

# **Animal Behavior College**

Veterinary Assistant Training Program

## **PRELIMINARY INFORMATION**

**Animal Behavior College**  
25104 Rye Canyon Loop  
Santa Clarita, CA 91355  
(800) 795-3294

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## **LETTER FROM THE PRESIDENT**

Welcome and congratulations on your decision to embark on an exciting and rewarding career.

As a professional educator and director, I have watched with delight as thousands of very special people like yourself have embarked on animal careers.

I realize the word “special” is used so often as to be cliché. However, in my almost thirty years in the pet business, I can unequivocally state people who devote their time to helping animals really are different than the typical person simply looking for a career.

Our students are passionate about making a difference and the Animal Behavior Veterinary Assistant Program will allow them to accomplish that and more.

The program balances strong academics with hands on experience in an actual veterinary setting. The results are highly motivated, educated graduates that veterinarians will actually want to employ.

Let me be the first of many in the ABC family to welcome you and wish you all the best on your educational journey.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven P. Appelbaum', with a long horizontal line extending to the right.

Steven P. Appelbaum  
President/Director, ABC, Inc.

## **INTRODUCTION**

With years of experience in the animal business, Animal Behavior College (ABC) and our employees are passionately devoted to the improvement of the lives of animals everywhere. In recognizing that animal lovers are relentlessly seeking methods of dedicating themselves and their time to the betterment of beloved creatures everywhere, we are proud to offer the ABC Certified Veterinary Assistant Program.

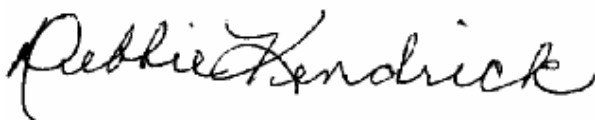
The ABC Certified Veterinary Assistant Program was launched in response to the increasing demand for professionals in this field; according to the Bureau of Labor Statistics, the demand for professional veterinary services will rise more than 22% by the year 2014. We have collaborated with a myriad of experienced professionals in the veterinary field in order to provide the most comprehensive and illustrative training course possible. Through this course, you will not only receive vastly informative texts and materials; we also provide the extra benefit of certification.

This introductory program, although challenging and extremely educational, was designed with the working professional in mind – regardless of demanding work schedules or complicated personal lives. During the nine stages of written curriculum, you will acquire essential knowledge regarding everything from office management and hospital procedures to surgical preparation and assisting, laboratory procedures, pharmacology, and radiology.

Our unique approach allows you to study and complete exams from home at your own convenience, then put the learned knowledge in motion during a valuable externship at a veterinary clinic or hospital in your area. Throughout the intense hands-on training portion, you will work closely with a licensed veterinarian and other veterinary personnel in real-life situations and receive personal attention and training without paying an additional cost.

We strive to produce graduates that will begin their careers in the veterinary field with confidence, grace, and skill. Our program prepares you for the profession of veterinary assistant and provides a strong foundation for a life-long career in animal medicine.

Sincerely,

A handwritten signature in black ink that reads "Debbie Kendrick". The signature is written in a cursive, flowing style.

Ms. Debbie Kendrick and the ABC Family

## **EDUCATIONAL PHILOSOPHY**

Animal Behavior College's Veterinary Assistant Certification Program strives to provide students with a rich, comprehensive, well-rounded education. Our goal as educators is to produce a skilled professional that is knowledgeable in the ethical and humane care of animals. To that end, we have structured a program that offers each student a thorough education incorporating both theoretical knowledge and practical experience. We believe this instructional format will provide our students with the tools and real-life lessons needed to excel in this rewarding vocation.

ABC also endeavors to educate each student on the many diverse techniques and methods of animal care they will encounter as working professional veterinary assistants. We have purposely developed a program which contains different techniques and methods of handling and/or working with animals in a veterinary environment. We believe during your experiences as a working veterinary professional you will encounter a variety of philosophies regarding the proper way of working with and handling animals. These encounters will range from harsh to humane depending upon on the preferences of the individual facility and the volatility of the situation. It is for this reason that ABC has opted to include some opposing procedural preferences in the curriculum. While we acknowledge, respect and even educate our students in the use of some controversial practices, we request that you, as an ABC Certified Veterinary Assistant, personally only use the safest and most humane applications possible during all your interactions with animals in your care.

**ANIMAL BEHAVIOR COLLEGE**  
**VETERINARY ASSISTANT TRAINING PROGRAM CURRICULUM**

Stage 1 – OFFICE ETIQUETTE AND HOSPITAL PROCEDURES

In this stage, you will be taught effective client communication skills, learn the do's and don'ts of admitting and discharging patients, and develop a complete appreciation for the importance of the human/animal bond. You will acquire a thorough understanding of the role of each member of the veterinary team, including the veterinarian, veterinary assistant, veterinary technician and all other animal hospital staff while learning the professional ethics of this occupation. Additionally, this stage covers the handling of medical records and certificates, inventory and restocking procedures, as well as the computer skills needed in a veterinarian's office. You will also become proficient with safety measures and precautions while obtaining rudimentary knowledge of veterinary laws and legalities.

