

## **Vet/Student Induction**

### ***Welcome to Paton and Lee!***

We hope you enjoy your time with us.

### **Supervisors**

Your main supervisor is Nurse – Georgia Thomas and, in liaison with Yard staff they will advise you of everything you need to know and help you settle in to your work placement. They will organise your day and let you know what will be expected of you.

### **Other members of staff/work colleagues**

You will be working alongside other members of staff as well as Vets and office staff. All members of staff will be happy to help you with any queries you may have. Please ask if you are unsure of anything.

### **Working hours**

Normal working hours for students are 8.30 am to 5.00 pm, although this is flexible should you want to start a little earlier and observe when nurses are doing the inpatient rounds. If there is something interesting happening later on in the day that you would like to watch please feel free to stay (don't forget to let your lift know if you are relying on someone to collect you!).

### **Name Badge – University Students**

Please wear your university badge or clothing with your name on it – this is to help clients and staff know who you are.

### **What to wear**

Smart jeans or trousers that are comfortable to work in (hipsters and fashion trousers are not acceptable).

Smart polo shirt or similar, long enough to be tucked in. Smart jumper or fleece top and warm coat.

**We strongly recommend steel toe cap boots**, but sturdy shoes/boots are acceptable.

Long hair must be tied back and jewellery kept to a discreet minimum, as this can be a health and safety hazard.

Riding hats are to be worn when leading ALL horses. Gloves are also advisable. Students are not often asked to hold the horses in our care, but should the need arise then you will be able to use a hat from the practice or you can bring your own riding hat.

## **Mobile phones**

Please keep Mobile phones on silent and use only during breaks and lunch time.

## **Computers**

Practice computers are not to be used by non-members of staff.

Should students bring in their own laptops these must not be used during working hours, unless it is for study purposes and with the permission of the practice.

## **Breaks**

We have a 15 min mid morning break and 1 hour for lunch. Please bring your own lunch/snacks. Feel free to help yourself to hot/cold drinks from the kitchen.

## **What will I be doing?**

We try to get you involved with as many aspects of the practice as possible, this could include:

- Helping with general yard duties ie: mucking out, sweeping up, filling haynets.
- Shadowing vets and nurses during procedures at the practice.
- Observing standing and general anaesthetic operations.
- Offering to make tea and coffee
- Washing up
- Hanging out the practice washing, towels, overalls, etc
- Cupboard cleaning/disinfecting where appropriate

Due to the nature of the job, there will unfortunately be quite a lot of “hands on” procedures that you will only be able to observe. Saying this, a great deal of experience can be gained by watching procedures and asking questions.

If you start to feel unwell or uncomfortable watching a procedure, please do not be afraid or embarrassed to leave the room and get some fresh air!

Each day can be very different, while we can be extremely busy one day, the next could be quiet. It is a good idea to bring something constructive, study wise, with you that could be done during these quiet periods.

## **What will be expected of me?**

We understand that not all students that come to us have had lots of previous experience being around horses, so it is very important that students listen to and follow instructions.

Please be aware that you will be in a professional working environment dealing with horses and clients in sometimes an emotional or stressful situation. We know you will want to ask questions, but please wait for an appropriate moment when we will be happy to answer them.

Horses admitted to the surgery are often unwell and need a quiet environment. We ask you to please respect this and behave in a mature manner with strictly no shouting or running on the yard.

## **Client confidentiality**

Please respect the rules regarding client confidentiality. This requires you to be discreet with client and horse details, treating their details as if it were a hospital or doctor's surgery. These rules also apply to social networking sites such as "face book" where again information on your experiences with us and details of clients and animals must be kept anonymous.

## **Health & safety**

**Lifting and carrying** It is important to look after your back! Use a barrow or get help to carry heavy items such as hay and shavings bales. Always bend your knees and keep your back straight when lifting heavy objects.

## **Mucking out**

You will probably get involved with mucking out the stables at some point during your time here. The staff member on the yard will advise you on what to do. They will move the horse to a spare stable so that there is less of a risk of anyone getting hurt.

## **Leading & handling horses**

You are unlikely to be asked to lead the horses in our care because of the risks involved, but all horses are to be led out of their stable with a well fitted bridle as a means of safe control. As mentioned previously, riding hats are to be worn when leading. Gloves are also advisable.

## **Trotting up & Lunging**

Again you are unlikely to be asked to help with trotting up and lunging horses.

We have risk assessments for further tasks that may be asked of you while working at Paton & Lee. They can be requested for reading if required.

## **Accident procedures**

The main first aiders at Paton & Lee are Ben Portus and Daniella Prodromou. In the case of an accident you should report this to Lucy Mayes who will help you to fill out the accident book.

## **Fire action**

In the case of a fire, raise the alarm using either the fire bells or shout to alert people to the danger. If safe to do so attempt to extinguish fire, if not dial 999. Evacuate the buildings and meet at the assembly point at the front of the practice in the car park.

Fire fighting equipment can be found at various points around the practice. All fire exits are marked and lit. These should be kept clear at all times.

## **Car Parking**

Please use the concrete pad to the right of the practice to park your vehicle. You will see other vehicles parked there. Please try not to block anyone in!!

**Please remember we are a very friendly bunch! Don't be afraid to ask us if you are unsure of anything or have a question about anything you've seen.**