

**North Portland Animal Hospital  
3000 N Lombard  
Portland, OR 97217**

## **Volunteer Guidelines**

Volunteer time is a great way to develop an understanding of the veterinary field and to experience the function and flow of our hospital. Volunteers may observe all areas of the hospital and our staff performing their job duties so long as they do not impede the ability of our staff to perform their jobs efficiently or interfere with the productivity of the hospital. We welcome the opportunity to educate and encourage volunteers to ask questions at times our staff is able to answer thoroughly and instruct. Volunteers are at no time to perform diagnostic tasks, client education, or restrain pets without the direct supervision of a staff member. Volunteers should remain mindful of the need for affectionate and compassionate interaction with all pets.

### **Volunteer Tasks**

Take Filing Abilities Quiz

#### Client Care Representative (CCR):

File charts

Pull charts for future appointments

Restock forms and stickers

Make copies

Greet clients warmly and let them know one of our CCR's will be with them shortly

Keep lobby and work area clean and tidy

#### Doctor Assistant:

Clean rooms between appointments

Wipe down counters and table tops

Dust mop

Pull charts

File Radiographs

Laundry

Clean Kennels

Clean surgical tools

Refill and restock supplies and handouts

Take out recycling

#### Technician:

Perform duties only at individual's comfortable level of knowledge, skills, and abilities under the direct supervision of a certified technician.

## Volunteer Expectations

Dress is business casual, no jeans please. We will provide scrubs if needed for your activities.

Food and drink is to be kept to the back of the hospital in the food prep area.

No cell phone usage including texting in the hospital. We will provide an area for safe storage of your personal belongings.

If you have any special needs that need accommodating, please let us know in advance so we may make appropriate arrangements.

Please be aware that some client interactions are of a sensitive nature and your presence may not be appropriate at these times. Please be respectful of these moments and seek out another task.

### Please read and initial the following:

I have read and understand the above guidelines and duties and will responsibly follow them to the best of my ability. \_\_\_\_

I will not attempt to perform any duties for which I have not been trained. \_\_\_\_

I will act with the safety of myself, clients, employees and pets in mind at all times. \_\_\_\_

I understand that it is my responsibility to be aware of and sensitive to what is happening around me at all times. \_\_\_\_

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
NPVH Mentor Signature

\_\_\_\_\_  
Date