

Alberta Veterinary Medical Association

MEMBERS' MAGAZINE

November - December 2013



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MEMBERS' MAGAZINE

A publication for Alberta veterinarians

FREE FOR MEMBERS

November / December 2013, Volume 15, No. 6

The ABVMA Members' Magazine is a bi-monthly publication of the Alberta Veterinary Medical Association and the Alberta Association of Animal Health Technologists, delivered free of charge to members of the Alberta Veterinary Medical Association and related industry and professional organizations. Subscriptions are not available.

MISSION

The ABVMA Members' Magazine will contribute to the Vision and Mission of the ABVMA by providing Alberta veterinarians with information on significant issues, trends and events in the veterinary profession and industry in Alberta, by encouraging open communication between veterinarians, and by facilitating the flow of information between members and the Association.

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Dr. Darrell Dalton

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Editorial correspondence can be sent to:

The Alberta Veterinary Medical Association
#950, Weber Centre
5555 Calgary Trail N.W.
Edmonton, Alberta, T6H 5P9
Telephone 780-489-5007 Fax 780-484-8311
Toll free 1-800-404-2862
www.abvma.ca



EDITOR'S NOTEBOOK



So what is it that indicates to each of us that we have reached the 'balance' in our lives that makes us happy and content? We hear so much about the elusive 'work-life balance', but are not sure what it really is. For many of us, it is being able to balance the amount of time we spend at work at our chosen profession that we love, that then allows us to enjoy our personal or private time away from work as we choose. For others, veterinary medicine is their passion in life, and true balance for them is getting enough sleep between their blissful times as work. For others, their individual balance may be between the maximal amount of return for the minimal amount of work input. The happy 'balance' in our lives is different for all of us.

The same holds true for the balance between veterinary professionals and the Alberta

Veterinary Medical Association. The ABVMA exists because the Veterinary Profession Act of the Province of Alberta says that we shall exist. We function within the parameters that the Act defines for us, with our primary mandate being the regulation of veterinary medicine and the protection of the public within Alberta. Fairly mundane stuff on a daily basis. So where is the 'balance' for members of the ABVMA when dealing with their association?

For some members, their entire involvement with the ABVMA is to pay their registration fees annually, and hope that they do not receive a phone call from the association that brings news of a client complaint. Others become very deeply involved in the association by volunteering for committees, task forces, working groups or Council, and being involved in professional and social activities of the Association. Some members will even go on to national involvement within the profession. So what is your 'balance' with the profession?

The ABVMA is involved in so many aspects of the lives of AHTs and veterinarians that I would hope your 'balance' includes more than just a passing interest. When the 'drug free doggie dentistry' business opens up in your parking lot, we are involved with handling your complaints, and trying to ensure that the

business is not performing veterinary medicine contrary to the law. This is protection of the public. When a national network decides to air an ill-informed, one sided, 'unbalanced', pseudo-journalistic program, we are involved in crafting a response that is accurate and demonstrates the positive and balanced sides of the issue. This is protection of the profession. When food animal producers demand free access to vaccines and medications at the lowest possible price, the ABVMA is at the table discussing the responsible and prudent use of antibiotics in our food sources. This is for the protection of society.

Our presence on social media and electronic communication has also become a great value for the profession and the public. When Lyme disease and rabies were diagnosed within the province this summer, we were able to get the correct news out to our members, and the public. When pigeon fever appeared this fall, a new equine disease, our members were some of the first people to be informed. We also informed the public with accurate, 'balanced' information from a credible source, and the advice to contact their veterinary clinic.

The ABVMA is so much more than a licensing body. What is your 'balance' with the Association? 🐾

Darrell Dalton, DVM
Registrar

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Dr. James Marshall

If you ask me, there has never been a better time for men considering a career in veterinary medicine or animal health technology. In fact, if I had to do it over, I would probably pick veterinary medicine again. Mind you, these professions have changed a lot in the last 25 years since I fell in love with the veterinary profession in the 1980's, working in veterinary clinics as a teenager. As a young man I loved working with animals, being surrounded by them and could not imagine life without them. Perhaps this is why I find it puzzling today that so few men are entering the veterinary profession. We all have our theories and there is no doubt, as time goes by we are figuring out the answers. Of course, there was a time when the profession was mostly male. While the pendulum has swung now to mostly women entering veterinary medicine, it is interesting to note that today in Alberta, the veterinary profession is roughly 50% male / 50% female. It is wonderful that we can celebrate both the women in our profession and that today in Canada, we have achieved a gender balance more reflective of society. One could argue that in an "ideal" world the make-up of a profession would reflect that

of the society which it serves. This is perhaps wishful thinking. What attracts individuals to their professions is influenced by so many variables from cultural and economic to genetic.

The fact that fewer men are going to college and university in general, tells me that the issue of men not entering veterinary medicine is one that extends beyond our profession. As a father of two sons and a daughter, this is a subject which interests me as I am sure it does a lot of parents. Observing my own children with their friends go through the school system, I have definitely noticed a difference between how boys and girls learn, affecting how they interface with the education system. I sometimes wonder if our school system even teaches boys very well. Fortunately, more work is being done today to address the issues around the different learning styles of boys and girls and what can be done to improve it (eg. Dr. Edmond J. Dixon, *Helping Boys Learn*). The numerous issues to be addressed (eg. learning styles, very few male teachers, etc.) go beyond the scope of this article.

At the end of the day, both women and men make excellent veterinarians. Male and female

veterinarians and veterinary students perform equally. Perhaps it becomes more of a cultural issue. If more women are interested in becoming veterinarians and applying to veterinary college than men, does gender balance become a non-issue? So why should we care?

Diversity strengthens our professions. Diversity = Creativity = Innovation. Professional Associations need appropriate representation by gender, age, race, work field, geography, socioeconomic, etc. This improves our cultural competency. Diversity is how teams achieve extraordinary results. None of us is as smart as all of us. Men and women are successful no matter what they choose to do for careers. But just as women have strengthened our profession, I sometimes wonder if a lack of men might weaken it? Both men and women bring different strengths to the table and as a profession it behooves us to encourage both, so that we can achieve the broadest spectrum of individuals and perspectives possible, moving forward, advancing our professions and serving the public. ♡

James Marshall, BSc, DVM
ABVMA President

Notice of the ABVMA Annual General Meeting, Leadership Weekend and Member Recognition Banquet February 7 - 9, 2014

The Delta Edmonton South Hotel
4404 Calgary Trail, Edmonton, Alberta

The **Annual General Meeting** of the Alberta Veterinary Medical Association will take place on **Sunday, February 9, 2014**. Members are encouraged to participate in association affairs and are invited to attend the Annual General Meeting. Breakfast will be served at 8:00 AM and the Annual General Meeting will commence at 9:00 AM.

