VETERINARIAN OR TO OTHER STAFF MEMBERS.** This may be construed as "going behind the back" of the supervising technician and will make the rotation **MUCH** worse for you.
3. Call or visit the VT Program Director to discuss the grievance.
4. The Director will act as a mediator for you.