

WEEK ONE

Week one focuses on learning the general operations of the transport system, focusing primarily on loading & unloading patients, post-operative instructions, & working with transport partners.

Day 1:

- Review resources on ASPCApro.org:
 - o Intake Procedures: <https://www.aspcapro.org/resource/spayneuter-clinic-intake>
 - o Running a Transport Program: <https://www.aspcapro.org/resource/running-spayneuter-transport-program> (save *Setting up a Transport Program* document for Day 5)
 - Ride along with *transport assistant* to pick up patients
 - Assist in unloading vehicle
 - Assist in cleaning vehicle
 - Learn counties served, number of partners, and how far the transport program goes
 - Review *Transport Partner Agreement*
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Days 2, 3, & 4:

- Assist in loading vehicle
 - Ride along with *transport assistant* to return & pick up patients
 - Assist in cleaning vehicle
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Day 5:

- Review resources on ASPCApro.org:
 - o *Setting up a Transport Program*: <https://www.aspcapro.org/resource/running-spayneuter-transport-program>
 - o Patient Release: <https://www.aspcapro.org/resource/spayneuter-clinic-patient-release>
 - o Post-op Instructions: <https://www.aspcapro.org/resource/post-op-instructions-spayneuter-clinics>
 - o *Kennel Cleaning & Disease Prevention*: <https://www.aspcapro.org/resource/spayneuter-clinic-kennel-cleaning-disease-prevention>
- Assist in loading vehicle
- Ride along with *transport assistant* to return patients
- Assist in cleaning vehicle

WEEK TWO

Week two continues training with the *transport assistant*, & delves deeper into evaluating patients for transport/surgery, post-operative instructions, & transport partner responsibilities.

Day 1:

- Ride along with *transport assistant* to pick up patients
 - Assist in unloading vehicle
 - Assist in cleaning vehicle
 - Review the following information with the *office manager*:
 - Proper animal transport procedures, inc. crate requirements, crate security & stacking, disease control protocols, & feral cat traps
 - Reasons for refusal
 - Stressed animals
 - Recognizing common diseases
 - Daily cleaning
 - Deep cleaning
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Days 2, 3, & 4:

- Assist in loading vehicle
 - Ride along with *transport assistant* to return & pick up patients
 - Assist in cleaning vehicle
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Day 5:

- Assist in loading vehicle
- Ride along with *transport assistant* to return patients
- Assist in cleaning vehicle
- Review the following information with *office manager*:
 - Transport partner responsibilities, inc. admission forms, animal name bands, & crate marking
 - Fees for partners/invoicing
 - Weather cancellation policy
 - Partner contacts & directions
 - Development of transport calendar
 - Routine maintenance of vehicle, inc. inspections/licenses
 - Emergency situations
 - Communicating with partners

A quiz that tests employees on the content of this checklist can also be found at:

<https://www.aspcapro.org/resource/training-materials-sn-clinic-staff>