The **Membership Recognition Banquet** will be held on **Saturday, February 8, 2014** commencing at 6:00 PM. Complimentary tickets for this event are available to ABVMA members who attend the AGM. Tickets for accompanying guests and members who do not attend the AGM may be purchased through the ABVMA office at a cost of \$60.00 each. All tickets must be reserved through the ABVMA office no later than January 24, 2014.

If you would like a ticket for the Membership Recognition Banquet on Saturday evening and/or the AGM on Sunday please contact Kathy Mosmann at the ABVMA office, Toll Free: 1-800-404-2862, Phone: (780) 489-5007, Email: kathy.mosmann@abvma.ca.



Dr. Darrell Dalton

There are nearly 100,000 small animal cases requiring financial aid in Alberta each year, and the estimated yearly costs to treat all of these cases requiring financial aid is \$53,000,000.

The ABVMA has previously announced its involvement with the Tails of Help program. Unfortunately, many members remain unfamiliar with this organization. Tails of Help is a magnificent opportunity enabling the veterinary profession to assist a portion of the animal owning public that is unable to help themselves in certain circumstances. Let me give you some history of how this has come about.

Two and three years ago, the Companion Animal Committee made suggestions to Council that they explore the possibility of bringing the Ontario based Farley Foundation to Alberta. Parallel to that suggestion, a group of concerned animal owners were also on the same pathway, and were researching how to either bring the Farley Foundation to Alberta, or set up a made in Alberta solution to the problem. It made perfect sense to bring the two groups together to achieve their common goal. After many meetings and discussions, the Alberta Pet Essential Treatment (ABPET) Foundation was formed.

ABPET was incorporated last year with a board of directors comprised of veterinarians and pet owners that have a genuine concern that essential veterinary services for ill or injured pets are available to a portion of society that may not normally be able to afford them. ABPET operates at arm's length from the ABVMA, who is currently providing secretariat services to the Foundation during its initial stages. Earlier this year, ABPET was granted charitable status by the Canadian Revenue Agency, which means that donations may be accepted, and tax receipts may be issued. Through the ABPET Foundation, the Tails of Help program has been launched.

The program's goal is to provide funding through participating Alberta veterinary clinics for patients that meet specific qualifying criteria, with owners that meet specific financial needs criteria. The patient must:

- be an 'owned' animal;
- require urgent (non-elective) veterinary care for an illness or injury;
- have a condition that failure to treat will result in the death of the animal, or require euthanasia for humane reasons, or require the surrender of the animal; and
- have a reasonable expectation of a good recovery, in the opinion of the animal's veterinarian.

The owner of the above described animal must:

- be an adult resident of Alberta;
- agree to contribute something towards the cost of care for their pet;
- agree to follow the aftercare directions of the veterinarian; and
- provide supporting documentation to the participating veterinary clinic of financial qualification for the program.

Initially, there are two groups of owners that will be eligible for the Tails of Help program:

- Senior Citizens receiving the Federal Guaranteed Income Supplement (GIS), and
- Citizens receiving the Assured Income for Severely Handicapped (AISH)

As sustained funding is acquired, the eligibility criteria for owners may be expanded.

Any ABVMA certified veterinary clinic may participate in the program if they agree to comply with the terms and conditions of the program. It will be the responsibility of the veterinary clinic to evaluate the criteria of the owner and patient for the program, and nominate only eligible individuals. The participating clinic must also agree to actively engage in promotional activities of Tails of Help.

Currently the Tails of Help Program is in the building phase. In order to provide funding for this program, we need donations! The initial step was to ask the veterinary community to donate to the program. This has been hugely successful, as can be seen on the Tails of Help webpage: <http://tailsofhelp.ca> Go to the Supporters page to view the enormous generosity of the veterinary community. There are a number of private donations from pet owners as well. This is a great start to the Tails of Help program, but will not sustain the program over time. Ongoing private and corporate funding will be essential.

When the Tails of Help program is ready to accept funding requests, the participating clinic will be assigned an annual amount of money that they can utilize to treat a qualified animal of a qualified owner. An animal owner will not be able to access the program directly. There will be a simple and timely process to approve the funds that should cause minimal delay in treatment. A clinic may elect to provide all of the funds to one case, or spread their annual amount over several cases. Until the fund has

grown to a substantial size, the initial clinic amounts may not be large. As the program gains recognition and its value appreciated, annual clinic amounts should increase.

So why is this program necessary? What is the actual need here in 'affluent' Alberta? Last winter, four students from the University of Alberta were involved in a Capstone Project for their Animal Science 479/499 program. Their final report was titled **"Financial Assistance for Pet Essential Treatment: An assessment of Provincial Need and Industry Perception"**. To research their report, they surveyed many small animal veterinary clinics throughout the province. Even if their numbers are off by a factor of 10, which I do not believe they are, they are still quite staggering. They reported:

- there are nearly 100,000 small animal cases requiring financial aid in Alberta each year, and
- the estimated yearly costs to treat all of these cases requiring financial aid is \$53,000,000 (yes, that says fifty three million dollars!).

So what happens when people cannot afford treatment for their pets? The Capstone Project also queried this. According to the survey results, the expected outcome for animals in this situation was:

- 35% are euthanized;
- 40% involve co-pay or pro-bono treatment by the veterinary clinics;
- 12 % of the animals receive NO TREATMENT; and
- 13% of the animals are surrendered.

These figures do not include those animals that may be abandoned as a result of financial hardship and show up in humane shelters or animal control facilities around the province. This adds another cost for society to pick up and shelter and/or euthanize these animals.

The need is apparent. It is obvious that the veterinary community is already contributing significantly by way of its pro-bono and compassionate treatment of its patients. Alone, we can do no more. But with the aid of Tails of Help, we are stepping up our game to a larger and increasingly significant contribution to society - on top of the immense one that we already make. It's always a proud time to be a veterinary professional in Alberta. ♥

Darrell Dalton, DVM
Interim Registrar



2013 ABVMA COUNCIL

*Back Row
(Left to Right, Standing):*
Dr. Gerald Hauer
Dr. Kevin MacAulay
Dr. Alastair Cribb
Dr. Troy Bourque
Dr. Cary Hashizume
Mr. Alvin Kumlin

*Middle Row
(Left to Right, Seated):*
Ms. Nichole Boutilier
Dr. Egan Brockhoff
Mr. Brian Travers
Dr. Christa Coetser

*Front Row
(Left to Right, Seated):*
Dr. Acoline Heffernan
Dr. Katie Van Sluys
Dr. Darrell Dalton
Dr. James Marshall
Dr. Jennifer Willans
Dr. Louis Kwantes
Ms. Andrea Edwards
Dr. Jocelyn Forseille

COUNCIL HIGHLIGHTS

Egan Brockhoff, DVM

August 28 & 29, 2013

The opportunity to meet and converse with new veterinary students is always a special time for all of us I suspect. For our August Council Meeting we gathered at the University of Calgary, Faculty of Veterinary Medicine for two days of council meetings and to then attend the white coat ceremony of the incoming veterinary class. There is a lot of gratification found in meeting and watching these wide eyed and new members of our fraternity gather for the first time on their first day of what we hope will be a positive and fulfilling career in Veterinary Medicine.

