

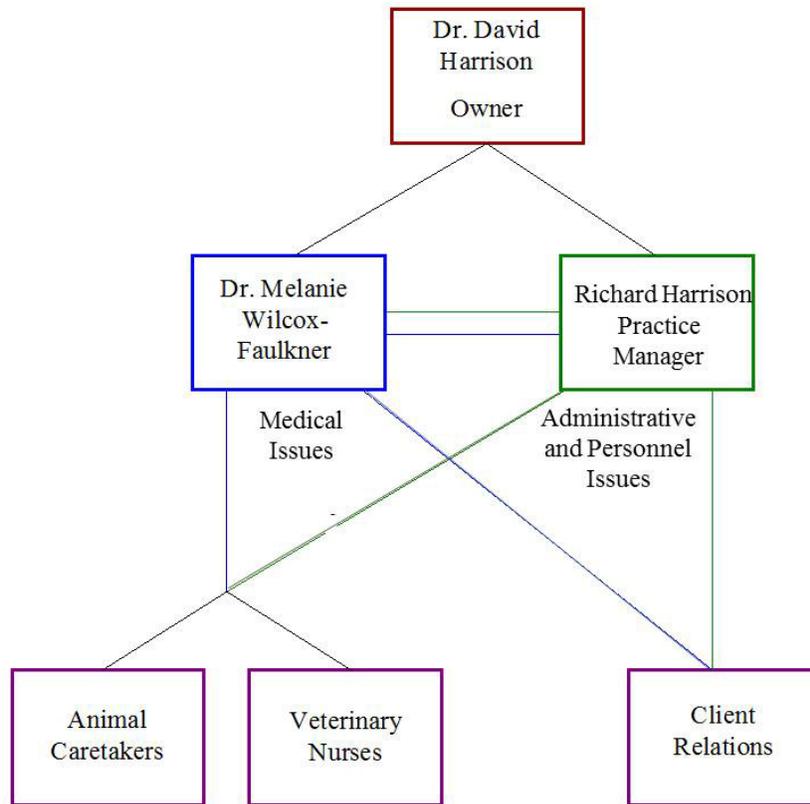
## A. Introduction

### 1. Organization Description

The DeZavala-Shavano Veterinary Clinic, LLP (hereafter referred to as the Clinic) provides medical care for various types of small pets. The Clinic has been in existence at the DeZavala location since the early 1980s and was originally under another owner. Dr. David Harrison bought the Clinic in December 1996.

The office hours are from 7:00 a.m. until 7:00 p.m. Monday through Friday and 9 a.m. until 1 p.m. on Saturday.

The chart below details the organizational structure of the Clinic.



NOTE: In any event you are unable to contact the appropriate person in authority in a reasonable length of time, go to the next person in management.

NOTE: Management includes Doctors and Practice Manager.

## **2. Introductory Statement**

**The policies and procedures set forth in this employee handbook are not a binding employment contract. This handbook provides general guidelines only and none of its provisions are contractual in nature. I understand that all employment with the Clinic is “at will,” meaning that my employment may be terminated at *any* time, with or without notice, for any reason or no reason, by either the Clinic or the employee.**

**This handbook is not a contract guaranteeing employment for any specific period of time. Either the Clinic or the employee may end this relationship at *any* time, with or without cause, notice, or reason. No person other than the Clinic’s Practice Manager or Owner has the authority to enter into any agreement guaranteeing you employment for any specific period of time or to make any written or oral promises, agreements, or commitments contrary to this policy. Further, any employment agreement entered into by the Practice Manager or Owner will not be enforceable unless it is in writing and signed by all parties concerned.**

**This handbook replaces and supercedes all earlier Clinic personnel practices, policies, and guidelines.**

**The policies and procedures found in this employee handbook may change from time to time at the sole discretion of the Clinic. The Clinic explicitly reserves the right to change or modify any of the provisions contained in these policies and procedures at any time, with or without advance notice.**

## **3. Management Philosophy**

Our goal at the Clinic is to develop long-term relationships with both clients and their pets through strong ethical standards, outstanding client service, and quality patient care.

The Clinic believes in:

- Satisfying our clients by exceeding their expectations whenever possible.
- Respecting the dignity of people who come to the premises or who work at the Clinic.
- Quality as an essential element of our success.
- Open and forthright communications.
- Teamwork and having employees who are highly motivated and skilled at their job.