Stage 2 – ANIMAL RESTRAINT

In this stage, the fundamentals and the fine points of animal restraint will be addressed. You will be given an in-depth explanation of ropes and knots as they pertain to animal restraint, and be educated on the differences of various forms of physical and psychological restraint techniques. You will learn the proper placement and removal of different animals from enclosures, the handling of fractious patients, restraint methods during the physical examination and the administration of injections and venipuncture, and how to properly open a patient's mouth. This stage also covers the proper positioning protocols for different animals and the standard veterinary terminology for each of these positions.

Stage 3 – EXAMINATION ROOM PROCEDURES

In this stage, examination room protocol will be covered. You will learn basic examination room preparation, and patient background and physical examination procedures. Highlights of this portion of the stage will include general cleaning and disinfecting, obtaining and documenting the patient's history which includes a history of their chief complaint, and a complete medical and environmental history. This stage also prepares you to perform physical examinations by learning to record observations, test and monitor vital signs, and determine the patient's weight, respiratory rate, and temperature. You will also develop an understanding of vaccination protocols, bandaging, permanent identification, and emergency support.

#### Stage 4 – PHARMACY AND PHARMACOLOGY

In this stage, the use of pharmaceuticals in a veterinary office will be addressed. Detailed information pertaining to the legal issues in drug handling, specifically the proper prescription labeling and packaging of medications, the correct way to store biological and therapeutic agents, and the efficient performance of inventory control will be included. You will be taught to recognize general types and groups of drugs and the difference between prescription and over-the-counter medications. You will also learn the proper routes and methods of drug and vaccine administration as well as proper terminology.

#### Stage 5 – SURGICAL PREPARATION AND ASSISTING

In this stage, you will learn the skills every veterinary assistant should master in order to best serve the animal hospital staff before, during and after a surgical procedure. This section provides detailed information on the preparation of surgical equipment and supplies, the appropriate sterilization methods for instruments and supplies, and the identification of common instruments and suture materials, both types and sizes. You will also be given explicit instruction on how to assist with the preparation of patients using aseptic techniques, how to operate and maintain autoclaves, and assist with positioning of surgical patients while maintaining proper operating room conduct and asepsis. Other critical components of this section include the understanding of operating room sanitation and care protocol, performing post-surgical clean up of animals and equipment, proper storage of surgical gowns and drapes, and the identification and appropriate care of common surgical equipment and supplies along with the proper disposition of hazardous medical wastes.

#### Stage 6 – SMALL ANIMAL NURSING

In this stage, you will be taught the fundamentals of small animal nursing. This stage is richly informative and will provide you with the essential tools needed to properly nurture the animals in your care. This stage focuses on the skills needed to identify different breeds of dogs and cats, recognize normal and abnormal behavior in dogs and cats, identify common diseases and medical conditions, and properly care for the hospitalized patient in your charge. The essentials of patient housing, including environmental considerations, feeding and watering, socialization and exercise will also be addressed. Preventative care such as grooming, ear cleaning, nail trimming, bathing and dipping, along with dental hygiene will be covered as well. The prevention of nosocomial infections and the delicate subject of euthanasia is all part of this very educational stage.

### Stage 7 – LABORATORY PROCEDURES

In this stage, you will acquire basic knowledge of laboratory procedures. Your studies will include recording laboratory results and identifying common external parasites. You will learn how to collect voided urine samples, how to determine the physical properties of urine, how to collect fecal samples for parasitological exams and how to prepare fecal flotation solutions. Furthermore, you will be taught how to interpret the various samples and complete antibiotic sensitivity testing.

### Stage 8 – RADIOLOGY AND ULTRASOUND IMAGING

In this stage, you will be instructed on the proper techniques of radiology and ultrasound as a means of diagnoses. Positioning small and large patients, basic radiation safety practices and techniques, and proper methods of equipment care will be explored. Also included are the methods of processing various data received from radiology and ultrasound to include quality control, film identification, and how to use automatic processing methods.

### Stage 9 – CAREER BUILDING

In this stage, the fundamentals of career building will be explored, as well as how to apply them to secure a position as an ABC Certified Veterinary Assistant. Special focus is placed on the job search, how to write resumes, compensation considerations, how to plan a productive job interview, and how to maintain job security. This stage also offers insight on how attitude affects your career, how to set yourself up to succeed, and the importance of financial planning and stability.

### Stage 10 – EXTERNSHIP

Upon reaching Stage 10, you will have the unique opportunity to reinforce your studies by practicing what you have learned in an animal hospital setting. Unlike other programs that generally charge in excess of \$9,000 for a hands-on program, we include this rewarding and educational experience at a fraction of the cost as an essential part of the ABC learning experience. We believe that a hands-on component will provide each student with a better understanding and working knowledge of what is expected of a veterinary assistant in the working world.