Registration of CFIA Veterinarians continues to move forward in our discussions with other districts. There is movement to see that all CFIA veterinarians are registered with at least one provincial regulatory body. The goal of this continues to be in allowing for greater flexibility in licensure to accommodate the mobility needs to allow practice in multiple districts if work takes veterinary professionals between districts occasionally. There is often misunderstanding that if veterinarians are not practicing in a clinical sense that they are not "practicing". The reality of our profession is that there are an ever increasing number of veterinarians that are practicing veterinary medicine but not necessarily in a "traditional" manner. There are still many questions to answer around the development of this trans-provincial initiative but there is a strong desire across Canada and between the different stakeholders to see this move forward. This issue is also one that came to the forefront at my recent attendance of the American Association of Veterinary State Boards in Kansas City. The ability to move regulatory and emergency veterinarians between Provinces, States and Countries will continue to be a growing issue

as more resources are pooled centrally across cooperating districts.

Over the past few months Councillors have been reviewing our current ABVMA Policies. Each councillor was tasked to work in teams to systematically review a specific set of policies and then report back to the council as a whole for a final review. These are established policies that good governance would suggest we should review from time to time to ensure they are still relevant and timely to our profession. For example the policy pertaining to the "Registration Process for Animal Health Technologists who have graduated from a program not accredited by the CVMA" was reviewed. This policy references both the Veterinary Profession Act of Alberta and the ABVMA Bylaws. The review of this policy was last carried out three years ago and will be looked at again in 2016. Most of these policies remain unchanged, but for example, with new technologies entering our profession we may adapt the policy to accommodate for such things as electronic transfer of records versus just traditional mail.

Every year Council works through a strategic planning session. These sessions are important to identify priorities and develop plans of action for the Association. This session focuses on topics that we are all exposed to and are based on feedback and experiences we receive from our membership, stakeholders and society. From these discussions a number of priorities have been identified to focus our time and resources on beyond the normal business arising. These priorities were identified in April and involve ongoing work. They include, but are not limited to: communication to our membership (you and I), communication to the public, promotion of animal welfare the veterinarians role in animal welfare, responsible drug use in animals including the veterinarians role in prescribing and dispensing, PIPS, access to veterinary care for low income members of society, professional enhancement, governance

and member wellness. These have all been identified as items of great importance to our profession our members and to society at large and council will continue to work on these priorities.

On July 16th 2013 ABVMA Council hosted a meeting in Calgary with mixed animal and bovine practitioners as well as Registered Animal Health Technicians to review the second draft of a Bovine Pregnancy Detection Delegation policy. The genesis of this policy was from a request from NAIT to put on a course for Registered Animal Health Technologists to learn how to detect pregnancy using Ultrasound if they were employed by a registered veterinarian. There has also been significant discussion around lay persons providing pregnancy detection services and how the profession could support more over-site of pregnancy detection through veterinarians. However, pregnancy detection is a diagnosis so could this task be delegated without undermining the diagnostic authority of the veterinary profession? Council has set these two draft documents aside and will continue to engage the ABVMA membership on this topic and related topics as there is considerable and diverse opinions on the use of para-professionals and Registered Animal Health Technicians in Veterinary Practice. Without a policy Council has asked NAIT not to move forward with their course.

The ABVMA Council has directed the staff of the ABVMA to explore options for a new office lease space. Council has directed the staff to look for a newer property that will lower our total operational costs and avoid the impending costs of renovation and increased maintenance. Taking into account current and future needs for space, cost of space, cost of renovation and maintenance our goal was to find a different property prior to our current lease coming due. In looking at a number of properties around Edmonton, Council has reviewed a short list that will provide significant cost savings to the ABVMA.



Dr. Egan Brockhoff

Egan Brockhoff, WCVN '06

Dr. Egan Brockhoff is a graduate of the Western College of Veterinary Medicine at the University of Saskatchewan in Saskatoon. His interests in food animal medicine, food safety, animal welfare and production economics stem from a diversified background within various livestock and professional industries.

He is part of his family's third generation feedlot and cow calf production enterprise in east central Alberta. For nine years and throughout his university experience he was national youth and projects coordinator for the Canadian Simmental Association.

He is a graduate of Cornell University's Dairy Institute.

Following graduation he worked as a feedlot veterinarian before taking the opportunity to further his growth in a swine veterinary practice. Dr. Brockhoff is a full business partner in Prairie Swine Health Services in Red Deer, Alberta as well as Veterinary Dairy Health Services in Olds, Alberta. He is associated with the Western Swine Health Associates and is a partner in Swine Database Systems, a swine health surveillance and management tool.

In the spring of 2009 he joined

the University of Calgary, Faculty of Veterinary Medicine in the department of production animal health as a sessional faculty member. Dr. Brockhoff has been an active speaker for many years. Currently he sits as the vice-chair of the Canadian Food Inspection Agency swine experts committee. In 2007 he was elected as district 13 Director for the American Association of Bovine Practitioners where he sits as the vice-chair of the Food Quality Safety and Security committee. Egan was the Alberta Veterinary Medical Associations Young Veterinarian of the Year in 2010.

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Readers are invited to submit letters to the editor. Letters should not exceed 250 words, and are subject to editing. Letters containing defamatory, libellous or malicious statements will not be published, nor will letters representing attacks or attempts to demean veterinary organizations.

Viewpoints expressed in letters to the editor as well as articles accepted for publication are those of the writers and do not necessarily represent the opinions of the ABVMA.

REGISTRATION COMMITTEE REPORT

REGISTRATION DAY, AUGUST 27, 2013 BEST WESTERN VILLAGE PARK INN CALGARY, AB

On Tuesday, August 27, 2013 the ABVMA held a Registration Day in Calgary, Alberta to welcome new Veterinarian and Animal Health Technologist members into our association. The day was hosted by members of ABVMA council, ABVMA staff, the Canadian Veterinary Medical Association (CVMA), the Registration Committee, the AAAHT Board of Directors, and a representative of the Calgary Academy of Veterinary Medicine.

New members were given an overview of the ABVMA and the many resources available to them, as well as interactive sessions discussing regulations and standards expected of them. There was much lively discussion and at the end of the day hopefully all new members had a better understanding of the function and importance of the ABVMA in both a supportive and regulatory capacity.

Licensed Registration Certificates were presented to 45 new member Veterinarians and 54 new member Animal Health Technologists. We welcome these new registrants into the ABVMA and wish them great success in their careers within our Profession.

