# Table of Contents

- Welcome Letter .................................................................................................................. 3
- Code of Ethics ..................................................................................................................... 4
- Standards of Conduct ....................................................................................................... 4
- Standards of Employment ............................................................................................... 6
- Compensation & Benefits ................................................................................................. 8
- Workplace Safety ............................................................................................................ 11
- Drug Policy ....................................................................................................................... 11
- Discipline, Resignation, & Termination .......................................................................... 12
Welcome to Animal Care Centre!

We are excited to have you as part of our team. You were hired because we believe you can contribute to the success of our business, and share our commitment to achieving our goals as declared in our mission statement.

Dr. Greg Bobo opened Animal Care Centre in October 2003 to serve the pet care needs of Frisco and its surrounding communities. We offer a wide range of veterinary services to our patients, as well as boarding and grooming. Animal Care Centre is committed to providing the highest quality of veterinary care available in our industry. As part of the team, we hope you will discover that the pursuit of excellence is a rewarding aspect of your time here.

Our Mission

At Animal Care Centre our goal is to nurture the human-animal bond through progressive, thorough, and thoughtful medical care for our patients, and through education for our clients. We will strive to work within client constraints and focus on providing exceptional, empathetic customer service. We will empower each other with trust and respect in an open, fun and family oriented environment.

Your role at Animal Care Centre is vital to our success. The responsibilities you face and the tasks you accomplish all contribute to achieving our goals. We want to build long-lasting relationships with our clients, and we encourage each individual not only to be committed to their work, but also to be committed to people and their pets in general.

This employee handbook contains the key policies, goals, benefits, and expectations of Animal Care Centre, and other information you will need. Additionally, this handbook assures good management and fair treatment of all employees. Use it as a reference as you pursue your career with Animal Care Centre, and we encourage you to submit any questions or comments you may have about our clinic.

We look forward to working with you.

Sincerely,

The Staff at Animal Care Centre

Our Values & Beliefs

Here at Animal Care Centre, our core values and beliefs are simple:

- We believe that teamwork develops from a commitment from each individual.
- We treat people with respect and listen to their input on how to continually improve our service goals.
- We treat each employee fairly and do not tolerate discrimination.
- We provide effective and efficient corrective action in resolving customer service issues to ensure our clients’ satisfaction, as well as in resolving employee conflicts to ensure our workplace harmony.
- We have an open door policy that encourages interaction, discussions, and the exchange of ideas to improve the work environment, and increase our productivity.

Animal Care Centre is also an Equal Opportunity Employer. This means that we will extend equal opportunity to all individuals without regard for race, religion, color, sex, national origin, age, disability, handicaps, or veterans status. This policy affirms Animal Care Centre’s commitment to the principles of fair employment and the elimination of all vestiges of discriminatory practices that might exist. We encourage all employees to take advantage of opportunities for promotion as they occur.
Section 1
Code of Ethics

i. In our relations with others, veterinarians, and staff alike, we should speak and act on the basis of honesty, fairness, and respect.

ii. Veterinarians should consider first the welfare of the patient for the purpose of relieving suffering and disability while causing a minimum of pain or fright. Benefit to the patient should transcend personal advantage or monetary gain in decisions concerning therapy.

iii. Neither veterinarians nor staff should employ professional knowledge of attainments or render services under terms or conditions that tend to interfere with the free exercise of judgment and skill or tend to cause a deterioration of the quality of veterinary medicine.

iv. Veterinarians and staff should seek for themselves and our profession the respect of colleagues, clients, coworkers, and the public through courteous verbal exchange, considerate treatment, professional appearance, professionally acceptable procedures, and the utilization of current professional scientific knowledge.

v. Veterinarians and staff should respect the rights of clients, colleagues, and other health care professionals. No one shall belittle or injure the professional standing of another member of the profession or unnecessarily condemn the character of that person’s professional acts in such a manner as to be false or misleading.

vi. Veterinarians may choose whom they will serve. Once they have undertaken care of a patient they must not neglect the patient. In an emergency, however, they should render service to the best of their ability.

vii. It is our responsibility to offer the highest level of education to our clients so they may make the best medical decisions for their pet(s). Our focus is not to sell, but rather educate.

viii. Advertising or solicitation of clients by veterinarians and staff should adhere to the Advertising Regulations of the AVMA, and should, in no case, be false, misleading, or deceptive.

ix. Veterinarians should observe all laws, uphold the honor and dignity of our profession, and accept its self-imposed discipline.

x. The responsibilities of the veterinary profession extend not only to the patient but also to our society. We must strive to give back to the community in any way we can.

