



**APPRENTICESHIP PROGRAM STANDARDS**  
adopted by

**CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM**

(sponsor name)

Occupational Objective(s):  
LICENSED VETERINARY TECHNICIAN

SOC#  
29-2056.00

Term [WAC 296-05-015]  
**XXXX HOURS**



**APPROVED BY**  
**Washington State Apprenticeship and Training Council**  
**REGISTERED WITH**  
**Apprenticeship Section of Fraud Prevention and Labor Standards**  
Washington State Department Labor and Industries  
Post Office Box 44530  
Olympia, Washington 98504-4530

**APPROVAL:**

\_\_\_\_\_  
Provisional Registration

\_\_\_\_\_  
Standards Last Amended

\_\_\_\_\_  
Permanent Registration

By: \_\_\_\_\_  
Chair of Council

By: \_\_\_\_\_  
Secretary of Council

# CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM STANDARDS

## INTRODUCTION

This document is an apprenticeship program standard. Apprenticeship program standards govern how an apprenticeship works and have specific requirements. This document will explain the requirements.

The director of the Department of Labor and Industries (L&I) appoints the Washington State Apprenticeship and Training Council (WSATC) to regulate apprenticeship program standards. The director appoints and deputizes an assistant director to be known as the supervisor of apprenticeship who oversees administrative functions through the apprenticeship section at the department.

The WSATC is the sole regulatory body for apprenticeship standards in Washington. It approves, administers, and enforces apprenticeship standards, and recognizes apprentices when either registered with L&I's apprenticeship section, or under the terms and conditions of a reciprocal agreement. WSATC also must approve any changes to apprenticeship program standards.

Apprenticeship programs have sponsors. A sponsor operates an apprenticeship program and declares their purpose and policy herein to establish an organized system of registered apprenticeship education and training. The sponsor recognizes WSATC authority to regulate and will submit a revision request to the WSATC when making changes to an apprenticeship program standard.

Apprenticeships are governed by federal law (29 U.S.C 50), federal regulations (29 CFR Part 29 & 30), state law (49.04 RCW) and administrative rules (WAC 296-05). These standards conform to all of the above and are read together with federal and state laws and rules

Standards are changed with WSATC approval. Changes are binding on apprentices, sponsors, training agents, and anyone else working under an agreement governed by the standards. Sponsors may have to maintain additional information as supplemental to these standards. When a standard is changed, sponsors are required to notify apprentices and training agents. If changes in federal or state law make any part of these standards illegal, the remaining parts are still valid and remain in force. Only the part made illegal by changes in law is invalid. L&I and the WSATC may cooperate to make corrections to the standards if necessary to administer the standards.

Sections of these standards identified as bold "insert text" fields are specific to the individual program standards and may be modified by a sponsor submitting a revised standard for approval by the WSATC. All other sections of these standards are boilerplate and may only be modified by the WSATC. See WAC 296-05-003 for the definitions necessary for use with these standards.

Sponsor Introductory Statement (Required):

**Cascade Veterinary Clinics comprises three locally owned veterinary clinics located in Wenatchee, East Wenatchee, and Leavenworth. Cascade Veterinary Clinics is focused on**

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**building the bond between pets and their owners by providing services such as wellness exams, orthopedic surgeries, holistic alternative medicine, emergency care, and urgent care.**

**One of our core values is teaching and learning. Our mantra of “Teach, Learn, and Improve” resonates at every level of the organization. Many people no longer view their pets as just pets, but treasured members of the family. There has been an increasing need through the years for Licensed Veterinary Technicians (LVTs) to help support the health and well-being of both the “fur family member” and the client.**

**Cascade Veterinary Clinics is positioned to recruit and train individuals who are dedicated to the health and patient care of our community’s pets. Due to our broad spectrum of services and over 12 doctors providing progressive healthcare services, we have a staff that embraces our value of teaching that exposes workers to complex and interesting cases that many clinics do not have the opportunity to see. Now more than ever with the economic uncertainty, a paid apprenticeship program allows people the opportunity to make a living without the significant hardship of student debt.**

**Cascade Veterinary Clinics actively recruits a culturally and economically diverse workforce that represents our region and the clients we serve. We need qualified LVTs to fill these roles. The Cascade Veterinary Clinics LVT Apprenticeship Program would remove many barriers for potential students by providing workers with the education in both on the job and classroom activities, preparing apprentices to successfully undertake the required veterinary technician national examination and Washington state examination. The training and the passing of national and state examinations allows workers to advance into higher-paying careers and management positions, improving the individual’s quality of life and the communities in which they live.**

### **I. GEOGRAPHIC AREA COVERED:**

The sponsor must train inside the area covered by these standards. If the sponsor wants to train outside the area covered by these standards, the sponsor must enter a portability agreement with a sponsor outside the area, and provide evidence of such an agreement for compliance purposes. Portability agreements permit training agents to use apprentices outside the area covered by the standards. Portability agreements are governed by WAC 296-05-009.

**The area covered by these standards shall be Chelan and Douglas Counties.**

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### II. MINIMUM QUALIFICATIONS:

Minimum qualifications must be clearly stated and applied in a nondiscriminatory manner [WAC 296-05-015(17)].

Age: **At least 18 years old.**

Education: **High School Diploma or equivalent.**

Physical: **Must be able to perform the duties of the position with or without reasonable accommodations.**

Testing: **All applicants must complete college administered placement assessment and have a minimum placement result into, or college course completion of, Math 095 or course equivalent or Math Accuplacer Assessment equivalent score to Math 095. Must have passed 2 years of high school English with “C” or better or English Accuplacer Assessment equivalent score.**

Other: **Must be able to lift up to 35 lbs.**

**Must have reliable transportation.**

### III. CONDUCT OF PROGRAM UNDER WASHINGTON EQUAL EMPLOYMENT OPPORTUNITY PLAN:

Sponsors with five (5) or more apprentices must adopt an Equal Employment Opportunity (EEO) Plan and Selection Procedure (chapter 296-05 WAC and 29 CFR Part 30).