Dr. David Tencer

Chair, Registration Committee

Newly Registered Veterinarians

| Title Last Name | First Name | Mbrshp# | Type |
|------------------|-----------------|---------|--------------|
| Dr. Abbott | Dawn | 2986 | GENERAL |
| Dr. Ajitkumar | Praseeda | 2963 | TEMPORARY |
| Dr. Baker | Todd | 3054 | GENERAL |
| Dr. Blighe | Shane | 2948 | GENERAL |
| Dr. Bolton | Elizabeth | 2964 | GENERAL |
| Dr. Brust | Chantel | 2996 | GENERAL |
| Dr. Chander | Ashwani | 2806 | GENERAL |
| Dr. Cockwill | Ken | 2007 | GENERAL |
| Dr. Corbeil | Louise | 3033 | GENERAL |
| Dr. Costa | Andrew | 2813 | GENERAL |
| Dr. Dolan | Meghan | 3041 | GENERAL |
| Dr. Foster | Samantha | 3021 | GENERAL |
| Dr. Fox | James | 2960 | GENERAL |
| Dr. Geisreiter | Christine | 2972 | GENERAL |
| Dr. Gies | Catharine | 3029 | GENERAL |
| Dr. Hunt | Kevin | 3028 | GENERAL |
| Dr. Hurdle | Sylvia | 3013 | GENERAL |
| Dr. Jonnalagadda | Umamaheswararao | 2987 | GENERAL |
| Dr. Kovacs | Monica | 3001 | GENERAL |
| Dr. Kudla | Angela | 3051 | GENERAL |
| Dr. Kukulege | Asoka | 2952 | GENERAL |
| Dr. Lawlor | Kelda | 3036 | GENERAL |
| Dr. Layton | Julie | 3017 | GENERAL |
| Dr. Legge | Carolyn | 2970 | GENERAL |
| Dr. Letendre | Jo-Annie | 3005 | GENERAL |
| Dr. Lo | Andrea | 3026 | GENERAL |
| Dr. MacLeod | Kelly | 2957 | GENERAL |
| Dr. Malyk | Matthew | 3047 | GENERAL |
| Dr. McIntyre | Leila | 2829 | GENERAL |
| Dr. Meyer | Nathan | 3058 | GENERAL |
| Dr. Morrissey | Jennifer | 3056 | GENERAL |
| Dr. O Cathasaigh | Michael | 2949 | GENERAL |
| Dr. O'Neil | Elizabeth | 3057 | GENERAL |
| Dr. O'Neill | Patrick | 3059 | GENERAL |
| Dr. Oranchuk | Angela | 3049 | GENERAL |
| Dr. Ouellet | Jessica | 2980 | GENERAL |
| Dr. Perera | Chamath | 2965 | GENERAL |
| Dr. Petrali | Elena | 2959 | TIME LIMITED |
| Dr. Risling | Tara | 2981 | GENERAL |
| Dr. Rosborough | Amanda | 3025 | GENERAL |

| | | | |
|-------------|---------|------|---------|
| Dr. Rose | Nicole | 3046 | GENERAL |
| Dr. Sparks | Holly | 3042 | GENERAL |
| Dr. Whitty | Justin | 3027 | GENERAL |
| Dr. Zatroch | Kathryn | 3032 | GENERAL |

Newly Registered Animal Health Technologists

| Title Last Name | First Name | Mbrshp# | Type |
|------------------|------------|---------|-------------|
| Ms. Anderson | Lindsay | 3113 | PROVISIONAL |
| Ms. Bartoszewski | Melani | 3016 | ACTIVE |
| Ms. Brooks | Nicole | 3063 | ACTIVE |
| Ms. Burt | Lindsay | 3025 | ACTIVE |
| Ms. Clafin | Jessica | 2985 | ACTIVE |
| Ms. Culleton | Abigail | 2342 | ACTIVE |
| Ms. David | Katelyn | 3104 | ACTIVE |
| Ms. Dickey | Melissa | 3114 | PROVISIONAL |
| Ms. English | Jennifer | 1968 | ACTIVE |
| Ms. Felton | Stacey | 3118 | ACTIVE |
| Ms. French | Ashley | 3099 | ACTIVE |
| Ms. Gallelli | Kelly | 3122 | PROVISIONAL |
| Ms. Gettman | AmyLynn | 3109 | PROVISIONAL |
| Ms. Graves | Kayla | 3124 | PROVISIONAL |
| Ms. Harris | Brittney | 3083 | ACTIVE |
| Ms. Hawryluk | Kristen | 3116 | PROVISIONAL |
| Mr. Hobbs | Tyler | 1397 | ACTIVE |
| Ms. Hutchison | Amber | 3137 | ACTIVE |
| Ms. Jones | Brittany | 3107 | PROVISIONAL |
| Ms. Kidd | Kayla | 3046 | PROVISIONAL |
| Ms. Klassen | Katie | 3058 | ACTIVE |
| Ms. Kusch | Amanda | 2747 | PROVISIONAL |
| Ms. Ladouceur | Taylor | 3106 | PROVISIONAL |
| Ms. Lait | Allie | 3119 | ACTIVE |
| Ms. Lewis | Angela | 3108 | PROVISIONAL |
| Ms. Locke | Donna | 3112 | ACTIVE |
| Ms. Mallet | Noemie | 3024 | PROVISIONAL |
| Ms. Maurer | Chantal | 3120 | PROVISIONAL |
| Mr. McDermid | Matthew | 3010 | ACTIVE |
| Ms. McGee | Janine | 1253 | ACTIVE |
| Ms. McLaren | Krista | 2800 | ACTIVE |
| Ms. Nakaska | Kendra | 2294 | ACTIVE |
| Ms. Neale | Helene | 2093 | ACTIVE |
| Ms. Olson | Gail | 3130 | PROVISIONAL |
| Ms. Parks | Joanna | 3007 | ACTIVE |
| Ms. Perillo | Jessica | 3012 | ACTIVE |
| Ms. Quinnell | Michelle | 3017 | ACTIVE |
| Ms. Reid | Meagan | 3123 | PROVISIONAL |
| Ms. Russell | Lauren | 3121 | PROVISIONAL |
| Ms. Schafer | Loni | 3020 | ACTIVE |
| Ms. Scott | Dillon | 3115 | PROVISIONAL |
| Ms. Seitz | Samantha | 3096 | PROVISIONAL |
| Ms. Sibley | Megan | 3111 | PROVISIONAL |
| Ms. Smith | Courtney | 3032 | PROVISIONAL |
| Ms. Sorensen | Pia | 3126 | PROVISIONAL |
| Ms. Spalding | Victoria | 3125 | PROVISIONAL |
| Ms. Stabb | Lindsay | 3094 | PROVISIONAL |
| Ms. Tee | Tracy | 3110 | PROVISIONAL |
| Ms. Veress | Nicole | 3074 | ACTIVE |
| Ms. Vickerman | Diane | 3092 | ACTIVE |
| Ms. Wehlage | Julie | 3033 | PROVISIONAL |
| Ms. White | Justine | 2505 | ACTIVE |
| Ms. Wilson | Pnina | 3117 | ACTIVE |
| Ms. Wright | Ariana | 3103 | ACTIVE |