Section 2
Standards of Conduct

i. Confidentiality
Animal Care Centre employees are required to maintain company information in strict confidence. This includes, but is not limited to, client and patient files, Animal Care Centre files and documents, and employee names, addresses, and phone numbers.

This policy benefits you, as an employee, by protecting the interests of Animal Care Centre in the safeguard of confidential, unique, and valuable information. Should an occasion arise in which you are unsure of your obligations under this policy, it is your responsibility to consult with the Manager. Failure to comply with this policy could result in disciplinary action, up to and including termination.

ii. Client & Pet Interaction
Our clients and patients come first as we work daily. Any interaction with a client is to be done in a professional and courteous manner. You are expected to show them respect in all manners of communication,
and you are encouraged to exceed their expectations and go above and beyond your call of duty so as to leave a positive lasting impression.

Pets should be treated with the greatest of care and with their well being in mind. Any abuse or neglect of an animal in our care is strictly forbidden and could result in disciplinary action, up to and including termination.

iii. Attendance
Promptness in reporting to work is a basic requirement, and regular attendance is expected, as it is essential to the proper functioning of the clinic. All employees must report to work in a timely manner for the start of their shift and must stay until the end of their shift. Please be aware that any employees may be required to work beyond their shift as determined by the clinic schedule and patient needs.

If you are unable to work your scheduled shift for any reason or will be late for your shift, you must notify the Manager as soon as possible. Any requests for time off from work are explained under Section 4 of the handbook.

iv. Dress Code
Employees are to always maintain a professional appearance while in the clinic or on its premises whether they are clocked in for work or not. Clients will recognize staff members who are out of uniform; therefore we are to always be positive representatives of Animal Care Centre and our staff.

The following guidelines illustrate how employees should dress and present themselves:

- Hospital scrubs are to be worn. Fabric colors and designs should be appropriate and not distracting, and clothing must be kept in good condition.
  - Friday and Saturday are considered “casual” days, during which you may wear blue jeans or khaki pants with either a scrub top or Animal Care Centre polo shirt.
- Shoes must be clean and appropriate. Tennis shoes are preferred, and open-toe shoes are prohibited.
- Hair should be styled in a professional manner. If hair is colored, natural coloring is required (i.e. blonde, brown, red, or black).
- Jewelry should be subtle and free from profanity or sexual references.
- Piercings are permitted, but jewelry from piercing is only permitted in the ears or other areas covered by clothing.
- Tattoos are permitted, but must be covered by clothing or other means.

v. Use of Clinic Property
Animal Care Centre will provide you with the necessary equipment to do your job. None of this equipment should be removed from the physical confines of Animal Care Centre – unless it is approved and your job specifically requires use of company equipment outside of the physical facility.

a. Computers
- Personal use of computers must be kept to a minimum and must not interfere with one’s tasks or productivity of the clinic. It is forbidden to install any other programs to a computer without permission of the Manager. These forbidden programs include, but are not limited to, unlicensed software, pirated music, and pornography.

b. Telephones
- The telephone lines must remain open for business calls to service our customers. Personal use of company telephones is discouraged, and long-distance phone calls not related to work are prohibited – with the exception of emergency situations.

The property of Animal Care Centre should be treated with care and responsibility. Any purposeful harm or damage that is done to clinic property may result in disciplinary action, up to and including termination.
vi. **Cell Phones**
Cell phone use during working hours must be kept to a minimum and must not interfere with one’s tasks or productivity of the clinic. Cell phones should never be used when in the presence of a client and are not allowed in exam rooms. Ring tones should be quieted and not distracting, and cell phones kept in the front of the clinic and in the reception area must be silent or set to vibrate.

vii. **Personal Pets**
Employee pets are to be brought to the clinic only if they are receiving veterinary services, or are scheduled for grooming or boarding. Pets must be caged at all times except to receive these services and may not be kept in the reception area. Employee interaction with their pet is to occur during an employee’s break so as not interfere with one’s tasks or productivity of the clinic.

Veterinary care and clinic services for personal pets are explained under Section 4 of the handbook.

viii. **Smoking**
Smoking is prohibited inside the building, in public areas, and in areas frequented by clients. Smoking is restricted to designated areas at the rear and side of the building.