The recruitment, selection, employment and training of apprentices during their apprenticeship shall be without discrimination because of race, sex (including pregnancy and gender identity), sexual orientation, color, religion, national origin, age, genetic information, disability or as otherwise specified by law. The sponsor shall take positive action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required by the rules of the Washington State Apprenticeship and Training Council and Title 29, Part 30 of the Code of Federal Regulations.

#### A. Selection Procedures:

- 1. Persons desiring to become apprentices under the Cascade Veterinary Clinics Apprenticeship Program’s Standards must apply directly with Cascade Veterinarian Clinics. Applicants can be incumbent workers of Cascade Veterinary Clinics, and/or outside hires.**
- 2. Applicants will complete an employment application to Cascade Veterinary Clinics.**

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3. Applicants may submit a resume for consideration online at: <https://www.cascadevetclinics.com/join-our-team>. Paper applications may be obtained in person at:

Cascade Veterinary Clinics  
1201 Walla Walla Street  
Wenatchee, WA 98801  
(509) 663-0793

4. Applicants must satisfactorily complete Cascade Veterinary Clinics Human Resources screening procedures. The minimum ranking for eligibility will be determined by the HR representative and the hiring manager or hiring committee prior to reviewing applications, as will be the selection criteria before each step in the recruitment process.
5. The Committee will determine when and how many apprentices may enter the apprenticeship program.
6. The Committee will schedule interviews for potential apprenticeship applicants. Each applicant will be asked a series of identical questions by equal members of employer and employee representatives on the Committee.
7. Each committee member will record the applicant's numeric score on a designated score sheet which will be kept on file. The applicant's total score will be recorded and each committee member will sign and date the score sheet. Apprentices will be selected in priority of rank order until the apprenticeship program enrollment limit is attained.
8. Apprentices approved by Cascade Veterinary Clinics and who meet minimum qualifications shall be informed of their obligations under the standards established for the trade. Applicants who are accepted by Cascade Veterinary Clinics shall be formally registered as a Cascade Veterinary Clinics apprentice.
9. The Committee will evaluate each applicant's prior experience and work history in order to place the applicant into the program at the proper level of work experience and wage progression.

### EXCEPTIONS:

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1. **Apprentices with partial education requirements, working towards meeting appropriate education requirements, per WAC 246-935-060, will have preferred entry.**

### B. Equal Employment Opportunity Plan:

Cascade Veterinary Clinics is committed to equal opportunities for all employees and applicants. Employees and applicants to the apprentice program will not be discriminated against by managers, supervisors, coworkers or third parties on the basis of race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), gender identity, transgender, national origin, age, physical or mental disability, veteran status, sexual orientation, genetic information or other status protected by applicable federal, state or local laws or by corporate policy.

The Cascade Veterinary Clinics Apprenticeship Program will:

1. **Promote the Cascade Veterinary Clinics Apprenticeship Program through the distribution of program literature and on apprenticeship websites.**
2. **Deliver presentations designed to familiarize youth and other interested persons with apprenticeship opportunities.**
3. **Encourage women, minorities, veterans and persons with disabilities to meet apprenticeship minimum qualifications by connecting them with external training opportunities, classes, employers and agencies that provide support services.**
4. **Encourage minority and women (minority and non-minority) journey-level workers and apprentices to promote the program and serve as recruiters.**
5. **Participate in workshops conducted by employment service agencies, school districts, and community based organizations to increase awareness of apprenticeship opportunities in support of general apprenticeship outreach.**

### C. Discrimination Complaints:

Any apprentice or applicant for apprenticeship who believes they have been discriminated against may file a complaint with the supervisor of apprenticeship (WAC 296-05-443).

## IV. TERM OF APPRENTICESHIP:

The term of apprenticeship for an individual apprentice may be measured through the completion of the industry standard for on-the-job learning (at least two thousand hours) (time-based approach), the attainment of competency (competency-based approach), or a blend of the time-based and competency-based approaches (hybrid approach) [WAC 296-05-015].

**The term of this apprenticeship is 6,000 hours.**

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### V. INITIAL PROBATIONARY PERIOD:

An initial probationary period applies to all apprentices, unless the apprentice has transferred from another program. During an initial probationary period, an apprentice can be discharged without appeal rights. An initial probationary period is stated in hours or competency steps of employment. The initial probationary period is not reduced by advanced credit or standing. During an initial probationary period, apprentices receive full credit for hours and competency steps toward completion of their apprenticeship. Transferred apprentices are not subject to additional initial probationary periods [WAC 296-05-003].

The initial probationary period is [WAC 296-05-015(22)]:

- A. the period following the apprentice's registration into the program. An initial probationary period must not be longer than twenty percent of the term of the entire apprenticeship, or longer than a year from the date the apprenticeship is registered. The WSATC can grant exemptions for longer initial probationary periods if required by law.
- B. the period in which the WSATC or the supervisor of apprenticeship may terminate an apprenticeship agreement at the written request by any affected party. The sponsor or the apprentice may terminate the agreement without a hearing or stated cause. An appeal process is not available to apprentices in their initial probationary period.

**The initial probationary period for these standards is 1,000 hours, or one year, whichever comes first.**

### VI. RATIO OF APPRENTICES TO JOURNEY LEVEL WORKERS

Supervision is the necessary education, assistance, and control provided by a journey-level employee on the same job site at least seventy-five percent of each working day, unless otherwise approved by the WSATC. Sponsors ensure apprentices are supervised by competent, qualified journey-level employees. Journey level-employees are responsible for the work apprentices perform, in order to promote the safety, health, and education of the apprentice.

- A. The journey-level employee must be of the same apprenticeable occupation as the apprentice they are supervising unless otherwise allowed by the Revised Code of

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Washington (RCW) or the Washington Administrative Code (WAC) and approved by the WSATC.