Veterinarians**Transfer Active General to Non-Practicing**

| | |
|-----------------------------|-------------------|
| Dr. Catherine Milley, #2240 | June 25, 2013 |
| Dr. Davinder Bath, #2875 | July 1, 2013 |
| Dr. Mary Mackie, #1866 | July 1, 2013 |
| Dr. Tina Longtin, #2905 | December 31, 2013 |

Transfer Active General to Time Limited

| | |
|---------------------------|-------------------|
| Dr. Cary Hashizume, #1731 | December 31, 2013 |
|---------------------------|-------------------|

Transfer Non-Practicing to Active General

| | |
|--------------------------|--------------|
| Dr. Alisha Janzen, #2780 | July 9, 2013 |
|--------------------------|--------------|

Cancel Temporary

| | |
|-------------------------------|----------------|
| Dr. Radostina Krasteva, #3045 | June 4, 2013 |
| Dr. Veronika Pak, #2823 | July 1, 2013 |
| Dr. Raju Vasudevan, #2900 | August 2, 2013 |

Effective Date

Cancel Active General

| | |
|---------------------------|-------------------|
| Dr. Gudrun Gunther, #2614 | December 31, 2013 |
|---------------------------|-------------------|

Transfer Temporary to Active General

| | |
|----------------------------|---------------|
| Dr. Stefanie Hilker, #2625 | July 15, 2013 |
|----------------------------|---------------|

Cancel Limited Supervised

| | |
|-----------------------------|----------------|
| Dr. Emilia Balc, #2787 | July 10, 2013 |
| Dr. Krzysztof Kiepal, #2916 | August 1, 2013 |

Re-instate Active General

| | |
|------------------------------|----------------|
| Dr. Hristina Gadzheva, #2439 | July 30, 2013 |
| Dr. Evgeni Gadzhev, #2595 | July 30, 2013 |
| Dr. David Rubenstein, #2495 | August 2, 2013 |

Re-instate to Non-Practicing

| | |
|------------------------|-----------------|
| Dr. Noel Holfeld, #467 | August 14, 2013 |
|------------------------|-----------------|

Effective Date

Animal Health Technologists**Cancel Active**

| | |
|--------------------------|-------------------|
| Roberta Plantinga, #2953 | December 31, 2013 |
|--------------------------|-------------------|

Re-instate Active

| | |
|-------------------------|---------------|
| Abigail Culleton, #2342 | June 18, 2013 |
|-------------------------|---------------|

Transfer Non-Practicing to Active

| | |
|--------------------------------------|--------------------|
| Joanne Carlson, #381 | July 25, 2013 |
| Stephanie Mitchell (Kruining), #2656 | July 31, 2013 |
| Nicole Becker, #2397 | August 13, 2013 |
| Julianne Aubin, #2464 | August 13, 2013 |
| Nicole Stalker, #1465 | September 30, 2013 |

Transfer Provisional to Active

| | |
|-----------------------------|-----------------|
| Carli Paradis, #3029 | August 15, 2013 |
| Nicole Hodgson, #3030 | August 15, 2013 |
| Sandra Wicks, #3031 | August 15, 2013 |
| Andrea Prince, #3034 | August 15, 2013 |
| Gabrielle Durocher, #3035 | August 15, 2013 |
| Kristina Stevenson, #3036 | August 15, 2013 |
| Meagan Collinge, #3045 | August 15, 2013 |
| Ashley Murray, #3047 | August 15, 2013 |
| Megan Roter, #3048 | August 15, 2013 |
| Nadine Parfett, #3049 | August 15, 2013 |
| Stephanie Thordarson, #3053 | August 15, 2013 |
| Alana Brochu, #3054 | August 15, 2013 |
| Kendra Wurtz, #3055 | August 15, 2013 |
| Kirsten Zowtuk, #3059 | August 15, 2013 |
| Abigale Sharp, #3065 | August 15, 2013 |
| Kirby Spring, #3071 | August 15, 2013 |
| Nicole Veress, #3074 | August 15, 2013 |
| Shawna-Lee McBride, #3077 | August 15, 2013 |
| Courtney Ziegler, #3081 | August 15, 2013 |
| Nicole Barton, #3086 | August 15, 2013 |
| Miranda Winter, #3088 | August 15, 2013 |

Effective Date

| | |
|--------------------------|-----------------|
| Alesha Dupont, #3089 | August 15, 2013 |
| Diane Vickerman, #3092 | August 15, 2013 |
| Rachele Lavoie, #3093 | August 15, 2013 |
| Ashley French, #3099 | August 15, 2013 |
| Susanne Elliot, #3100 | August 15, 2013 |
| Ariana Wright, #3103 | August 15, 2013 |
| Shelly Hoyles, #3028 | August 20, 2013 |
| Julie Wehlage, #3033 | August 20, 2013 |
| Shaylene Myhre, #3038 | August 20, 2013 |
| Bonnie Moreau, #3040 | August 20, 2013 |
| Elizabeth Espejo, #3042 | August 20, 2013 |
| Tera Gebauer, #3043 | August 20, 2013 |
| Brittney Rogers, #3044 | August 20, 2013 |
| Kayla Kidd, #3046 | August 20, 2013 |
| Nicole MacPherson, #3051 | August 20, 2013 |
| Brittaney Mowat, #3052 | August 20, 2013 |
| Leah Bilocerkowec, #3057 | August 20, 2013 |
| Cassandra Lingley, #3061 | August 20, 2013 |
| Hannah Ferguson, #3064 | August 20, 2013 |
| Kaitlyn Johnston, #3066 | August 20, 2013 |
| Colleen Krueger, #3069 | August 20, 2013 |
| Megan Orange, #3070 | August 20, 2013 |
| Anyia Pokorny, #3075 | August 20, 2013 |
| Kristen Burton, #3078 | August 20, 2013 |
| Morgan Sach, #3079 | August 20, 2013 |
| Jorieke Vennik, #3080 | August 20, 2013 |
| Erin Mercer, #3087 | August 20, 2013 |
| Caitlin Raugust, #3091 | August 20, 2013 |
| Lindsay Stabb, #3094 | August 20, 2013 |
| Danielle Franson, #3097 | August 20, 2013 |
| Samantha Seitz, #3096 | August 20, 2013 |
| Taylor Ladouceur, #3106 | August 20, 2013 |