Employees are entitled to four (4) paid 10-minute smoking breaks throughout the day, taking two (2) breaks in the morning and two (2) breaks in the afternoon. The employee must notify the Manager and another staff member when leaving the building for a break. Breaks should be taken when business is slow and should not interfere with one’s tasks or productivity of the clinic.

All employees who smoke are expected to wash their hands and freshen their breath before returning to work.

ix. **Moonlighting**
There shall be no moonlighting (i.e. work undertaken outside the hospital) in any occupation related to animal care or services without prior approval from the Manager. Emergency clinics may be excluded from this rule.

- Example: Employees may not promote themselves for pet sitting as it detracts from our boarding services.

Section 3

Standards of Employment

i. **Personal Information**
It is important that the personnel records of Animal Care Centre be accurate at all times. All employees are requested to promptly notify the Manager of any change in name, home address, telephone number, marital status, number of dependants, or any other pertinent information that may change.

ii. **Employment Status**
   a. Probationary Period
      - This is the first 60 calendar days of employment for a new staff member, during which time they are ineligible for any benefits. The employee will be given an evaluation at the end of this probationary period in which their performance will be reviewed and their employment status determined. Benefits for the employee may then go into effect after this point.
      - If it is apparent that performance is not satisfactory and that training or counseling has not resulted in sufficient progress during this period, an employee may be terminated at any time during the probationary period without advance notice.

   b. Permanent Full Time
      - An employee who has no termination date and who is regularly scheduled to work at least 34 hours per week.
c. Permanent Part Time
   ▪ An employee who has no termination date and who is scheduled to work less than 34 hours per week.

d. Temporary Full Time
   ▪ An employee who is hired or promoted for a certain length of time and who is regularly scheduled to work at least 34 hours per week.

e. Temporary Part Time
   ▪ An employee who is hired or promoted for a certain length of time and who is scheduled to work less than 34 hours per week.

iii. Sexual Harassment
Animal Care Centre will not, under any circumstances, condone or tolerate conduct that may constitute sexual harassment on the part of any of its employees. It is our policy that all employees have the right to work in an environment free from any type of illegal discrimination, including sexual harassment.

Any employee found to have engaged in such conduct will be subject to immediate discipline, up to and including termination.

Sexual harassment is defined as:

   ▪ Making submission to unwelcome sexual advances or requests for sexual favors a term or condition of employment
   ▪ Basing an employment decision on submission or rejection by an employee of unwelcome sexual advances, requests for sexual favors, or verbal or physical contact of a sexual nature.
   ▪ Creating an intimidating, hostile, or offensive working environment or atmosphere either by:
     - verbal actions, including calling employees by terms of endearment; using vulgar, kidding, or demeaning language; or
     - physical conduct which interferes with an employee’s work performance

We, at Animal Care Centre, do encourage healthy friendships among our employees; however, employees, especially management and supervisory employees, must be sensitive to acts of conduct that may be considered offensive by fellow employees and must refrain from engaging in such conduct.

It is also expressly prohibited for an employee to retaliate against employees who bring sexual harassment charges or assist in investigating charges. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee will be discriminated against, or discharged, because of bringing or assisting in the investigation of a complaint of sexual harassment.

Employees are encouraged to report any instance of sexual harassment to the Manager, whether they witness the act(s) or are victims themselves. Animal Care Centre shall investigate such incidences, involving both employees and clients, and will work to resolve the issue appropriately.

iv. Grievances & Discrimination
Our clinic maintains a grievance procedure and discrimination complaint system through which an employee may report any situation they feel is discriminatory. As with other work-related issues, any problem should first be brought to the attention of the Manager. If after the initial discussion the problem is not resolved to the satisfaction of the employee, a Grievance Form or Discrimination Complaint Form may be filed, and the matter may be forwarded to the clinic Owner for further action.

v. Non-Solicitation Policy
It is the policy of this clinic to prohibit solicitation of any kind. This includes internal solicitation amongst employees, as well as outside solicitors. This policy has been established to help protect the professional working environment and to avoid uncomfortable situations that may arise. In addition, employees are forbidden to contact clients or vendors for any personal reasons or to solicit them in any way. This includes
taking phone numbers from internal records to be used at home for the purposes of contacting clients or vendors.