- B. The numeric ratio of apprentices to journey-level employees may not exceed one apprentice per journey-level worker [WAC 296-05-015(5)].
- C. Apprentices will work the same hours as journey-level workers, except when such hours may interfere with related/supplemental instruction.
- D. Any variance to the rules and/or policies stated in this section must be approved by the WSATC.
- E. The ratio must be described in a specific and clear manner, as to the application in terms of job site, work group, department or plant:

**There shall be no more than one (1) apprentice to every one (1) journey-level worker on the same job site. Journey-level employee is defined as a Licensed Veterinary Technician (LVT) and/or Doctor of Veterinary Medicine (DVM).**

### **APPRENTICE WAGES AND WAGE PROGRESSION:**

- A. Apprentices must be paid at least Washington's minimum wage, unless a local ordinance or a collective bargaining agreement require a higher wage. Apprentices must be paid according to a progressively increasing wage scale. The wage scale for apprentices is based on the specified journey-level wage for their occupation. Wage increases are based on hours worked or competencies attained. The sponsor determines wage increases. Sponsors must submit the journey-level wage at least annually or whenever changed to the department as an addendum to these standards. Journey-level wage reports may be submitted on a form provided by the department. Apprentices and others should contact the sponsor or the Department for the most recent Journey-level wage rate.
- B. Sponsors can grant advanced standing, and grant a wage increase, when apprentices demonstrate abilities and mastery of their occupation. When advanced standing is granted, the sponsor notifies the employer/training agent of the wage increase the apprenticeship program standard requires.
- C. Wage Progression Schedules [**Note: to be determined following OJT hours assigned**]

Step	Hour Range or competency step	Percentage of journey-level wage rate*
1.	0 - xxx hours	80%
2.	Xxx – xxx hours	85%
3.	Xxx – xxx hours	90%
4.	Xxx – xxx hours	95%



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**No apprentice shall be paid less than minimum wage. [NOTE: Hour Range or Competency Stop to be determined.]**

### **VII. WORK PROCESSES:**

The apprentice shall receive on the job instruction and work experience as is necessary to become a qualified journey-level worker versed in the theory and practice of the occupation covered by these standards. The following is a condensed schedule of work experience, which every apprentice shall follow as closely as conditions will permit. The following work process descriptions pertain to the occupation being defined.

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## Licensed Veterinary Technician

## Approximate Hours/Competency Level

### 1. Office & Hospital Procedures, Client Relations & Communication:

#### Communication ----- 180

- a) Demonstrate an understanding of interpersonal skills and team dynamics
- b) Demonstrate telephone etiquette (e.g. through role playing, educational resources, etc.)
- c) Utilize appropriate interpersonal and public relations skills
- d) Develop and provide client education in a clear and accurate manner at a level the client understands (i.e., oral and written form, including educational handouts)
- e) Apply crisis intervention/grief management skills with clients

### 2. Office & Hospital Procedures, Client Relations & Communication: Law and Ethics -----180

- a) Interact professionally with clients and fellow staff members
- b) Demonstrate a commitment to high quality patient care
- c) Respect and protect the confidentiality of client and patient information

### 3. Office & Hospital Procedures, Client Relations & Communication:

#### Management -----180

- a) Create and maintain individual client records, vaccination certificates, and other appropriate forms
- b) Perform basic filing of medical records, radiographs, lab reports, etc.
- c) Manage inventory control
- d) Maintain appropriate disposal protocols for hazardous materials
- e) Create and maintain all appropriate facility records and logs in compliance with regulatory guidelines (e.g., radiography, surgery, anesthesia, laboratory, controlled substance)
- f) Establish and maintain appropriate sanitation and infection control protocols for a veterinary facility, including patient and laboratory area
- g) Schedule appointments, admit, discharge and triage according to client, patient and facility needs through phone and in-person contact
- h) Recognize and respond to veterinary medical emergencies
- i) Handle daily client-based financial transactions

### 4. Pharmacy & Pharmacology: Administration -----280

- a) Read and follow veterinarian's pharmacy orders
- b) Recognize the safe and effective manner in which vaccines must be administered; recognize and explain common side effects
- c) Demonstrate the ability to accurately record medical information
- d) Monitor therapeutic responses
- e) Safely and effectively administer drugs by common parenteral and enteral routes; explain appropriate routes and methods and when used

### 5. Pharmacy & Pharmacology: Dispensing -----360

- a) Given a drug order, properly prepare medications for dispensing, including performing accurate calculations
- b) Relay drug information to clients (e.g., handling, storage, administration, side-effects, drug interactions, safety, reasons for use of drug)
- c) Demonstrate compliance with all federal and state regulatory guidelines for drug purchase, storage, administration, withdrawal, dispensing, disposal, and inventory control (e.g., biologics and therapeutic agents, pesticides, and hazardous wastes)

### 6. Nursing: Patient Assessment -----380

- a) Describe and use common animal identification methods

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- b) Recognize and assess body language and behaviors (including pain assessment scales) for various animal species
- c) Demonstrate effective and appropriate humane restraint techniques to include efforts to reduce stress during handling for various animal species
- d) Obtain a thorough patient history
- e) Demonstrate the ability to obtain objective patient data
- f) Prepare diagnostic specimens for shipment
- g) Properly collect diagnostic specimens for analysis (ex: urine, blood, feces, specimens for cytology)
- h) Collect urine samples

- 7. Nursing: Patient Care**-----380
- a) Environmental conditions: implement sanitation procedures for animal holding and housing areas
  - b) Grooming
  - c) Perform microchip scanning and implantation
  - d) Administer parenteral medications
  - e) Administer enteral medications
  - f) Administer topical medications (including ophthalmic)
  - g) Demonstrate understanding of nursing care of newborns
  - h) Administer enemas
  - i) Collect/evaluate skin scrapings
  - j) Fluid therapy
  - k) Develop understanding of wound management and abscess care
  - l) Perform physical therapy
  - m) Perform ocular diagnostic tests (including tonometry, fluorescein staining and Schirmer tear test)
  - n) Gastric intubation (dog or cat)
  - o) Apply and remove bandages and splints
  - p) Remove casts
  - q) Perform critical care
  - r) Apply established emergency protocols (simulation acceptable)
  - s) Perform Comprehensive Oral Health Assessment and Treatment (COHAT) (scaling and polishing) (manual and machine)
  - t) Understand client education regarding home care
- 8. Anesthesia: Equipment /Facility Management** -----360
- a) Maintain and operate anesthetic delivery and monitoring equipment
- 9. Anesthesia: Patient Management** -----600
- a) Record and maintain anesthesia records
  - b) Calculate dosages of appropriate anesthetic-related drugs
  - c) Administer anesthetic-related drugs (injection, endotracheal tube, mask)
  - d) Place endotracheal tubes in patients
  - e) Utilize clinical signs and appropriate equipment to monitor patient status during anesthetic procedures (e.g., esophageal stethoscope, blood pressure monitor, capnometer, electrocardiogram, pulse oximeter)
  - f) Evaluate patient and implement pain management protocols as directed
  - g) Recognize and respond appropriately to patients in compromised states
  - h) Perform appropriate resuscitation procedures as needed (e.g., calculate and administer appropriate anesthetic antagonists and emergency drugs as directed)
  - i) Complete controlled substance log (does not need to be official controlled substance log; mock logs may be utilized)
- 10. Surgical Nursing: Patient Management** -----480
- a) Properly identify patients and surgical procedures

