



Employment Application

Part 1

(For you to keep!)

The Selection Process

At Pender, we take our staff selection seriously. We will not take a “warm body” just to fill a vacancy, so you may expect to interview with several members of our management team. During these interviews please be prepared to discuss how you will exceed client expectations, and to respond to some common hypothetical situations. This will not be a one day process, so please be patient. We go to this trouble because our standards and goals are high. If you are chosen to become part of our staff, it is because we believe you to be an outstanding individual.

What We Look for in Our Employees

- People who are committed to making our clients happy and to providing excellent care for their pets. We look for caring, outgoing individuals, with the passion and commitment to provide health care that is exceptional and client service that is unforgettable.
- People who are committed to the long-term operation of our hospital. We are committed to our employees' success and expect the same commitment in return. Our goal is to hire only those outstanding individuals who can commit to working for us for a minimum of one year.
- People who are committed to taking an active role in their own success, and the success of their co-workers. It is part of everyone's job responsibilities to train and coach co-workers for positions of higher skill and responsibility.
- People who are mature, not easily ruffled, and comfortable working with clients who expect much.
- People who will be able to keep pace with our high-volume/fast-paced practice.
- People who demonstrate pride in their work and personal appearance.

During your application process we'll expect you to come in and visit with us for a few hours. That way, you'll have a better idea of what we're all about, and how—or if—you might fit in with us.

Our Distinctives

We think you will find our approach to client satisfaction to be different from other veterinary practices and businesses in this area, and we think that this is the secret of our success. Pender is significantly different in the following ways:

1. We have a reputation as a great employer.
 - We believe that our employees and our clients are our greatest assets.
 - We offer a supportive and flexible work environment and a generous compensation package. We hire the most qualified people we can find. We support their development both within and outside the practice. We talk to them, listen to them, learn from them, and demand a lot from them. We enjoy a high retention rate. We believe that only happy and professional staff can give the level of personal service that we demand. We see our investment in people to be a worthy investment in the future of the company.
2. We exist to provide the best veterinary medical care available to our patients and to provide great client service to their owners.

We constantly seek feedback from our clients on ways we can improve. The number one priority of every employee is to provide the best care for our pet guests and ensure the satisfaction of all of our clients. We do not want to let a client leave our practice disappointed or dissatisfied. We will settle for nothing less than exceeding our clients' expectations.
3. We treat our staff with honesty, fairness, and integrity.

We believe in rewarding merit. The people who succeed at Pender are those individuals who work the hardest and show a high level of dedication.

4. We have a professional work environment.
Our employees come to work every day with passion, commitment, and enthusiasm for the work they do. As a result, the work environment is positive and professional.
5. We provide a generous compensation package.
We offer health insurance benefits ; supplemental health insurance; voluntary dental and life insurance; medical and dependent care flexible spending accounts; extensive training and development, including continuing education to meet your professional licensing requirements; holiday pay; accrued paid time off (PTO); uniforms or a uniform allowance; a performance-based bonus plan; a 401(k) investment plan; a deferred profit-sharing retirement plan; and, discounts on healthcare for up to 3 of your pets. Our temporary and part-time employees enjoy a limited benefit package.
6. We foster high professional standards.
 - We work as a team to provide exceptional service, which provides our clients and their pets with the type of personal care and attention they will tell their friends and co-workers about. Our goal is to have every client be a walking advertisement for our practice.
 - We believe in giving fanatical attention to excellence, consistency, detail, and quality and we constantly strive to provide complete and comprehensive services to our clients. Because of this our clients would rather drive a longer distance to come to Pender than go to the veterinary clinic next door and each year the number of clients and pets we serve grows.
 - We realize that excellence is a journey, not a destination. We will always strive to improve ourselves, our processes, and our services and will be better today than we were yesterday.
7. We give back to our community.
We are dedicated to our community and to continuing growth in excellence in veterinary medicine. We support our local high schools through advertising, in-service education, and student internships. Each year, through the Pender Pet Caring Foundation (PPCF), we make significant monetary contributions to veterinary education and research, to service animal organizations, and to providing veterinary healthcare for the pets of the truly needy among us. We encourage our employees to give to the PPCF as their resources allow.