vi. Open Door Policy
The policies and procedures stated in this manual have been made to help each employee better understand their duties and responsibilities and the benefits of employment at our clinic. We sincerely appreciate our staff and their commitment to this clinic, our clients, and our patients’ welfare. In an effort to maintain our high quality of patient care and optimum work environment, your input and involvement are necessary and requested. The doors of management positions are always open for employees to discuss concerns or problems.

vii. Work Objectives & Performance Evaluations
   a. Within one week of employment, job change, or promotion, every employee will be given work objectives which detail the requirements and expectations of the position for which the employee was hired. Animal Care Centre will measure your work performance against these objectives, updating and rewriting specific objectives as needed with each evaluation. You will be asked to sign a statement indicating agreement with, and understanding of, the objectives.
   b. Performance evaluations are normally conducted annually on the anniversary of the employee’s hire date. All performance evaluations are based on merit, achievement, job description fulfillment, and overall performance. Wage increases will be based upon this review, as well as past performance improvement, dependability, attitude, cooperation, disciplinary actions, and adherence to all employment policies. Your Manager will review and discuss your salary during your performance evaluations.

viii. Staff Meetings
Staff meetings will be held once a month and are mandatory for all employees. In addition, meetings may be called among particular staff members (i.e. receptionists, technicians, kennel) at any time to discuss procedure changes, resolve problems, or for training.

   If an employee is unable to attend a meeting, they must speak with the Manager to be excused. Written notes and other material will be given to each employee following the meetings.

   Remember, we cannot continue to move forward unless everyone is trained in the same manner at the same time.

Section 4
Compensation & Benefits

i. Payroll
Animal Care Centre employees are paid bi-weekly. The pay period begins every other Wednesday, and paychecks are given to each employee on Fridays.

ii. Work Schedule & Reporting
Each employee will be assigned a work schedule. Any changes to an employee’s schedule must be approved by the Manager.

Employees are expected to report to work in a timely manner for the start of their shift and must stay until the end of their shift. Hourly employees must clock in and clock out during each shift, recording any unpaid breaks (i.e. lunch, medical appointments, etc.), and are expected to accurately keep track of their hours. Employees must notify the Manager if there is a mistake with the time clock.

Employees may not clock in earlier than their scheduled start time, and must clock out at the end of their scheduled shift. A request for overtime must be approved by the Manager, in which case the employee will
receive time and one-half pay for time worked exceeding 40 hours in any given work week. Salaried employees may not receive any overtime pay even if their time worked exceeds 40 hours in any given work week.

Employees working more than six (6) consecutive hours each day may receive a one (1) hour unpaid lunch break. While we try to see to it that employees receive their one (1) hour break, please be aware that a shortened lunch period may be required as determined by the clinic schedule and patient needs.

iii. Holidays

Permanent full time employees are paid eight (8) hours for each holiday. Permanent part time employees are paid for each holiday based upon the number of hours they are normally scheduled. Temporary employees are not paid for holidays unless they are scheduled to work the holiday.

Employees who are scheduled to work on a holiday will be paid time and one-half for all hours worked on that holiday.

iv. Vacation
Permanent employees are benefited with paid vacation days, the number of which is determined by time served with Animal Care Centre.

Employees will be eligible for paid vacation after completion of their first 6 months of service, upon which they will receive two (2) days of paid vacation. After one (1) year of service (on the anniversary of the employee’s hire date), an employee will then receive six (6) days of paid vacation. After two (2) years of service, an employee will then receive 12 days of paid vacation. Twelve (12) days of paid vacation will then be given to an employee after three (3) years, four (4) years, etc.

Permanent full time employees are paid eight (8) hours for each vacation day. Permanent part time employees are paid for each vacation day based upon the number of hours they are normally scheduled. Unused vacation time may be accrued each year, however paid vacation time cannot exceed 28 days in one year.

Requests for vacation time must be approved by the Manager. Employees must fill out a Vacation Request form and notify the Manager of vacation dates two (2) weeks in advance.

v. Sick Leave
Permanent employees are provided paid sick leave for days when they must be away from work due to illness.

Employees will be eligible for sick leave after completion of their first 90 calendar days of service, upon which they will receive four (4) days of paid sick leave. After one (1) year of service (on the anniversary of the employee’s hire date), an employee will then receive five (5) days of paid sick leave. Five (5) days of paid sick leave will then be given to an employee after two (2) years, three (3) years, etc.