Effective Date

Permit to Practice**Permit to Practice Approval**

| | |
|--|---------------|
| Axel De Baene Corporation (Dr. Axel De Baene #2390) | June 13, 2013 |
| Equus Veterinary Services Inc. (Dr. Timothy Guichon #829) | June 27, 2013 |
| 1760107 Alberta Ltd. (Dr. Amandeep Toor #2769 & Dr. Amardeep Channa #2713) | July 19, 2013 |

Effective Date

| | |
|--|----------------|
| Huckleberry Enterprises Inc. (Dr. Agnes Baer #1686 & Dr. Martin Baer #1976) | August 7, 2013 |
| 1661622 Alberta Ltd. (Dr. Sonja Falkenberg #2652) | July 7, 2013 |
| Windermere Veterinary Corporation (Dr. Sherif Boctor #2148, Dr. Rory Wiens #2067, Dr. Patrick Whittaker #2060) | July 26, 2013 |

Effective Date

Cancel Permit to Practice

| | |
|--|---------------|
| Uplands Pet Hospital Inc. (Dr. Jacob Adserballe #1931) | April 1, 2013 |
|--|---------------|



One of the duties of the PIPS Committee is to approve practice names. Gone are the days where a practice name needed to be a veterinarian's name or location followed by either animal or veterinary and ending with hospital, clinic or service. Practice names are now varied and unique; however they still need to follow the ABVMA naming bylaws.

The challenge for the PIPS Committee is where do we draw the line? To keep up with the evolution of practice names we are planning to keep track of any name we decline and the reasons why in the event someone wants to use the name in the future.

When you are choosing a name please refer to the ABVMA naming bylaws. In brief, the things we look for include:

1. Is the name misleading? We want to make sure the public knows this is a veterinarian. A name like Furry Pet Centre could be a grooming facility, boarding facility or something else. Try to make it clear.
2. Is it in bad taste, self-laudatory, or otherwise contrary to the honor and dignity of the veterinary profession? For example "Get Your Butt In Here Veterinary Hospital" is in bad taste and is not in keeping with our profession.
3. Does it potentially abuse the trust of members of the public? I'm not sure

of an example but don't do it.

4. Does it claim any superiority? For example "Best Veterinary Services" infers that this practice is better than others ... unless your last name is Best.
5. Does it suggest a specialty in the practice of veterinary medicine? Try to avoid using any words that indicate to the public that you are a specialist unless you actually are. Avoid words like specialty, referral, board certified, etc. It is also best to avoid words that are part of a specialty (ie surgery, dental, internal medicine, critical care, etc). Words such as spay, neuter, or emergency are commonly used and not considered a specialty.

Although not required in the bylaw, I would suggest the following:

1. Do not use a name that is very similar to an existing name. This causes confusion and lets' face it ... it is just not nice.
2. Avoid really long names as they may create problems for signage and other advertising. Remember you need to use your entire name on all communications.
3. Keep your name simple and easy to pronounce.
4. Avoid slang, abbreviations, acronyms, or words that are not real words.

5. Try to describe your practice. If you are located in a building use words like hospital, clinic, or center. For consulting practices use words like services or incorporated. Distinguish between house calls (in the car), ambulatory (veterinary equipped truck) or mobile (the new word for veterinary clinics on wheels).

As you can see approving a name is a very difficult task. We are trying to speed up the process by "administratively" passing simple names. So if you pick "ABC Veterinary Clinic" your name will be passed much quicker than one that is more complex that requires the input from the entire PIPS Committee. Adding an alternative name is a good idea if you want your name approved quickly. The committee always tries to suggest similar names that we would approve to speed up the process.

Hope this helps. Happy naming.

*Dr. Colleen Pratt
PIPS Committee Chair*



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*Season's
Greetings*

*The ABVMA staff extends best wishes to you all
for a safe and happy holiday season.
Seasons greetings from:*

*Dr. Darrell Dalton, Dr. Phil Buote, Midge Landals, Lisa
Barry, Brenda Betnar, Chris Grayson, Carmen Luca,
Margaret Massey, Janeen McPhee and Kathy Mosmann*

The Alberta Triplicate Prescription Program (TPP) was established in 1986 to monitor the use of certain drugs prone to misuse and abuse. Included in the mandate of the TPP is to:

1. reduce the misuse and abuse (non-medical use) of targeted medications
2. identify potential areas of drug misuse or abuse
3. work with partners to identify issues.

Veterinarians are at an increased risk for misuse and abuse by virtue of access, given that veterinarians have the privilege of both prescribing and dispensing. In 2010, it became mandatory for veterinary practitioners to record all prescribing and dispensing of narcotic, controlled and other targeted medications through the use of a triplicate prescription form. The ABVMA is a partner in the TPP program and sits on the TPP Steering Committee.

The use of TPP forms has become accepted practice by Alberta veterinarians. TPP data capture for physicians and dentists is transitioning from manual TPP to the Pharmaceutical Information Network (PIN) which is a part of Alberta's Netcare electronic health record. PIN captures data at the time of dispensing at the pharmacy. Veterinary TPP data is collected from the TPP copies submitted to the CPSA.

This information is published in the 2012 Alberta Triplicate Prescription Program

Atlas. The complete Atlas is available for viewing at http://www.cpsa.ab.ca/Libraries/pro_tpp/the-atlas.pdf?sfvrsn=0

Veterinary Prescription data available for the calendar year 2012 indicates:

- 822 Veterinarians participated in the TPP
- 28,705 total TPP prescriptions were issued by Alberta Veterinarians in 2012
- The top three most commonly prescribed TPP drugs by veterinarians in 2012
- Tramadol - 13,315 prescriptions
- Buprenorphine - 2,793 prescriptions
- Phenobarbital (all concentrations) - 6,521 prescriptions
- Oxycodone prescriptions are closely monitored as high risk of abuse and misuse. Veterinarians issued 136 Prescriptions for Oxycodone preparations in 2012

TPP Steering Committee Update

The TPP receives a substantial grant from Alberta Health for operation. Alberta Health has conducted a review and evaluation of the TPP, to identify the positives and key elements of the TPP program. The review process ensures transparency in awarding of the annual operating grant. In addition to the annual grant, the ABVMA

is responsible for a portion of the cost of the program.

Expanding list of TPP medications.

The TPP is capturing PIN data for benzodiazepines and codein containing products. There is a plan to develop a framework for addition of other Type II TPP medications such as

tramadol and stimulants to the list of TPP drugs. It has become obvious that there is the potential for abuse of Tramadol. The complete list of TPP medications for which data is collected is evolving to include the drugs that were initially listed as 'Additional Veterinary Specific'.

