

General Information for Veterinary Assistant Students

Congratulations on your acceptance into the Veterinary Assistant Program at White Mountains Community College! I would like to welcome you to the profession! This packet contains all the information needed to assist you in preparing for the upcoming Fall semester. All newly admitted Veterinary Assistant students will be required to attend a college Orientation at the Berlin campus ***in addition to completing*** the following items included in this packet. Questions regarding any of this information will be answered during the admitted student workshop or at Orientation. It is important to attend the college Orientation to complete all aspects of the enrollment process.

TEXTBOOKS: You will need to purchase the textbooks for the courses before the first class. They will be available at the college bookstore and include:

Required:

Author: Margi Sirois
Title: Elsevier's Veterinary Assistant Textbook, 2nd Edition
Publisher: Mosby

ISBN-13: 9780323359221

Recommended, though not required:

Author: Janet Amundson Romich
Title: An Illustrated Guide to Veterinary Medical Terminology Fourth Edition
Publisher: Delmar Cengage

ISBN-13: 9781133125761

Author: Margi Sirois
Title: Workbook to accompany Elsevier's Veterinary Assistant Textbook, 2nd Edition
Publisher: Mosby

ISBN-13: 9780323377102

UNIFORMS and Supplies:

- Our uniform will be a solid colored pewter scrub top and pants. Cherokee brand is preferred. Tops should be plain V neck scrubs without print or other colors. **No other scrubs will be acceptable for clinical work.**
- Nametag: the college will order nametags and they will be distributed at the beginning of classes.
- Other items for classes (including nail trimmers, stethoscope and bandage scissors) will be issued in the first week of class.

- A dress code will be strictly enforced. See enclosed information on those requirements.

PHYSICAL EXAM: You must provide proof of a physical exam by a healthcare provider within 12 months of beginning the program. **This should include evidence of a tetanus vaccination within the last 3 years.** The documentation must be provided using the program's *Health Questionnaire/Physical Exam* form, which you will find enclosed. Costs vary by provider.

Bring to orientation or Send to
WMCC North Conway Academic Center
Attn: Mary Orff
PO Box 43
North Conway NH 03860

HEALTH INSURANCE: All Veterinary Assistance students must have health insurance and provide evidence of coverage. Fill out the Health Insurance form with the requested information. Costs vary.

Bring to orientation or Send to
WMCC North Conway Academic Center
Attn: Mary Orff
PO Box 43
North Conway NH 03860

LIABILITY INSURANCE: All Veterinary Assistance students must have liability insurance. This is a Blanket Policy and is automatically supplied through the college when you sign up for the coursework; the fee will be added to your course fees. Cost is \$20.00 per semester.

CRIMINAL BACKGROUND CHECK: **This process may take several weeks, so start it as soon as possible!**

A criminal background check must be completed, and results submitted to the program director prior to beginning courses. This is done independently from the college through CastleBranch, and you will pay the company directly. An instruction sheet is enclosed. Your background check must be free of any felonies. If the check reveals significant criminal history, you will be required to meet with the program director and may be ineligible to continue in the program.

Costs range from \$55-70.

DRUG SCREENING TEST: A drug-screening test must be completed, and results submitted to the program director prior to beginning courses. This should be done through Androscoggin Valley Hospital. Students must test negative for the following drugs:

- Amphetamines
- Barbiturates
- Benzodiazepines
- Cocaine
- Methamphetamine
- 3,4 Methylenedioxymethamphetamine
- Opiates

Oxycodone
Phencyclidine
Propoxyphene

If any of the above are used by prescription, the student must provide AVH with proof of that prescription. If use of prescription drugs affects the student's performance in the classroom or in the clinical setting to the extent that the standard of professionalism is not met (see below), the student may be dismissed from the program.

Call 603-326-5796 to schedule an appointment. Please request that results be emailed to morff@ccsnh.edu

Cost is ~\$45 (additional fees may be charged if there is a positive result)

STANDARD OF PROFESSIONALISM

All students in the Veterinary Assistance Program will be expected to conform to a level of professionalism as befits the College, the Program and profession of Veterinary Medicine. The criteria listed in a separate document will be used to evaluate students throughout the program, both in the classroom, on trips to facilities for training and while attending clinical sites in the second semester of study. Failure to meet the standards set forth may result in dismissal from the program.

OTHER REQUIREMENTS: Students must maintain a "C" or better average in all courses and conform to the Standards of Professionalism as describe in the enclosed document. A 90% attendance rate must be maintained throughout the program.

If you have further questions, please email me at morff@ccsnh.edu . I am here to help and guide you!

