



# Relief Technician Onboarding Checklist

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## Every unicorn needs a little magic!

By following this checklist, you ensure every Relief Tech walks away feeling like a valued and integral part of your team. Because it's not just about covering shifts – it's about creating an experience worth coming back for!

### Location: Where's the Magic?

- **Parking & Entry** — Share where to park, which door to enter, any codes needed for access.
- **Tour Time** — Walkthrough of the clinic, pointing out key areas.
- **Storage Spot** — Where to keep personal belongings safely.
- **Rest & Refresh** — Bathrooms, break rooms, water stations, coffee, and other essentials.
- **Lunch Break Intel** — Local eateries, delivery options, and hidden snack spots.

### People: Who's Who in the Zoo?

- **Front Desk Welcome** — Greet the Tech by name and make them feel at home.
- **Powerhouse Partner** — Pair them with a lead tech or assistant to show them the ropes.
- **Do's & Don't** — Ask about their preferred workflow and how they like to interact with the team/clients.
- **Meet the Crew** — Introduce them to the full team – from veterinarians to kennel assistants!
- **Client Connection** — Introduce them as part of our team (not just relief) and share fun facts about them!

### Equipment: Tools of the Trade

- **Software 101** — Quick demo of the clinic's system and discuss preferred charting methods.
- **Diagnostics** — Review available lab work, radiology, ultrasound, and other tools.
- **Monitoring & Machines** — Go over anesthesia monitoring, dental equipment, and other tools.
- **SOPs** — Have 'em ready to share and in one-pagers, especially around safety and patient handling. Setting expectations off the bat is key to success!



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### Supplies: Know your Inventory

- **Tour de Pharmacy** — Show where meds and prescriptions are stocked.
- **Surgical & Treatment Areas** — Give a rundown of surgical suites, anesthesia machines, and treatment rooms.
- **Cold & Frozen Goods** — Ensure they know where vaccines, bloodwork supplies, and specialty meds are kept.
- **Stocking Expectations** — Go over protocols for restocking and where to find frequently used items.

### Bonus Points: How to catch a Unicorn!

- **Pre-Shift Communication** — Reach out 48 hours in advance with the game plan, tell them what makes your clinic special and run smoothly.
- **Personal Touch** — Ask about favorite snacks, drinks, and any personal preferences.
- **Day-Of VIP Treatment** — Have their favorite snacks ready, create a dedicated workspace, and ensure belongings are secure.
- **Tech Support** — Assign them your best tech to make their day seamless.
- **Check-In & COMMUNICATE!** — Touch base throughout the day – small gestures go a long way.
- **Feedback Matters** — At the end of the shift, ask what we can do better next time.