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- b) Patient assessment
- c) Palpate the urinary bladder and express it if needed
- d) Prepare surgical site using appropriate aseptic techniques
- e) Position patient for common procedures
- f) Provide surgical assistance
- g) Coordinate pain management with the anesthesia/surgical team
- h) Provide post-operative care

### 11. Surgical Nursing: Procedural Management -----380

- a) Prepare surgical instruments and supplies
- b) Prepare gowns, masks, gloves, and drapes
- c) Operate and maintain autoclaves
- d) Sterilize instruments and supplies using appropriate methods
- e) Perform pre-surgical set-up
- f) Identify and know proper use for instruments
- g) Identify common suture materials, types, and sizes
- h) Provide operating room sanitation and care
- i) Maintain proper operating room conduct and asepsis
- j) Perform post-surgical clean-up (e.g., equipment, instruments, room, proper disposal of hazardous medical waste)

### 12. Surgical Nursing: Surgical Nursing -----480

- a) Participate in surgeries in these categories: ovariohysterectomy - dog, cat; orchiectomy - dog, cat and other common species

### 13. Laboratory Procedures: Specimen Analysis -----480

- a) Perform urinalysis
- b) Perform CBC to include hemoglobin; packed cell volume; total protein; white cell count; red cell count
- c) Perform blood chemistry tests (BUN, glucose, common enzymes)
- d) Perform serologic test (ELISA, slide/card agglutinations)
- e) Perform parasitologic procedures for external parasites and identify: mites; lice; ticks; fleas; flies
- f) Perform diagnostics procedures for parasites
- g) Identify common parasitic forms
- h) Perform cytologic evaluation
- i) Perform microscopic exam of blood film
- j) Calculate hematologic indices
- k) Perform coagulation tests
- l) Identify blood parasites
- m) Perform necropsy procedures

### 14. Laboratory Procedures: Specimen Management -----400

- a) Select and maintain laboratory equipment
- b) Implement quality control measures
- c) Understand how to ensure safety of patients, clients, and staff in the collection and handling of samples
- d) Prepare, label, package, and store specimens for laboratory analysis

### 15. Imaging -----480

- a) Appropriately label, file, and store images
- b) Implement and observe recommended radiation safety measures
- c) Implement radiographic quality control measures
- d) Properly utilize radiographic technique charts

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- e) Position live animals and produce diagnostic radiographic images (dogs, cats, horses/ponies/donkeys/mules, and birds)
- f) Position live animals and utilize dental radiographic equipment to produce diagnostic intra- oral dental radiographic images (dog or cat)
- g) Perform radiographic contrast studies — GI series
- h) Perform on a sedated canine radiographic techniques utilized in screening for canine hip dysplasia
- i) Demonstrate proper maintenance of radiographic equipment, including recognition of faulty equipment operation
- j) Use and care of ultrasonography equipment
- k) Use and care of endoscopic equipment

### 16. Avian, Exotic & Small Mammal Procedures-----400

- a) Recognize, understand, and perform restraint techniques of birds, reptiles, amphibians, and ferrets
- b) Demonstrate the ability to perform a physical exam and accurately record results: birds, reptiles, amphibians, and ferrets
- c) Perform nail trim (bird, exotic, small mammal)
- d) Perform injections using appropriate sites
- e) Perform oral dosing
- f) Administer drugs or medicaments using appropriate sites and routes
- g) Understand appropriate sites for intravenous catheter placement
- h) Understand tube feeding in birds
- i) Perform laboratory procedures
- j) Anesthetize birds and exotic animals
- k) Recognize normal and abnormal behavior patterns
- l) Explain inadvisability of keeping wildlife as pets
- m) Collect blood samples

**Total Hours/# of Competency Levels: 6,000**

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### VIII. RELATED/SUPPLEMENTAL INSTRUCTION:

The apprentice must attend related/supplemental instruction (RSI). Time spent in RSI shall not be considered as hours of work and the apprentice is not required to be paid.

RSI must be provided in safe and healthy conditions as required by the Washington Industrial Safety and Health Act and applicable federal and state regulations.

Hours spent in RSI are reported to L&I each quarter. Reports must show which hours are unpaid and supervised by a competent instructor versus all other hours (paid and/or unsupervised) for industrial insurance purposes.

For purposes of coverage under the Industrial Insurance Act, the WSATC is an employer and the apprentice is an employee when an unpaid, supervised apprentice is injured while under the direction of a competent instructor and participating in RSI activities.

If apprentices do not attend required RSI, they may be subject to disciplinary action by the sponsor.

A. The methods of related/supplemental training must be indicated below (check those that apply):

Supervised field trips

Sponsor approved training seminars as approved by the Committee

Sponsor approved online or distance learning courses as approved by the Committee

State Community/Technical college – **Wenatchee Valley College**

Private Technical/Vocational college

Sponsor Provided (lab/classroom)

Other (specify): **As approved by the Committee**

B. **XXX** Minimum RSI hours per year defined per the following [see WAC 296-05-015(6)]:

Twelve-month period from date of registration.\*

Defined twelve-month school year: **(insert month)** through **(insert month)**.

Two-thousand hours of on the job training.