Permanent full time employees are paid eight (8) hours for each sick day. Permanent part time employees are paid for each sick day based upon the number of hours they are normally scheduled. Unused sick leave may not be accrued.

If an employee is unable to work due to illness, the employee must notify the Manager as soon as possible after the onset of the illness, and certainly by the time the employee was scheduled to report to work. The Manager and/or Owner reserve(s) the right to also send home an employee in the event they appear too ill to perform their duties in an optimal fashion.
vi. **Leave of Absence**
Requests for a leave of absence will be considered on an individual basis. If an employee is granted a leave of absence, they will be reinstated upon return to the same position and same rate of pay that was held prior to their leave as long as the leave is recognized under the Family and Medical Leave Act (FMLA). If an employee’s leave is not covered under the FMLA, the employee may be granted the leave, but the position and rate of pay cannot be guaranteed upon the employee’s return.

To request a leave of absence, please see the Manager and fill out a Leave of Absence Request form.

vii. **Funeral Leave**
Animal Care Centre allows three (3) days off, with pay, for a death in your immediate family. Immediate family includes parents, spouse, children, brothers, sisters, mother-in-law, father-in-law, grandparents, or grandchildren.

You may request additional time off, which must be approved by the Manager. If accrued vacation is available, this benefit may be used for the additional days; otherwise, the additional days will be unpaid.

Funeral leave for death of other than immediate family must be approved by the Manager. If accrued vacation is available, this benefit may be used for the funeral leave; otherwise, the funeral leave will be unpaid.

viii. **Jury Duty**
Animal Care Centre allows for employees to take time off to serve for jury duty, however this time off may not be automatically paid. If accrued vacation is available, this benefit may be used for days spent on jury duty; otherwise, jury duty days will be unpaid.

Should extraordinary circumstances exist which would make your absence severely detrimental to the operation of our clinic, at the time of your call to jury duty, we reserve the right to contact the court to request that your service be postponed.

ix. **Military Service**
Animal Care Centre grants time off work for employees in the military reserve training program.

After one (1) year of employment with Animal Care Centre, an employee will receive one week’s base regular pay for the two weeks they are away serving reserve duty. An employee may elect to utilize accrued vacation for the second week they are away at training, if desired. If they are employed less than one (1) year, leave will be granted without pay for the time away for reserve duty.

All employees in the military reserve training program should provide a copy of their report order to the Manager as soon as possible.

x. **Veterinary Care & Clinic Services**
All employees are eligible for discounted veterinary care and clinic services upon completion of their probationary period. These benefits include:

- 20% discount on veterinary care and services
- No charge for exams
- No charge for boarding
- Scrub uniform allowance

Employee discounts may not be used for friends or relatives who are not in the employee’s immediate family.

  a. **Employee Balance**
  - Employees must pay off their balance within 30 days from the date services are rendered.
  - An employee’s balance must be completely paid off and cleared upon resignation or termination from Animal Care Centre.
**Section 5**

**Workplace Safety**

Safety is every employee’s responsibility at Animal Care Centre. We provide a clean, healthy, and safe environment in which to work in accordance with the Occupational Safety and Health Act of 1970. As an employee, you are expected to take an active part in maintaining this environment. You should observe all posted safety rules, adhere to all safety instructions, and use safety equipment where required. Your workspace should be kept neat, clean, and orderly.

All employees have a duty to comply with the safety rules of Animal Care Centre, to assist in maintaining a hazard-free environment, to report any accidents or injuries, and to report any unsafe equipment, working conditions, processes or procedures, immediately to the Manager.

Employees may report safety violations or injuries anonymously to the Manager, if they are not the injured or violating party. No employee will be punished or reprimanded for reporting safety violations or hazards. However, any deliberate or ongoing safety violation, or creation of hazard, by an employee will be dealt with through disciplinary action, up to and including termination.

i. **Food & Drink**

Animal Care Centre provides an employee break room, free from biological and chemical hazards, in which to store, prepare, and consume food and drinks. As such, food should not be stored, prepared, or consumed in other areas throughout the clinic.

Each employee is allowed to keep with them a drink outside of the break room, provided that the container is covered with a lid and the drink is kept away from treatment, surgical, laboratory, and kennel activities.

ii. **Hospital Safety, Diseases, etc.**

Please refer to the separate documents containing hospital safety and disease information and protocols.

iii. **Emergencies**

Please refer to the separate documents containing emergency information and protocols.

