

Kayleigh Rodriguez

Hanging Rock Animal Hospital – 1910 Loch Haven Dr.
Roanoke, VA 24019

About Hanging Rock Animal Hospital

Hanging Rock Animal Hospital is a full-service veterinary practice located in Roanoke, Virginia. The hospital was established by one of the veterinarians, Dr. Cinthia Honeycutt, and her husband in 1996. There are currently three other veterinarians also practicing there, Dr. Todd Czarniecki, Dr. Caroline Snuffer, and Dr. Zach Groff. All the veterinarians see dogs and cats, and Dr. Snuffer is now seeing a variety of exotic animals ranging from guinea pigs and ferrets to turtles and lizards. "Dr. Todd", as he is known, uses modern medicine in combination with homeopathy, acupuncture, herbs, and nutrition. Clients in the Roanoke, Salem, Botetourt County, and Craig County areas bring their pets to Hanging Rock Animal Hospital for many different services. These include routine and sick examinations, boarding, baths, x-rays and sedated procedures such as spay/neuter surgeries, dental care, and abdominal ultrasounds. The veterinarians and staff are committed to staying on top of the latest diagnostics, treatments, and wellness programs to maintain their patient's optimal health.



Hanging Rock Animal Hospital

Fear Free Certified

Hanging Rock Animal Hospital is the first Fear Free Certified practice in Southwestern Virginia. All veterinarians and staff are trained to create a stress-free environment where both the owner and pet can feel at ease. Veterinary visits can often be an extremely stressful experience, but with this certification, the staff uses fear free approaches to help lower pet's anxiety. A fear-free approach is meant to allow pets to get comfortable in the clinic setting and begin to trust the veterinary staff handling them. To help establish this trust, the staff at Hanging Rock Animal Hospital uses a variety of techniques including avoiding eye contact, taking time with felines, food motivation, getting down to their level, and low restraint handling. Each staff member is required to receive a fear free certification where they take multiple courses that provide knowledge and tools to look after both a pet's physical and emotional wellbeing. By committing to making vet visits as low-stress as possible, appointments at Hanging Rock Animal Hospital look towards these techniques to develop positive associations with the clinic.



Fear Free Certified Logo

AAHA Accredited and Cat Friendly Practice

Hanging Rock Animal Hospital is an AAHA accredited practice. The American Animal Hospital Association created their standards of excellence that the clinic is required to uphold through their veterinary practices.

Hanging Rock Animal Hospital is also a part of the Cat Friendly Practice Program. The staff is dedicated to create the best experience for each individual cat and has resources for continuing education to do so. All team members are trained in feline-friendly handling to decrease stress and fear during vet visits.



AAHA and Cat Friendly Logos

Responsibilities as a Veterinary Assistant

My main job during my experience was as a veterinary assistant. As a vet assistant, I was responsible for helping doctors throughout appointments. My primary duties included:

- Beginning all appointments by obtaining information on why the pet is here from the owners and creating notes in order to prepare the doctor
- Assisting the doctor by restraining the animals during their examination
- Conducting blood draws for routine and sick visit blood work
- Collecting and running urine for in-house urinalyses
- Packaging fecal and blood samples being sent out to lab
- Drawing up vaccines
- Filling and verifying prescriptions
- Calling in prescriptions to pharmacies
- Assisting in radiographs
- Conducting nail trims, anal gland expressions, and ear cleanings
- Administering fluids
- Helping other assistants by handling patients during procedures
- Cleaning exam rooms after each appointment as well as keeping the lab and pharmacy areas of the hospital clean
- Invoicing each procedure, vaccine, or medication for the reception team to check the patient out



Me bringing a patient to her owners



Berlin ready for his Lyme vaccine

Responsibilities as a Kennel Attendant

Before becoming a veterinary assistant, I was trained as a kennel attendant. As a kennel attendant, I was responsible for all animals boarding in the hospital for the day or overnight. My primary duties included:

- Get kennels and cages prepared with blankets and towels for boarders and surgery patients
- Providing food and water to boarding pets
- Medicating surgery patients and boarding pets as needed
- Walking dogs here for surgery or for overnight stays
- Cleaning litter boxes for cats here for surgery or boarding overnight
- Cleaning all food and water dishes
- Providing food, cleaning litter boxes, and changing blankets for the three house cats that live in the hospital
- Cleaning empty runs and cages
- Washing, drying, and folding hospital laundry
- Bathing, drying, and brushing dogs
- Assisting with nail trims
- Sweeping, vacuuming, and mopping entire hospital after closing
- Wiping down surfaces around hospital to maintain general cleanliness



Walking a boarding dog



Getting a dog ready for his bath

My Capstone Project

For my capstone project, I created a small poster for a social media post, specifically a Facebook post, and for the Hanging Rock Animal Hospital website. This post is a way to promote Dr. Snuffer taking exotic animal vet visits. I want to use these to help educate the public of the services for exotic animals that Hanging Rock Animal Hospital now does through Dr. Snuffer. Along with the post for Facebook and the website, I created a PowerPoint of ways to make exotic veterinary visits fear free. Since this hospital is fear free certified and truly cares about making each visit as low stress as possible, I wanted to find ways to do that but with exotics. Many of the team members at Hanging Rock Animal Hospital are unaware of specific ways to make exotics feel more comfortable while they are in our care, so I thought this would be a great way for me to learn more as well as teach them. I will be presenting my findings at our upcoming staff meeting.

DR. SNUFFER IS NOW SEEING EXOTIC PATIENTS!!!



We are excited to announce that Dr. Snuffer is now seeing exotics at Hanging Rock Animal Hospital. She has been practicing exotic medicine since 2016 and continues her education of exotics at the Southwestern Research Station in Arizona. She has had many exotics over the years and is excited to meet and treat your exotic pets!



Call us at 540-562-4596 to schedule!

Example of what will be posted on social media and the website



Some exotics seen at Hanging Rock Animal Hospital

Conclusion

This capstone experience has given me a great opportunity to see what my future can look like. As a veterinary assistant, I was able to fully see the good and the bad of working in the veterinary field. I had never worked in an animal hospital before, so this job at Hanging Rock Animal Hospital taught me a lot. Not only did I learn skills like blood draws, nail trims, restraint, and knowledge about medications, but I also learned a lot of personal skills from coworkers and from communicating to owners. I was able to gain experience in low-stress situations for dogs, cats, and exotics and will carry the fear free knowledge to every hospital I work at in the future. I was lucky enough to work with four different doctors, as they all gave me a variety of opinions and I was able to learn from all their perspectives.

From this veterinary assistant job experience, I have expanded on my knowledge of veterinary medicine in diverse ways. I hope I can continue to learn about this profession and apply it in practical settings. This experience prepared me for my future professional careers, but also helped show me how passionate I am about this field.



Kayleigh
VETERINARY ASSISTANT

While on track for Vet School at Virginia Tech, with an emphasis on companion and laboratory animals, Kayleigh chose Hanging Rock Animal Hospital to further her education as a Veterinary Assistant. She came to us with previous veterinary experience from when she lived in Northern Virginia as a Client Care Specialist, and moved to this area when she started attending Virginia Tech. She lives in Blacksburg with her 7 year old Multi-Poo and loves to hang out with her family and friends, watch TV and movies, hike and play cards or board games. During the workday, she loves to be able to witness and be a part of helping an animal's health improve, while learning throughout that process! Kayleigh is excited to be here to gain new experiences and knowledge, and we are excited for her to be a part of our team with her easy going and compassionate personality and her love for animals.

My bio on the Hanging Rock Animal Hospital's Website