*\*If no selection is indicated above, the WSATC will define RSI hours per twelve-month period from date of registration.*

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### C. Additional Information:

1. Total required RSI for the apprenticeship program is 990 hours. The following hours are outlined in the RSI Plan Review document:
  - Wenatchee Valley College - 150 hours
  - Cascade Veterinary Clinic provided paid lab - 370 hours
  - Cascade Veterinary Clinic provided unpaid lab – 10 hours
  - Cascade Veterinary provided classroom/online self-study – 460 hours.
2. Instructors will be qualified as a Licensed Veterinary Technician (LVT) and/or Doctor of Veterinary Medicine (DVM), and be a graduate of an AVMA CVTEA or CVMA-accredited program.

[NOTE: Hours subject to further curriculum development review.]

3. Apprentices will be provided with a minimum of the above referenced hours of RSI unless otherwise directed by the Committee.
4. Apprentices that are granted credit for prior learning or experience may be excused from attending specific portions of RSI training at the discretion of the Committee. Apprentices seeking credit for prior learning must demonstrate the same knowledge, skill and abilities as apprentices who have completed the portion(s) of RSI for which credit is requested.
5. In the event an apprentice has completed all of their required RSI, but has less than the required OJT, the apprentice will not be required to attend further classes unless directed by the Committee.
6. Apprenticeship completion will require successful completion of the veterinary technician national examination as approved by the Washington state Veterinary Board of Governors, and the Washington state examination that consists of questions pertaining to the laws and rules regulating veterinary technicians, per WAC 246-935-070, as determined or designated by the Committee.

## IX. ADMINISTRATIVE/DISCIPLINARY PROCEDURES:

### A. Administrative Procedures:

The sponsor may include in this section a summary and explanation of administrative actions performed at the request or on the behalf of the apprentice. Such actions may include but are not limited to:

1. Voluntary Suspension: A temporary interruption in progress of an individual's apprenticeship agreement at the request of the apprentice and granted by the sponsor. The program sponsor shall review apprentices in suspended status at least once each year to determine if the suspension is still appropriate.

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2. Advanced Standing or Credit: The sponsor may provide for advanced standing or credit for demonstrated competency, acquired experience, training or education in or related to the occupation. All sponsors need to ensure a fair and equitable process is applied to all apprentices seeking advanced standing or credit per WAC 296-05-015(11).
3. Sponsor Procedures:
  - a. **The Training Coordinator oversees the day-to-day operations of the program under the auspices of the Cascade Veterinary Clinics.**
  - b. **Successful completion of the relevant competency assessment(s) and RSI are required for the apprenticeship to receive step increases and graduate from the apprenticeship program.**
  - c. **All apprentices must be released from “on-the-job” commitments to attend scheduled Related Supplemental Instruction (RSI).**
  - d. **Apprentices may request administrative suspension (voluntary leave) with the approval of the Committee.**
  - e. **If Cascade Veterinary Clinics terminates the employment of an apprentice due to acquisition, ceasing operations, layoff or other circumstance through no fault of the apprentice, Cascade Veterinary Clinics will make every effort to place the apprentice with another registered Training Agent for the remainder of their apprenticeship. In the event there are no available placement opportunities, Cascade Veterinary Clinics will provide two options. Exercising any one option does not negate the ability of the apprentice to pursue an alternate course of action if the action is taken within 180 days. The options are:**
    - i. **Allow the apprentice to wait for a placement opportunity, or**
    - ii. **Allow the apprentice to challenge completion of their apprenticeship by completing the required competency assessment(s) at the discretion of the Committee.**
  - f. **The Committee will review all apprentices in suspended status on at least a semi- annual basis. Apprentices who have been in a suspended status for at least six (6) months, and have not requested a return to active status, or been in communication with Training Coordinator or apprenticeship staff, will be called before the Committee, which may result in an extension of the suspension or cancellation of the apprenticeship agreement.**
  - g. **Apprentices who have been cancelled in the past by the Committee are eligible to re-apply after a period of at least 12 months.**



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- h. Apprentices are expected to average forty (40) hours per week, excluding holidays, personal time off, and unpaid leave. RSI may be held during work hours but will not count as OJT hours.**
- i. It is the apprentice's responsibility to keep his or her current address and contact information on file with Cascade Veterinary Clinics.**
- j. Credit for Previous Experience of Early Completion (OJT Only): The intent of granting credit is to align the apprentice's status with the level at which they are performing:**
  - i. An apprentice who has previous industry-related work experience may request credit for previous experience. The apprentice must provide documentation to verify their industry-related experience.**
  - ii. The Committee may grant credit for successful completion of the skills requirements of OJT hours. Requests for credit shall state that the apprentice's performance exceeds their experience level and Cascade Veterinary Clinics agrees to pay the apprentice at the corresponding step and wage progression.**
  - iii. The decision of whether to grant the apprentice Credit for Previous Experience – and at what step – or credit for early completion, will be made in a fair and equitable manner by the Committee.**
- k. Credit for Previous Education/Challenge of Curriculum (RSI Only):**
  - i. An apprentice who has previous industry-related education may request credit for previous education and/or challenge RSI curriculum.**
  - ii. Apprentices are responsible for any associated fees for credit granted for previous education to include tuition fees for credit. Apprentices are responsible for any associated fees for challenging RSI curriculum to include but not limited to cost to proctor exam and associated tuition fees.**
  - iii. To be considered for credit for previous education, apprentices must have successfully completed post-secondary level class(es) in the related subject within the previous five (5) years and have a passing grade of 80% or higher.**
  - iv. Only scores 85% or higher on the challenge RSI exam will be considered for program credit.**
  - v. The decision of whether to grant the apprentice credit for previous education will be made in a fair and equitable manner by the Committee.**
- l. Related/Supplemental Instruction:**
  - i. Apprentices who violate any Cascade Veterinary Clinics or school safety and health policies, engage in behavior that disrupts related instruction, or use of alcohol or drugs during RSI, may be removed from class and will be reported as soon as possible to the Training**

## CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM STANDARDS

Coordinator or designee. The Training Coordinator or designee will attempt to either resolve the issue immediately or refer the issue to the Committee.