Sincerely,



Mary Orff, DVM
Veterinary Assistant Program Coordinator
Professor
Department Chair of Health Sciences and Services Department

Veterinary Assistant Program: Checklist for Program requirements

(return this checklist to Dr. Orff during the first week of classes; you will receive a copy for your records)

Student Name: _____

	Date due	Date completed
\$100 non-refundable deposit to secure seat in the program	Within 30 days of acceptance	
Return this form to Dr. Orff with initials below (a copy of this form is on the Veterinary Assistant overview)	Before classes begin in the Fall semester	
Attend a mandatory Veterinary Assistant admitted student workshop at the North Conway Academic Center *See dates on attached sheet	As soon as possible	
Attend Orientation on the Berlin campus (Note: Please bring all the Veterinary Assistant forms with you to orientation)	Prior to beginning the program	
Have a physical examination and have the physician fill out the purple form	Before classes begin in the Fall semester	
Show proof of or receive a tetanus immunization (within the last year)	Before classes begin in the Fall semester	
Provide proof of health insurance	Before classes begin in the Fall semester	
Purchase scrubs	Before classes begin in the Fall semester	
Complete a criminal background check through CastleBranch (free of felonies)	By the 5 th week of the Fall semester	
Complete a drug screening with Androscoggin Valley Hospital	By the 5 th week of the Fall semester	
Secure a position in a veterinary hospital for Spring Clinicals	By the 12 th week of Fall semester	

I understand that to remain in the program I must maintain a “C” or higher grade in all courses and maintain 90% attendance rate _____ (initials)

I understand that to remain in the program I must complete all of the above requirements in a timely manner _____ (initials)

I understand the terms of the Standard of Professionalism _____ (initials)

White Mountains Community College Veterinary Assistant Clinical Dress Requirements

Veterinary Assistant students will be expected to be well groomed and to wear the approved student uniform to any classes held in a clinical setting. The scrubs and nametag described in the orientation packet are to be worn during class and whenever students are visiting hospitals, clinics or shelters outside of the campus. Uniforms and nametags should only be worn during class times; it is not appropriate as street wear. A student may be sent home if inappropriate dress is worn to any clinical experience and this will constitute an absence.

The WMCC Veterinary Assistant Student Uniform:

1. Approved scrub top and pant in a solid pewter color. See program coordinator for details.
2. In cooler weather, a plain white long sleeved shirt may be worn under the top.
3. White, brown or black shoes without decorative embellishments, openings or vents should be worn with the uniform. Shoes must be clean at all times.
4. Bandage scissors, a penlight, and nail trimmers will be supplied during the first week of classes. You will also need a watch with a second hand. All these items are required and considered part of the uniform.
5. The uniform should not be covered by any other item of clothing while in clinical settings.

Other criteria:

1. The uniform should be freshly laundered and wrinkle free.
2. Hair should be neat, clean and controlled so that it does not need to be pushed back while leaning forward in restraint or patient care. Plain bands, pins and barrettes are acceptable.
3. Nails must be clean and trimmed with clear polish only being acceptable. Artificial nails are not allowed.
4. For safety reasons, only small plain bands or rings may be worn and only small stud jewelry is allowed in any piercings; because of the professional requirements per our partner hospitals, excessive facial piercings, including ear gauges, tongue, lip and eyebrow piercings are not allowed in clinical settings. Pins, bracelets or pendants are not permitted during clinicals or work with animals for safety reasons.
5. Make-up which is tastefully applied is allowed; heavy eyeliner, eye shadow etc. are not allowed.
6. Perfume and cologne are not allowed; scented lotions should also be avoided.

The following are examples of acceptable scrub types. All scrubs should be solid pewter or dark grey in color.



Shown In Pewter



WHITE MOUNTAINS COMMUNITY COLLEGE

Veterinary Assistant Certificate Program

Health Questionnaire/Physical Exam

1. Name in Full _____ Date of Birth _____
Home Address _____ Phone _____

2. **Emergency Notification:**
Name _____ Home Telephone _____
Relationship _____ Business Telephone _____
Home Address _____

3. Please list any previous illnesses or operations requiring hospitalization and date:

4. Please list any physical activity restrictions:

5. Please list any medications:

6. Please describe any conditions requiring continuing care from your healthcare provider:

TO BE COMPLETED BY HEALTHCARE PROVIDER:

Height _____ Weight _____

Temp: _____ Pulse: _____ Resp: _____ BP _____

Skin _____ Speech _____

Ears _____ Hearing: Right _____ Left _____

Eyes _____ Glasses or Contacts _____

Nose _____ Throat & Mouth _____

Heart _____ Lungs _____

Abdomen _____

Orthopedic: Spine _____ Extremities _____

Overall health status: _____

Date of most recent tetanus vaccination: _____ (a booster within the last 36 months is required)

Do you have any concerns with student's ability to participate in Veterinary Assistant class/clinical experiences?