Distribution of frequency of veterinarian TPP prescriptions in 2012:

| Number of TPP Prescriptions | Number of Veterinarians | Total TPP Prescriptions |
|-----------------------------|-------------------------|-------------------------|
| 1 - 9 | 265 | 1089 |
| 10 - 49 | 352 | 8934 |
| 50 - 99 | 138 | 9424 |
| 100 - 199 | 61 | 7920 |
| 200 + | 6 | 1338 |

ABVMA PROFESSIONAL WELLNESS PROGRAM

CALL: 780-435-5908 OR 1-888-399-9876

All calls are confidential

ABVMA members may utilize the wellness program for up to three one-hour confidential counselling sessions.

Ongoing assistance or referral by skilled professionals throughout the province. Services cover a wide range of counselling services including:

- Addictions/Substance Abuse
- Depression/Suicide Prevention
- Psychological Support for Members in the Discipline Process
- Couple's/Family/Relationship Issues Anger Management
- Critical Incident Debriefing
- Self Esteem
- Anxiety/Phobias
- Stress Management
- Other Personal/ Emotional Concerns



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- Professionals Helping Professionals -



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DES MÉDECINS VÉTÉRINAIRES

CVMA: ONE PROFESSION, ONE STRONG VOICE



Dr. Troy Bourque

The CVMA strives to address issues of relevance to veterinarians across the country. We're pleased to provide you with an overview of what the CVMA has recently been working on for you, our valued members in Alberta.

Antimicrobial Decision-making App Available This Fall!

An antimicrobial decision-making tool for urinary tract infections (UTIs) in cats and dogs will be available for CVMA members this fall. Developed for use on smartphones and tablets, this app will guide companion animal practitioners through diagnostic steps and appropriate antimicrobial therapy for simple and complicated UTIs.

2013 CVMA Awards Nominations are Open!

Each year, through its awards program, the Canadian Veterinary Medical Association honours selected individuals and groups in recognition of their contributions to veterinary medicine and to the health and welfare of animals. Nominations for the 2013 CVMA Awards are being accepted from November until January 31, 2014. All CVMA members are invited to nominate deserving candidates. Visit the CVMA website under the News & Events section.

Travelling with an exotic pet may require a permit

Canada is a member of the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). CITES is an international agreement which aims to prevent the over-exploitation of wildlife threatened by excessive international trade and illegal poaching. Parrots, many lizards, many turtles, hybrid cats, some fish and some snakes are listed under CITES. You can verify whether an exotic pet is a species listed under CITES by visiting

the Environment Canada CITES website (ec.gc.ca/cites) and checking the CITES species list. Residents of Canada who intend to take their pet temporarily and frequently out of Canada strictly for personal purposes can apply for a CITES permit, also called a Certificate of Ownership. This certificate, also known as a "pet passport," is valid for three years, authorizes multiple exports and re-imports, and is recognized by certain countries (e.g., USA). The pet should have identification marks (leg band, microchip, tattoo) for identification purposes. For more information on animal and plant species that are banned from trade or require a CITES permit to import or export into Canada, please visit Environment Canada's CITES website (ec.gc.ca/cites) and consult the Environment Canada brochure Endangered Species and the International Traveller.

Canadian Veterinarians Represented at 2013 International Summit for Urban Animal Strategies

On behalf of the veterinary profession, CVMA representatives attended the 2013 International Summit for Urban Animal Strategies in Lake Louise, Alberta from October 16 to 19. The theme of the Summit, "Facts and Evidence", provided the opportunity to discuss consumer service, the declining pet population, cost of pet ownership and licensing compliance. As a participating delegate, CVMA joined other thought leaders in the industry to consider tactics and strategies for these issues in order to create a more positive experience for pet owners.

CVMA Source Guide - Have You

Checked Your Listing?

By now, CVMA members will have received their copy of the 2013-2014 print edition of the CVMA Source Guide. Please review your listing to ensure your contact information is correct. If it's not, please call us at 1-800-567-2862 or update your profile directly online (www.canadianveterinarians.net). Your update will be instantly reflected in CVMA's national database of veterinarians and in the online version of the CVMA Directory of Veterinarians and Veterinary Hospitals. If your hospital or company name is different from the information listed, please notify the CVMA office by telephone or email for us to make the change. You can also use the 'Update Your Profile' form in the Source Guide and return it to us by fax or email.

Everybody Needs Help From Time to Time

When life becomes more challenging than what you can handle, it may negatively affect your personal and professional well-being. Should you need to reach out for assistance or support, a nation-wide listing of crisis centres, resources and support services is available on the CVMA website. You'll find this list and other well-being resources under the section Resources > Veterinarian Health & Wellness.

Questions or Suggestions?

Contact your CVMA National Office by telephone at 1-800-567-2862, by e-mail at admin@cvma-acmv.org or contact your Alberta Council Representative: Dr. Troy Bourque; (403) 928-6993, by e-mail at troy@sheeprivervet.com.

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Re: Complaint Case # 12-12 (September - October 2013 Issue)

One of the areas that draws my eye in the Members Magazine is the Complaint Director's (Dr. Buote) Report. Many of the items have been relatively clear cut and I usually say to myself "There but by the grace of God go I!"

I was a member of council of the BCVMA 1982-85 at which time I moved to Alberta. Council was the final adjudicator of complaints at that time and much of council time was taken up by discussions on grievances. This past month Complaint Case 12-12 emphasizes the importance of including conversations with clients in the record. I know my record keeping changed dramatically after being involved in the 80's from seeing what errors could be avoided.

In this case 12-12 however, whether the conversations about referrals were documented or not, I can't help but have sympathy for this veterinarian. The client was obviously very concerned about costs, and after making a bad decision after advice by the veterinarian, behaved like the last anatomical region of the large intestine. I do praise the vet for not adjusting the record to include "advised owner to transfer etc and owner declined". But when you really consider it, we can all write things like that in the record at the time which are inaccurate and just plain CYA behaviour. The owner can say "I never said that." Or "I never agreed to that!" but there it is in the record and in this case would have saved this vet \$2,000 and a reprimand. It seems the only way to avoid a "he said-she said" scenario would be to have a video record of all conversations like the police.

Too bad our profession has been slowly heading down that path of excessive regulation and the old hand shake I used to enjoy with clients is long gone. A poll of members who adjudicated this complaint surely must have agreed the vet was believable but were forced to act based on our regulations. Another example of how the unhappy clients cost us so much time and grief! Curious if this had gone to regular court whether the judge would have thrown this out. Due process lacking? Perhaps a reprimand for poor record keeping would have sufficed.