What It Takes to Be Successful at Pender

Over the years, we have developed a good sense of what it takes to be successful at Pender. While our employees represent a diverse range of backgrounds, there are certain qualities which are consistent.

- First, you must share our commitment to honesty and integrity and be committed to complete honesty and integrity in both your personal and professional life. At Pender, our word is our bond and we will always do what is right, even if it costs us to do so. We do not lie to each other; we do not steal from each other; we do not use or abuse each other. We must be able to trust each other and our clients must be able to trust us. We will not tolerate dishonesty in addressing mistakes or errors, or in our dealings with our clients or each other.
- Second, you must share our passion for excellence.
- Third, you must be willing to go to great lengths to exceed client expectations. All that we do must be done with passion, intensity, consistency, and careful attention to detail. These are all critical elements of our success.
- Fourth, you must be willing to improve the process. We believe that there is always room for improvement.

Pender Veterinary Centre is an equal opportunity employer and does not discriminate in employment on the basis of age, race, color, religion, sex, national origin, marital status, military status, presence of a non-job-related medical problem or physical impairment, or on any basis prohibited by federal or state law.

In Part 2 of this application, you will be asked to sign to acknowledge that you have received a copy of this Substance Abuse Prevention Policy, that you understand it, and that you agree to comply with it throughout your employment at Pender Veterinary Centre.

Substance Abuse Prevention Policy

At Pender Veterinary Centre, our first priority must always be the safety and care of the animals treated at our hospital. Additionally, as a provider of veterinary care, Pender Veterinary Centre has a custodial responsibility to ensure the lawful use and care of prescription drugs and controlled substances

In order to safely and properly care for pets, meet our clients' needs, work with other employees, and abide by the laws that govern our practice, all Pender Veterinary Centre personnel must maintain the highest standard of professional conduct and responsibility. Alcohol, illegal drugs, and other illegal substances can impair your ability to perform and meet these responsibilities. Furthermore, improper use or diversion of prescriptions, hospital drugs, and prescription forms jeopardizes our entire business.

Being under the influence of alcohol or illegal drugs while performing company business, job-related duties, operating a company vehicle, or engaging in conduct which interferes with job performance or is detrimental to Pender Veterinary Centre or its employees is strictly prohibited.

Pender Veterinary Centre invokes the following substance abuse prevention policy:

1. Pender Veterinary Centre prohibits the diversion or improper use of prescription forms, prescriptions, hospital drugs, or any controlled substances.
2. Pender Veterinary Centre prohibits the use, sale, purchase, transfer, possession, or presence in one's system of any illegal or controlled substance (except medically prescribed drugs) by any person while on the premises, engaged in company business, or while operating a company vehicle.
3. Pender Veterinary Centre prohibits the use, sale, purchase, transfer, possession, or presence in one's system of alcohol by any person while on the premises, engaged in company business, or while operating a company vehicle.
4. Pender Veterinary Centre reserves the right to conduct drug tests of its employees, including:
 - a. Pre-employment drug screening
Pender Veterinary Centre tests employees as part of the hiring process.
 - b. Random drug testing
Pender Veterinary Centre tests employees who are chosen on a "neutral-selection" basis without advance notice.
 - c. For-Cause drug testing
Pender Veterinary Centre reserves the right to test employees when an employee's behavior or physical appearance suggests drug use or possession of drugs, or there are other indications of a violation of the company's substance-abuse policy.
 - d. Post-Accident drug testing
Pender Veterinary Centre reserves the right to test any employee who is involved in an on-the-job accident which may have involved human error and will test any employee involved in an on-the-job accident where time is lost from work.
5. Pender Veterinary Centre tests for the following five (5) classes of drugs:
 - a. Amphetamines
 - b. Cocaine metabolites
 - c. Marijuana metabolites
 - d. Opiates
 - e. Phencyclidine
6. Refusal to submit to drug testing will result in disciplinary action, up to and including termination.
7. Violation of the substance abuse policy will result in disciplinary action, up to and including termination.