NO _____ YES _____

If yes, please elaborate; _____

Signature of Healthcare Provider: _____ Date: _____

Printed Name: _____

Facility: _____ Address: _____

Phone Number: _____

WHITE MOUNTAINS COMMUNITY COLLEGE

Veterinary Assistant Certificate Program

Health Insurance Information

1. Name in Full _____ Date of Birth _____

Home Address _____ Phone _____

2. Health Insurance

Company name: _____ Company phone contact # _____

Subscriber's name: _____

Policy Number/Member ID: _____

Group # (if applicable) _____

Expiration date: _____

Please attach a copy of the front and back of your insurance card.

White Mountains Community College- **Veterinary Assistant**
CastleBranch Background Check Order Placement Instructions

Step 1: Go to the following website:

<https://portal.castlebranch.com/wh47>

Click “Place ORDER”, then Select “Veterinary Assistant”

An option for “WN72bg: Background check”, will be presented. Click this and it will walk you through the process.

During the order process you will be asked for personal identifying information needed for security and compliance purposes. Supplying accurate and comprehensive information is important to the speed in which your background check is completed. The email address you use will become your username for your CastleBranch account and will be the primary form of communication for alerts and messages. Write down your username and password!!

Please be aware that the check can take up to 6 weeks, so please start the process as soon as possible so that everything is in place by the beginning of the semester!

Step 2: Download and print the NH Release form and instructions from the link you see on the site. Fill in anything that is missing but **DO NOT SIGN** yet!

Step 3: Take the form to a notary and have them notarize your signature in the 2 locations on the form (double check that everything is completed).

Step 4: Mail the notarized form as soon as possible. You will not need to send any money. Your order is **NOT COMPLETE** until CastleBranch has received this release form.

Mail the form to:
Release Department
CastleBranch
1844 Sir Tyler Drive
Wilmington, NC 28405

White Mountains Community College -Veterinary Assistant Program

Standard of Professionalism

All students in the Veterinary Assistance Program will be expected to conform to a level of professionalism as befits the College, the Program and profession of Veterinary Medicine. The criteria listed below will be used to evaluate students throughout the program, both in the classroom, on trips to facilities for training and while attending clinical sites in the second semester of study. Failure to meet the standards set forth may result in dismissal from the program.

Defining “Professionalism”

What does it mean to demonstrate “professionalism”? One might define the term as “the skill, good judgment, and polite behavior that is expected from a person who is trained to do a job well”.

Professional behavior in the workplace encompasses many things including personal appearance and demeanor, a positive attitude and respect for all co-workers, and clients, an ability to self-regulate in all types of situations, punctual and consistent attendance to duties, an understanding of the confidential nature of medical records, personal integrity, and an understanding of the scope and limitations of your own position.

The following criteria will be monitored throughout the duration of the program and failure to meet these criteria will be cause for a review by the professional standards committee.

NOTE: monitoring of these standards is not intended to be threatening to students, but rather to impress upon each individual the importance of certain aspects of professionalism that will be vital to success as a professional in the field of veterinary healthcare.

Regular and Punctual Attendance

Students will be expected to attend classes and to arrive on time for class, field experiences and clinical commitments.

Examples of “failure” (note this is not an all-inclusive list):

- *Being tardy to class or clinical commitments*
- *Being absent from class or clinical commitments*
- *Failing to communicate with the instructor/supervisor when either absences or tardiness occur*

Regular and Timely Submission of Assignments

Students will be expected to consistently submit all course assignments on time.

Examples of “failure” (note this is not an all-inclusive list):

- *Assignment not turned in at all*
- *Assignment turned in late*

Self Regulation

Students will be expected to conduct themselves in a manner that is respectful to the instructors, classmates, coworkers and supervisors. This will include things such as appropriate and respectful classroom discussions, acceptable dress, cultivating a sense of awareness concerning confidentiality in the veterinarian/client relationship, treating animals humanely and calmly, even in the face of stress, and maintaining composure in distressing situations.