As a student, you will be evaluated on your aptitude for performing the tasks expected of a veterinary assistant. This stage allows you the opportunity to put what you have learned into practice. The externship consists of 80 hours of unpaid work experience which combines preparing patients and assisting the veterinarian and other veterinary personnel.

#### Stage 11 - GRADUATION

The Final Exam is given once your course work and externship have been successfully completed. You will review all of the material presented in the previous stages to prepare for the final. This review time is allotted for you to re-read and study the various concepts that have been taught. The Final Exam is designed to test your overall knowledge of skills required to become a veterinary assistant and will cover all areas of the curriculum.

## **PROGRAM MANAGER**

Your Program Manager will track your progress through the entire ABC Veterinary Assistant Training program. This includes sending you all program materials, receiving and grading your exams, reviewing and evaluating your hands-on training externship experience, as well as checking to make sure all deadlines are understood and met. The Program Manager also serves as a counselor for you to call upon for any type of assistance as you journey through the program.

## **TUITION**

The tuition for the Animal Behavior College Veterinary Assistant Training Program covers the following materials required for completion of this program. You will receive:

- ★ All Textbooks
- ★ Detailed Study Guides
- ★ Student Uniform
- ★ Graduation Certificate upon Graduation
- ★ A Personal Program Manager

Please note that lost materials must be replaced at the student's expense according to the price chart listed on your Enrollment Agreement. These items can be ordered through your Program Manager.

## **GRADUATION REQUIREMENTS**

To be eligible for graduation from the Animal Behavior College Veterinary Assistant Training Program, the student must successfully complete all stages outlined in the program as well as the Final Exam. Stages 1 through 9 are completed by passing written exams with a percentage rate of 70% or better. Successful completion of Stage 10 (Externship) is based upon performance evaluations. The Final Exam covers all aspects of the program, and upon a 75% passing grade of the Final Exam, the student is considered to have graduated and will be awarded a Graduation Certificate from Animal Behavior College Veterinary Assistant Training Program.

## **HONOR STUDENT STATUS**

'Honor Student' status will be awarded to students who achieve academic excellence, demonstrate an exceptional aptitude for this vocation and maintain a positive attitude throughout the program.

To achieve honor student status, a student must receive grades of 90% or better on all evaluations and examinations, including, the Final. A student must also receive an exemplary assessment of their performance during their Externship and return all exams and paperwork on time and as scheduled. Additionally, a student must conduct themselves in a professional and courteous manner at all times.

'Honor Student' status will be noted on your Graduation Certificate and will be looked upon favorably when seeking employment.

\*Your Program Manager and/or Externship Coordinator have the authority to determine your eligibility regarding 'Honor Student' status.

## **STUDENT POLICIES**

ABC prides itself on our professionalism. As an ABC student, you are representing our school. Please dress appropriately, behave in a professional manner, practice the basic standards of social conduct and courtesy, and follow the guidelines set by ABC.

Below is a brief summary of many applicable policies that all students should adhere to.

1. ABC will dismiss any student found under the influence of or in possession of drugs or alcoholic substances while working.
2. No fighting is allowed either physical or verbal. Violation of this policy may result in immediate dismissal.
3. Any form of animal abuse will serve as grounds for dismissal
4. Students must follow the appropriate dress code when representing themselves as an ABC student.
  - Must look clean and neat
  - Must wear ABC assigned uniform during Externship
  - Must wear appropriate shoes
5. Any form of client abuse will serve as grounds for dismissal
6. Inappropriate, argumentative, disruptive, or profane behavior of any kind will not be tolerated toward any ABC staff member or any onsite Externship personnel (i.e. ABC Program Manager, ABC Assistant Program Manager, ABC Externship Coordinator, Onsite Externship Veterinarian, Onsite Externship RVT or CVT, etc.). Violation of this policy may result in immediate dismissal from the Program.
7. The signed contractual agreement must be followed at all times, and any violation of this contract will serve as grounds for dismissal from the Program, and may even lead to necessary legal action.

## **STUDENT GRIEVANCE PROCEDURE**

Students who encounter any sort of problem, difficulty, or complaint regarding any aspect of the Animal Behavior College Veterinary Assistant Training Program should contact the Program Manager immediately. The issues concerning the student should be in writing so that the matter can be handled in an efficient and well-documented manner. For minor questions and concerns, a simple phone call to the Program Manager will suffice.

In the event that grievances are not solved after following the above procedure, you may file an appeal by writing to:

Steven Appelbaum  
CEO President ABTA/ABC.  
25104 Rye Canyon Loop  
Santa Clarita, CA 91355

All appeals received will be thoroughly reviewed and taken under consideration.