PERSONAL INFORMATION

Part 2

Date _____

Name _____ E-mail _____

Address _____ Telephone (_____) _____

Circle one: Home / Cell / Work

City _____ State _____ Zip Code _____

Are you 18 years of age or older? Yes No If under 18, what is your birthday? _____

EMPLOYMENT DESIRED

Position _____ Salary Desired \$ _____ per hour / per year

Date You Can Start _____ Hours Available per Week _____

Are you currently employed? Yes No May we inquire of your present employer? Yes No

What is your experience with animals? _____

Why would you like to work here? _____

EMPLOYMENT HISTORY List all former employers, beginning with the most recent.

| Dates (Month/Year) | Name, Address, Phone | Position | Reason for Leaving |
|--------------------|----------------------|----------|--------------------|
| From To | | | |

| | | |
|-------------------------------------|--|--|
| Hiring Mgr _____ | Start Date _____ | Door/Clock Code (1) _____ |
| Drug Test Form Complete | Start \$ _____ | LD Code Y / N..... <input type="checkbox"/> |
| VA4 Form Complete | Dosimeter Y / N <input type="checkbox"/> | Stringsoft Code... Y / N..... <input type="checkbox"/> |
| W4 Form Complete | Name tag <input type="checkbox"/> | In Time Clock..... <input type="checkbox"/> |
| I9..... Form Complete | VMB _____ | In Payroll..... <input type="checkbox"/> |
| Dept _____ FT / PT | In Phone list..... <input type="checkbox"/> | Has Emp Manual..... <input type="checkbox"/> |

REFERENCES

Please list how you know the person after their name.

| Name | Address | Phone |
|-------|---------|-------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

EDUCATION

| Level | Name & Location | Years Attended | Degree/Field of Study |
|--------------|-----------------|----------------|-----------------------|
| High School | | From To | |
| Professional | | From To | |
| College | | From To | |
| Graduate | | From To | |

EMERGENCY INFORMATION

In case of emergency, notify:

(If you are under 18 years old, this person **MUST** be a parent or guardian.)

Name _____ Relationship _____

Address _____

Phone Number: Days _____ Evenings _____

| | | |
|----------|----------------------|---|
| Initials | Parent's Initials | I understand that while Pender will try to be flexible in accommodating my schedule, the hospital is a 24-hour, 7-day a week operation and I am being hired to work all days and all shifts. |
| Initials | Parent's Initials | In order to insure the quality of care and safety to patients, Pender Veterinary Centre, Ltd. reserves the right to test all employees for drug usage at any time and requires a drug test prior to hiring. |
| Initials | Parent's Initials | I hereby authorize Pender to thoroughly investigate my background, references, employment record and other matters related to my suitability for employment. I authorize persons, schools, my current employer (if applicable), and previous employers and organizations contacted by Pender to provide relevant information regarding my current and/or previous employment and I release all persons, schools, and employers of any and all claims for providing such information. I understand that misrepresentation or omission of facts may result in rejection of this application, or if hired, discipline up to and including dismissal. I understand that nothing contained in this application, or conveyed during any interview which may be granted, is intended to create an employment contract. I understand that filling out this form does not indicate there is a position open and does not obligate Pender to hire me. |
| Initials | Parent's Initials | I understand and agree that, in accordance with Virginia law, my employment is at will, which means that it is for no specified period and may be terminated by me or Pender Veterinary Centre at any time without prior notice for any reason. |

My signature below indicates that I have received, read and understand the information in Part 1 of this application and that I am in agreement with the values & behaviors it describes, and that I have completed Part 2 of this application truthfully and understand the information that it contains.

Signature _____ Date _____

Signature of parent or guardian
(if under 18 years old) _____ Date _____

Interviewed by _____ Date _____

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3. Pender Veterinary Centre prohibits the use, sale, purchase, transfer, possession, or presence in one's system

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I acknowledge that I have received a copy of Pender Veterinary Centre’s Substance Abuse Prevention Policy (in Part 1 of this application). If hired by Pender Veterinary Centre, I agree to comply with the Substance Abuse Prevention Policy, and by my signature, I confirm my acceptance of this policy.

Employee Signature

Date

Parent / Guardian Signature (if under 18 years old)

Date