Examples of “failure” (note this is not an all-inclusive list):

- *Speaking out inappropriately during class*
- *Talking over the instructor*
- *Speaking about confidential matters in public*
- *Complaining about coursework, the program, the instructor or classmates publicly*
- *Dressing inappropriately for clinical and field work*
- *Failure to show compassion and respect for individuals that you may disagree with*
- *Treating animals roughly or inhumanely when frustrated or “threatened”*

Positive Constructive Engagement

A positive attitude will be expected of all students. This will include such things appropriate interactions through social media and email, refraining from complaining in public about aspects of the program or any field locations or clinical sites, and generally demonstrating the ability to engage with others in the class in a positive manner.

Examples of “failure” (note this is not an all-inclusive list):

- *Posting confidential matters on social media*
- *Using personal devices while in class or on clinical rotations*
- *Inappropriate language used in the classroom or in fieldwork or clinical settings*
- *Expressing harmful/negative opinions about class, classmates or clinical situations in public or classroom settings*

Student Integrity

Students will be expected to demonstrate absolute integrity in class.

Examples of “failure” (note this is not an all-inclusive list):

- *Plagiarism*
- *Cheating*
- *Disclosing confidential information about a pet or owner*
- *Dishonesty in any manner*

How Students will be evaluated:

Assessment surveys will be continuously updated to monitor student behavior in the classroom, in the field and in clinicals. All instructors/supervisors will submit surveys on all students detailing behavior in the areas outlined above. Responses will be assessed as follows:

1. Has the student demonstrated a commitment to timely and consistent attendance?

Score	Description
1	Total of more than six instances of being tardy/absent
2	Four to six instances of being tardy/absent
3	Three instances of being tardy/absent
4	One or two instances of being tardy/absent
5	No instances of being tardy/absent

2. Has the student demonstrated a commitment to timely submission of assignments?

Score	Description
1	Total of more than six instances of work being turned in late or not at all
2	Four to six instances of work being turned in late or not at all
3	Three instances of work being turned in late or not at all
4	One or two instances of work being turned in late or not at all
5	No instances of work being turned in late or not at all

3. Has the student demonstrated the ability to self-regulate both in the classroom and through email or social media? (i.e. student speaks out in class inappropriately without respect for instructor or other students, sends inappropriate or frequent demanding emails, dresses inappropriately for class and labs, etc.)

Score	Description
1	Total of more than six instances of student inability to self-regulate
2	Four to six instances of student inability to self-regulate
3	Three instances of student inability to self-regulate
4	One or two instances of student inability to self-regulate
5	No instances of student inability to self-regulate

4. Has the student demonstrated an ability to engage in class in a positive manner?

Score	Description
1	Total of more than six instances of student engaging in negative behavior or inappropriate language or conversation in the classroom or through email or social media
2	Four to six instances of student engaging in negative behavior or inappropriate language or conversation in the classroom or through email or social media
3	Three instances of student engaging in negative behavior or inappropriate language or conversation in the classroom or through email or social media
4	One or two instances of student engaging in negative behavior or inappropriate language or conversation in the classroom or through email or social media
5	No instances of student engaging in negative behavior or inappropriate language or conversation in the classroom or through email or social media

5. Has the student demonstrated a commitment to honesty and integrity in the classroom?

Score	Description
1	Total of more than six instances of dishonesty or lapse of integrity
2	Four to six instances of dishonesty or lapse of integrity
3	Three instances of dishonesty or lapse of integrity
4	One or two instances of dishonesty or lapse of integrity
5	No instances of dishonesty or lapse of integrity

Survey Interpretation and Professional Standards Committee Involvement

Survey results will be interpreted by adding the total score for each student for all surveys received back from program instructors/supervisors, then dividing by the number of surveys received and then by the number of questions resulting in the average score per question. This will be done at 8 weeks into the program, at the end of the first semester and on a continual basis during clinicals. If a student has received an average score of 3.5 or better, they will be allowed to continue to move forward in the program. If, however, a student receives less than a 3.5 per question score average, the student will be asked to appear before the Professional Standards Committee. At this hearing, the committee will ask the student to review the specific issues that caused concern for instructors or supervisors, and may be asked to share their thoughts about the importance of professionalism in successfully building a career. The approach and intent of the committee will be to fully support the student's ability to be successful in this regard and during this conversation, they may suggest available resources. After the hearing the committee will provide written guidance to the Veterinary Assistant Program Director regarding their support or non-support of allowing the student to remain in the program designating the assessment as a "Pass" or "Needs Remediation".

In the event of a "Needs Remediation" assessment, the Program Director will work with the student to correct the behaviors that have resulted in the withdrawal of attendance privileges. If the student successfully satisfies the requirements for remediation as set forth by the program director, attendance privileges may be reinstated.