- ii. Apprentices may request an excused absence by contacting both the Training Coordinator and their instructor in advance. Excused absences require the approval of the Training Coordinator.
- iii. Excused absences require class time to be made up at a rate of one (1) hour for every one (1) hour missed plus one of the following:
  1. A note from the apprentice's physician indicating that an illness/injury is preventing them from attending school.
  2. Proof of death of immediate family member.
  3. Special circumstances will be reviewed by the Training Coordinator and referred to the Committee at the discretion of the Training Coordinator.
- iv. Unexcused absences, Tardiness and Failure of classes covered in Section X.B.3 Disciplinary Procedures.

### **m. Hours Reporting:**

- i. The apprentice must track and keep record of on the job work progress hours as outlined in these Standards of Apprenticeship. Access to work progress reports will be made available to each apprentice by Cascade Veterinary Clinics at the start of their apprenticeship.
- ii. The apprentice is responsible for ensuring their assigned journey level mentor, or direct supervisor signs the monthly evaluation of progress and verifies the work progress report.
- iii. The apprentice shall submit the monthly work progress record to the Training Coordinator prior to the tenth (10<sup>th</sup>) day of the following month by:
  1. An online hours tracking system,
  2. Emailing a copy of the signed work progress record, or
  3. Delivering by mail or in person a copy directly to the Training Coordinator.
- iv. Vacation hours do not count toward hours required to complete the program.
- v. Apprentice must maintain employment with Cascade Veterinary Clinics to remain active in the apprenticeship program.
- vi. Apprentices, who have been separated from Cascade Veterinary Clinics, may complete the RSI quarter they are currently enrolled in and receive credit towards completion of that portion of the RSI, provided they pass the class.
- vii. An Apprentice must pay for and obtain and provide Cascade Veterinary Clinics a copy of the Department of Health license or certification before he/she will be issued the Washington State Journey level Certification of Completion, per WAC 246-935-070.

# CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM STANDARDS

## B. Disciplinary Procedures

1. The obligations of the sponsor when taking disciplinary action are as follows:
  - a. The sponsor shall be responsible for enacting reasonable policies and procedures and applying them consistently. The sponsor will inform all apprentices of their rights and responsibilities per these standards.
  - b. The sponsor shall notify the apprentice of intent to take disciplinary action and reasons therefore 20 calendar days prior to taking such action. The reason(s) supporting the sponsor's proposed action(s) must be sent in writing to the apprentice.
  - c. The sponsor must clearly identify the potential outcomes of disciplinary action, which may include but are not limited to discipline, suspension or cancellation of the apprenticeship agreement.
  - d. The decision/action of the sponsor will become effective immediately.
2. The sponsor may include in this section requirements and expectations of the apprentices and an explanation of disciplinary actions imposed for noncompliance. The sponsor has the following disciplinary procedures to adopt:
  - a. Disciplinary Probation: A time assessed when the apprentice's progress is not satisfactory. During this time the sponsor may withhold periodic wage advancements, suspend or cancel the apprenticeship agreement, or take further disciplinary action. A disciplinary probation may only be assessed after the initial probation is complete.
  - b. Disciplinary Suspension: A temporary interruption in the progress of an individual's apprenticeship agreement. Conditions will include not being allowed to participate in On-the-Job Training (OJT), go to Related Supplemental Instruction (RSI) classes or take part in any activity related to the Apprenticeship Program until such time as the sponsor takes further action. The program sponsor shall review apprentices in such status at least once each year.
  - c. Cancellation: Refers to the termination of an apprenticeship agreement at the request of the apprentice, supervisor, or sponsor. [WAC 296-05-003].
3. Sponsor Disciplinary Procedures:
  - a. **Disciplinary problems may first be handled by the Training Coordinator. If the Training Coordinator deems appropriate, the matter may be referred to the Committee for action.**

## CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM STANDARDS

- b. Satisfactory progress must be maintained in related training classes. An apprentice may be disciplined, suspended, or canceled for the following:**
  - i. Not maintaining an 80% grade.**
  - ii. Missing more than eight (8) hours of class per quarter (excused, if time is not made up, or unexcused).**
  - iii. Being more than one (1) month tardy in turning in work progress records.**
- c. Unexcused Absences:**
  - i. The apprentice must notify the Coordinator about all absences.**
  - ii. Absences require class time to be made up at the rate of (1) hour for every one (1) hour missed.**
  - iii. An apprentice may have no more than 3% unexcused absences of total RSI hours in an academic year. The Apprentice must make up those 3% of unexcused absences per academic year.**
  - iv. Failure to adhere to the above standards (items X.B.3.C.i – X.B.3.C.iii) will result in the forfeiture of the privilege to participate in the make-up class(es) for the remainder of the apprenticeship and their next wage advancement will be extended by one month.**
- d. For tardiness, or leaving early, a grace period of up to one (1) hour per course will be allowed with a maximum accumulation of three (3) hours per academic year, to be made up hour for hour. Time missed beyond the three (3) hours per academic year will be treated as an unexcused absence.**
- e. Failure of Classes:**
  - i. Apprentices must pass each class with a grade equivalent to at least 80%.**
  - ii. Apprentice who fail to receive the minimum score in any quarter must arrange, within one (1) week of receiving the failing grade, to meet with the Training Coordinator or designee to plan for a makeup class. The plan will establish the conditions whereby the apprentice will make up the failed classes within a predetermined period of time, not to exceed one year.**
- f. Behavior problems while participating in RSI will be dealt with in a three-step process. First a documented verbal warning, then a written warning, and finally a mandatory appearance before the Committee. An apprentice may be called before the Committee to be disciplined, suspended, or canceled for inappropriate behavior or refusing to correct behavior problem in class. This may include, but is not limited to, being suspended from participating in RSI.**
- g. The apprentice must follow the behavioral standards of the educational institution where they are registered to take RSI classes. The apprentice may be subject to the disciplinary procedures of the educational institution for violating the institution's behavior rules and standards.**

## CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM STANDARDS

- h. Cascade Veterinary Clinics has a zero tolerance drug policy. If an apprentice is found to be using, distributing or possessing controlled substances of alcohol on campus, they will be immediately removed from class and will be required to appear before the Committee for possible disciplinary action which may include suspension or cancellation of the apprenticeship agreement. Apprentices shall comply with applicable Federal, State, and Local regulations with respect to drugs, alcohol and intoxicants during their work and training. Violations of applicable regulations or the Drug Policy will be required to appear before the Committee for possible disciplinary action which may include suspension or cancellation of the apprenticeship agreement.**
- i. Apprentice notification to appear before the JATC will be sent at least twenty (20) days prior to the hearing and will contain the alleged charges and Standards section(s) violated, and a range of penalties, which may be imposed.**

  - i. If an apprentice fails to appear before the committee when notified, the Committee may discipline the apprentice in their absence, which may include suspension or cancellation of the apprenticeship agreement.**
  - ii. During disciplinary probation or suspension, the following sanctions may include but are not limited to:**

    - 1. Hours worked may not apply towards the term of apprenticeship, and/or**
    - 2. Step advancement may be withheld until the period of disciplinary probation or suspension is complete.**

### C. Apprentice Complaint Procedures:

1. The apprentice must complete his/her initial probationary period in order to be eligible to file a complaint (WAC 296-05-105).
2. Complaints involving matters covered by a collective bargaining agreement are not subject to the complaint procedures in this section.
3. Complaints regarding non-disciplinary matters must be filed with the program sponsor within 30 calendar days from the date of the last occurrence. Complaints must be in writing.
4. If the apprentice disagrees with the resolution of the complaint or wishes to contest the outcome of a disciplinary action by the program sponsor, the apprentice must file a written request for reconsideration with the program sponsor within 30 calendar

## CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM STANDARDS

days from the date the apprentice received written notice of action by the program sponsor.

5. The program sponsor must reply, in writing, to the request for reconsideration within 30 calendar days from the date the program sponsor receives the request. The program sponsor must send a copy of the written reply to the apprentice within the 30 calendar days.
6. If the apprentice disagrees with the program sponsor's decision, the apprentice may file an appeal with the Apprenticeship Program, (WAC 296-05-105). If the apprentice does not timely file an appeal, the decision of the program sponsor is final after 30 calendar days from the date the program sponsor mails the decision to the apprentice. See section "D" below.

### D. Apprentice Complaint Review/Appeals Procedures:

1. If the apprentice disagrees with the program sponsor's decision, the apprentice must submit a written appeal to L&I's apprenticeship section within 30 calendar days from the date the decision is mailed by the program sponsor. Appeals must describe the subject matter in detail and include a copy of the program sponsor's decision.
2. The L&I apprenticeship section will complete its investigation within 30 business days from the date the appeal is received and attempt to resolve the matter.
3. If the Apprenticeship section is unable to resolve the matter within 30 business days, the Apprenticeship section issues a written decision resolving the appeal.
4. If the apprentice or sponsor is dissatisfied with L&I's decision, either party may request the WSATC review the decision. Requests for review to the WSATC must be in writing. Requests for review must be filed within 30 calendar days from the date the decision is mailed to the parties.
5. The WSATC will conduct an informal hearing to consider the request for review.
6. The WSATC will issue a written decision resolving the request for review. All parties will receive a copy of the WSATC's written decision.

## **X. SPONSOR – RESPONSIBILITIES AND GOVERNING STRUCTURE**

The following is an overview of the requirements associated with administering an apprenticeship program. These provisions are to be used with the corresponding RCW and/or WAC. The sponsor is the policymaking and administrative body responsible for the operation and success of this apprenticeship program. The sponsor may assign an administrator or a committee to be responsible for day-to-day operations of the apprenticeship program. Administrators and/or committee members must be knowledgeable

## CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM STANDARDS

in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC and these standards. If applicable, sponsors must develop procedures for:

### A. Committee Operations (WAC 296-05-009): (Not applicable for Plant Programs)

Apprenticeship committees must be composed of an equal number of management and non-management representatives from a minimum of four to a maximum of twelve members. Committees must convene meetings at least three times per year attended by a quorum of committee members as defined in these approved standards.

### B. Program Operations

The sponsor will record and maintain records pertaining to the administration of the apprenticeship program and make them available to the WSATC or Department upon request. Records required by WAC 296-05-100 will be maintained for five (5) years; all other records will be maintained for three (3) years. Apprenticeship sponsors will submit required forms/reports to the Department of Labor and Industries through one of the two prescribed methods below:

Sponsors shall submit required forms/reports through assigned state apprenticeship consultant.

Or;

Sponsors shall submit required forms/reports through the Apprentice Registration and Tracking System (ARTS), accessed through Secure Access Washington (SAW).

Paper forms as well as ARTS external access forms are available from the sponsor's assigned apprenticeship consultant or online at:

<http://www.lni.wa.gov/TradesLicensing/Apprenticeship/FormPub/default.asp>.

1. The following is a listing of forms/reports for the administration of apprenticeship programs and the time-frames in which they must be submitted:
  - a. Apprenticeship Agreements – within first 30 days of employment
  - b. Authorization of Signature forms - as necessary
  - c. Approved Training Agent Agreements– within 30 days of sponsor action
  - d. Minutes of Apprenticeship Committee Meetings – within 30 days of sponsor approval (not required for Plant program)
  - e. Request for Change of Status - Apprenticeship/Training Agreement and Training Agents forms – within 30 days of action by sponsor.
  - f. Journey Level Wage Rate – annually, or whenever changed as an addendum to section VII. Apprentice Wages and Wage Progression.
  - g. Related Supplemental Instruction (RSI) Hours Reports (Quarterly):
    - 1st quarter: January through March, due by April 10
    - 2nd quarter: April through June, due by July 10
    - 3rd quarter: July through September, due by October 10

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4th quarter: October through December, due by January 10

- h. On-the-Job Work Hours Reports (bi-annual)
  - 1st half: January through June, by July 30
  - 2nd half: July through December, by January 31
2. The program sponsor will adopt, as necessary, local program rules or policies to administer the apprenticeship program in compliance with these standards. Requests for revision to these standards of apprenticeship must be submitted 45 calendar days prior to a quarterly WSATC meeting. The Department of Labor and Industries, Apprenticeship Section's manager may administratively approve requests for revisions in the following areas of the standards:
  - a. Program name
  - b. Sponsor's introductory statement
  - c. Section III: Conduct of Program Under Washington Equal Employment Opportunity Plan
  - d. Section VII: Apprentice Wages and Wage Progression
  - e. Section IX: Related/Supplemental Instruction
  - f. Section XI: Sponsor – Responsibilities and Governing Structure
  - g. Section XII: Subcommittees
  - h. Section XIII: Training Director/Coordinator
3. The sponsor will utilize competent instructors as defined in WAC 296-05-003 for RSI. Furthermore, the sponsor will ensure each instructor has training in teaching techniques and adult learning styles, which may occur before or within one year after the apprenticeship instructor has started to provide instruction.

