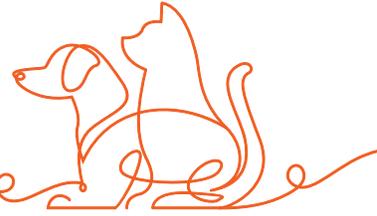


Veterinary Employee Handbook Checklist



Use this checklist as a guide to create your practice's employee handbook. This checklist will help set up your new employee for success by providing consistent training, employee expectations, and practice ground rules from their first day, all available in an easily referable employee handbook.

➡ Did you know? ⚡

Outlining what employees can expect from management helps ensure the whole practice is working on the same page. An employee handbook sets expectations, promotes company culture, and values, ensures compliance with laws and regulations, serves as an onboarding tool, and ultimately saves the practice time and money. Employees and employers alike benefit from a strong employee handbook¹ – make sure you reference this list of what to include in an employee handbook frequently as your practice evolves.



Practice's mission statement: vision and/or core values



Onboarding requirements: new hire paperwork, employee benefits and tax forms



Roles and responsibilities: what's expected from team members and what activities they are expected to do/not do



Workplace safety and emergency procedures: including OSHA regulations



Diversity, Equity, and Inclusion (DEI) guidelines: anti-harassment, anti-discrimination, violence prevention, bullying, and [cyberbullying](#)



Policies: time off, shifts, licensing, CE, [mentorship](#), social media, practice online reviews, dress code, breaks, [pet treatment](#), ordering products, cell phone, office meetings, and drug usage policies



Customer policies: customer experience expectations, new patient guidelines, and [loyalty](#) programs



Workflows: appointments, contagious pets, walk-ins, emergencies, surgery, and procedures



Medication policies and procedures



Mental health policies: wellness, [signs of burnout](#), [burnout prevention](#), and [ProjectWag](#)



Standards of care protocols: any aligned-on protocols for example: vaccine and pain management procedures



Referring specialty list