**Section 6**

**Drug Policy**

Animal Care Centre takes seriously the problem of drug and alcohol abuse, and is committed to providing a substance free workplace for its employees. This policy applies to all employees of Animal Care Centre, without exception, including part time and temporary employees.

No employee is allowed to consume, possess, sell, or purchase any alcoholic beverage on any property owned by Animal Care Centre or in any vehicle owned or leased on behalf of Animal Care Centre. No employee may use, possess, sell, transfer, or purchase any drug or other controlled substance which may alter an individual's mental or physical capacity. The exceptions are aspirin- or ibuprofen-based products and legal drugs which have been prescribed to that employee, and which are being used in the manner prescribed.

Animal Care Centre will not tolerate employees who report for duty while impaired by use of alcoholic beverages or drugs.

All employees should report evidence of alcohol or drug abuse to the Manager or Owner immediately. In cases where the use of alcohol or drugs pose an imminent threat to the safety of persons or property, an employee must report the violation. Failure to do so could result in disciplinary action for the non-reporting employee.

As a part of our policy to ensure a substance free workplace, Animal Care Centre employees may be asked to submit to a medical examination and/or be clinically tested for the presence of alcohol and/or drugs. Within the limits of federal
and state laws, we reserve the right, at our discretion, to examine and test for drugs and alcohol. Some such situations may include, but not be limited to, the following:

- All employees who are offered employment with Animal Care Centre
- Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs
- As part of an investigation of any accident in the workplace in which there are reasonable grounds to suspect alcohol and/or drugs contributed to the accident
- On a random basis, as allowed by statute
- As a follow-up to a rehabilitation program, as allowed by statute
- As necessary for the safety of employees, clients, patients, or the public at large, as allowed by statute
- When an employee returns to duty after an absence other than from accrued time off, such as vacation or sick leave

You will be required to sign a consent form agreeing to Animal Care Centre’s Drug Policy. It is a condition of your continued employment with us that you comply with the Drug Policy. Nothing in the Drug Policy shall be construed to alter or amend the employment relationship between Animal care Centre and its employees.

Employees who violate the Drug Policy will be subject to disciplinary action, including termination.

Section 7

Discipline, Resignation, & Termination

i. Misconduct
Misconduct represents blatant activity or conduct that goes against the policies outlined in this handbook. Employees who perform acts of misconduct may be terminated without notice and may be prosecuted if appropriate.

ii. Disciplinary Procedures
Disciplinary measures may be determined on a case-by-case basis by the Manager depending on the infraction. The following actions may be taken as a result of employee misconduct:

1. Verbal warning
2. Written warning
3. Termination

If an infraction is severe enough, an employee may be terminated from Animal Care Centre without advance warning.

iii. Resignation
An employee who voluntarily ends employment with Animal Care Centre is required to give a two week notice to the Manager and must continue to work their scheduled hours for the remaining two weeks.

The employee’s balance for veterinary care and clinic services must be completely paid off and cleared upon resignation. Accrued vacation time and/or sick leave may not be compensated upon resignation.

iv. Termination
An employee who is terminated from Animal Care Centre will be discharged immediately and without further compensation.

The employee’s balance for veterinary care and clinic services must be completely paid off and cleared upon termination. Accrued vacation time and/or sick leave may not be compensated upon termination.
Employee Handbook Acknowledgement Form

This employee handbook has been prepared for your information and understanding of the policies, philosophies and practices, and benefits of Animal Care Centre. Upon completion of your review of this handbook, sign the statement below, and return it to the Manager.

I, ________________________, have received and read a copy of the Animal Care Centre Employee Handbook, which outlines the goals, policies, benefits and expectations of Animal Care Centre, as well as my responsibilities as an employee.

I have familiarized myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept, and agree to comply with the information contained in the Employee Handbook provided to me by Animal Care Centre. I understand this handbook is not intended to cover every situation that may arise during my employment, but is simply a general guide to the goals, policies, practices, benefits, and expectations of Animal Care Centre.

I understand that the Animal Care Centre Employee Handbook is not a contract of employment and should not be deemed as such.

__________________________________________________________________________  _________________________
Employee Signature                      Date

__________________________________________________________________________
Manager Signature