### C. Management of Apprentices:

1. Each apprentice (and, if under 18 years of age, the parent or guardian) will sign an apprenticeship agreement with the sponsor, who will then register the agreement with the Department before the apprentice attends RSI classes, or within the first 30 days of employment as an apprentice. For the purposes of industrial insurance coverage and prevailing wage exemption under RCW 39.12.021, the effective date of registration will be the date the agreement is received by the Department.
2. The sponsor must notify the Department within 30 days of all requests for disposition or modification to apprentice agreements, which may include:
  - a) Certificate of completion
  - b) Additional credit
  - c) Suspension (i.e. military service or other)
  - d) Reinstatement
  - e) Cancellation
  - f) Corrections
  - g) Step Upgrades



## CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM STANDARDS

- h) Probation Completion date
  - i) Other (i.e., name changes, address)
  - j) Training Agent Cancellation
3. The sponsor commits to rotate apprentices in the various processes of the skilled occupation to ensure the apprentice is trained to be a competent journey-level worker.
  4. The sponsor shall periodically review and evaluate apprentices before advancement to the apprentice's next wage progression period. The evidence of such advancement will be the record of the apprentice's progress on the job and during related/supplemental instruction.
  5. The sponsor has the obligation and responsibility to provide, insofar as possible, reasonably continuous employment for all apprentices in the program. The sponsor may arrange to transfer an apprentice from one training agent to another or to another program when the sponsor is unable to provide reasonably continuous employment, or they are unable to provide apprentices the diversity of experience necessary for training and experience in the various work processes as stated in these standards. The new training agent will assume all the terms and conditions of these standards. If, for any reason, a layoff of an apprentice occurs, the apprenticeship agreement will remain in effect unless canceled by the sponsor.
  6. An apprentice who is unable to perform the on-the-job portion of apprenticeship training may, if the apprentice so requests and the sponsor approves, participate in related/supplemental instruction, subject to the apprentice obtaining and providing to the sponsor written requested document/s for such participation. However, time spent will not be applied toward the on-the-job portion of apprenticeship training.
  7. The sponsor shall hear and decide all complaints of violations of apprenticeship agreements.
  8. Upon successful completion of apprenticeship, as provided in these standards, and passing the examination that the sponsor may require, the sponsor will recommend the WSATC award a Certificate of Completion of Apprenticeship. The sponsor will make an official presentation to the apprentice who has successfully completed his/her term of apprenticeship.

### D. Training Agent Management:

1. The sponsor shall offer training opportunities for apprentices by ensuring reasonable and equal working and training conditions are applied uniformly to all apprentices. The sponsor shall provide training at an equivalent cost to that paid by other employers and apprentices participating in the program. The sponsor shall not require an employer to sign a collective bargaining agreement as a condition of participation.

## CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM STANDARDS

2. The sponsor must determine whether an employer can adequately furnish proper on the job training to an apprentice in accordance with these standards. The sponsor must also require any employer requesting approved training status to complete an approved training agent agreement and to comply with all federal and state apprenticeship laws, and these standards.
3. The sponsor will submit training agent agreements to the Department with a copy of the agreement and/or the list of approved training agents within thirty calendar days from the effective date. Additionally, the sponsor must submit rescinded training agent agreements to the Department within thirty calendar days of said action.

### E. Committee governance (if applicable): (see WAC 296-05-009)

1. Apprenticeship committees shall elect a chairperson and a secretary who shall be from opposite interest groups, i.e., chairperson-employers; secretary-employees, or vice versa. If the committee does not indicate its definition of quorum, the interpretation will be “50% plus 1” of the approved committee members. The sponsor must also provide the following information:

- a. Quorum: **51%**
- b. Program type administered by the committee: **Individual Non Joint**
- c. The employer representatives shall be:

**[Note: to be determined. There will be a total of three employer representatives, plus one external DVM and/or LVT faculty member from an AVMA-accredited institution]**

- d. The employee representatives shall be:

**Whitney Crouch  
Licensed Veterinary Technician  
Training Director & Coordinator**

**Kristin Bates  
Licensed Veterinary Technician  
Trainer & Administrative  
Support Coordinator**

**[Note: Employee representatives will determine employee representation on the committee and will be equal to the total number of employer representatives.]**

# CASCADE VETERINARY CLINICS APPRENTICESHIP PROGRAM STANDARDS

## F. Plant programs

For plant programs the WSATC or the Department designee will act as the apprentice representative. Plant programs shall designate an administrator(s) knowledgeable in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC and these standards.

The designated administrator(s) for this program is/are as follows:

**Not Applicable.**

## XI. SUBCOMMITTEE:

Subcommittee(s) approved by the Department, represented equally from management and non-management, may also be established under these standards, and are subject to the main committee. All actions of the subcommittee(s) must be reviewed by the main committee. Subcommittees authorized to upgrade apprentices and/or conduct disciplinary actions must be structured according to the same requirements for main committees.

**Not Applicable.**

## XII. TRAINING DIRECTOR/COORDINATOR:

The sponsor may employ a person(s) as a full or part-time training coordinator(s)/ training director(s). This person(s) will assume responsibilities and authority for the operation of the program as are delegated by the sponsor.

**Whitney Crouch  
Licensed Veterinary Technician  
Training Director & Coordinator**

**Kristin Bates  
Licensed Veterinary Technician  
Trainer & Administrative  
Support Coordinator**