Bruce Rodger
Bragg Creek



Re: Complaint Case # 12-12 (September - October 2013 Issue)

I read with interest the article summarizing a recent discipline case involving a Veterinary member of our AVMA. In reading the summary of the case I am left with the following understanding:

- The events, the injury to the dog, the initial actions of the Veterinarian and the subsequent actions of the Veterinarian were outlined and I have to assume are a correct summary as to what actually did happen as there are no indications that any of these events were "alleged" to have happened or were in dispute as to whether they occurred.
- The Veterinarian examined the dog, made an accurate diagnosis, stabilized the dog and provided appropriate pain medication.
- The Veterinarian recommended referral to a 24 hour emergency / referral facility.
- When the owners declined, the Veterinarian hospitalized the dog with appropriate treatment.
- The following day the Veterinarian again offered to have the dog transferred to a specialist for orthopedic surgery.
- The owner declined as they proceeded to take the dog home.
- When the owners took the dog home, the veterinarian dispensed pain medication and gave instructions on how to care for the dog with further instructions on who to contact if there were any concerns.
- The Veterinarian, aware of the seriousness of the case, twice recommended having the dog in the care of a 24 hour emergency / referral facility.
- It appears that an appropriate surgical repair was undertaken and when identified as inadequate, a second acceptable surgery was performed with a senior veterinarian.

The article leads me to believe that the above is a correct summary of the actions of the Veterinarian as the Hearing Tribunal did not convict the Veterinarian with unprofessionalism with respect to inappropriate diagnosis, inappropriate pain management, inappropriate hospitalization and treatment or inappropriate surgical repair.

I am also led to believe from reading the article that what was unprofessional was not what the Veterinarian did or didn't do with respect to the care of the animal, or with respect to the recommendations (twice recommending transferral to a referral facility), but rather the fact that it was not sufficiently communicated (twice is insufficient??) or documented in the medical file.

I am puzzled and concerned with the only logical conclusion that of a Veterinarian performing the "correct, professional" actions but being convicted of unprofessionalism for not documenting these "correct actions" in the medical file.

Ken Hubbard D.V.M.
Cedarwood Veterinary Hospital

KEEPING YOU CURRENT

Western Canadian Association of Bovine Practitioners – 2014 Annual Conference

The WCABP will be held Thursday – Saturday, January 16 -18, 2014, Calgary, AB. Please contact Phyllis Mierau at 1-866-269-8387 or email info@wcabp.com; website: www.wcabp.com

2014 ABVMA Leadership Weekend, Member Recognition Banquet and Annual General Meeting. February 7 – 9, 2014, Delta Edmonton South Hotel, 4404 Gateway Boulevard, Edmonton.

- Leadership Weekend, February 7 – 9th
- Member Recognition Banquet, February 8th
- Annual General Meeting, February 9th

A full notice is published on page of this issue, and watch for detailed information in upcoming issues of the ABVMA E-News in your January / February Members' Magazine. To pre-register to attend the banquet or AGM, please contact Kathy Mosmann, 780-489-5007, or toll free 1-800-404-2862, Ext. 233, or by email: kathy.mosmann@abvma.ca.

Bovine Welfare Award Recipients – Congratulations to Drs. Daniel (Dan) Weary, and Marina (Nina) von Keyserlingk

who were named joint recipients of the 2013 Metacam Bovine Welfare Award. The award was by presented by the Canadian Association of Bovine Veterinarians and Boehringer Ingelheim.



Dr. Rob Tremblay (Boehringer-Ingelheim Canada Ltd.),
Dr. Dan Weary, Dr. Melodie Chan (President CABV/ACVB)
and Dr. Nina von Keyserlingk.

A Typical "Day in the Life" of Alberta Veterinarians and AHTs

"Being an AHT is not just cuddling dogs and cats. These are very real animals and your actions affect the health and wellness of these animals."

"I don't think the average person can have a full grasp of what we do. I can say I take x-rays. What that really means is I am lifting a 130 lb Rottweiler onto a table, positioning and pulling on a leg that is broken and the animal is screaming in pain (even with pain meds), trying to bite me and still does thru the muzzle, urinates and defecates on the wall, me and my equipment. Then after I get perfect x-rays, change my clothes, clean up the dog, give more medication, clean up the room, go to the client with a smile on my face that says "I care and will do my best for you...please come again"."

"I think a lot people do not realize the many hats veterinarians have to wear in a day. We have to be surgeons, internal medicine specialists, dermatologists, ophthalmologists, anesthesiologists, etc. We have to be counselors to clients, human resource managers, CEOs, CFOs, COOs, etc. We have to be parents, spouses, humanitarians, co-workers, bosses, etc. This puts a lot of stress and expectations on vets..."

As these quotes suggest, some veterinarians and AHTs feel that most people do not really know what they do in their jobs. As well, some AHTs feel that veterinarians do not always know what they do "in the back" and veterinarians sometimes feel that AHTs do not recognize what they do after hours. This newsletter highlights some of the work experiences of AHTs and veterinarians.

The Study

March 2013 e-interviews

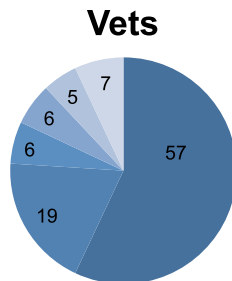
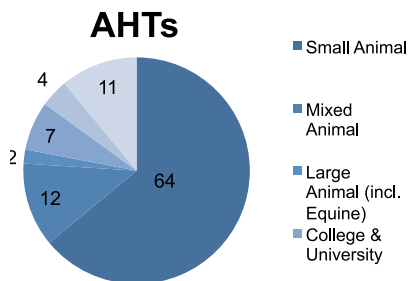
- 7 Veterinarians and 13 AHT's interviews representing different practice settings in Alberta
- Questions asked them to describe a typical day in terms of when they get to work, what they do throughout the day, and whether any work tasks carry over after they physically leave work
- E-interview findings used to conduct survey

April 2013 Survey

- 537 Veterinarians and 453 AHT's submitted online ABVMA Member Wellness Survey
- Survey measured work experience, hours, work stressors and health risks.

THE WORK DAY

- The majority of AHTs (64%) and veterinarians (56%) work in small animal practice.



- Most AHTs (74%) and veterinarians (70%) work full time. 17% of AHTs and 19% of veterinarians work part-time and the remaining are partially or fully retired, taking a career break or unemployed. 24% of AHTs hold more than one job in animal health-related services compared to 12% of veterinarians.
- On average, both AHTs and veterinarians work about 40 hours a week. This includes all of their paid animal health jobs and their work during evenings and weekends (excluding call or overtime).
- Many of the AHTs (31%) and veterinarians (57%) take work home with them. About half work 1-5 hours more a week at home and the remaining half work 6 or more hours. In the e-interviews, participants were asked if any of their work carries over after they physically leave work. A veterinarian in a small animal clinic wrote:

"A lot of the time, once I get home between 7:30-8 pm, I will help get the kids to bed, and then may do more medical records until 10 pm. On the weekend or days off, I typically have to complete medical records at home, or deal with human resources/management issues from home, e-mails, or meet with account/bookkeeper, etc."

Some AHTs' work may carry over beyond their work hours. Two AHTs in small animal clinics wrote:

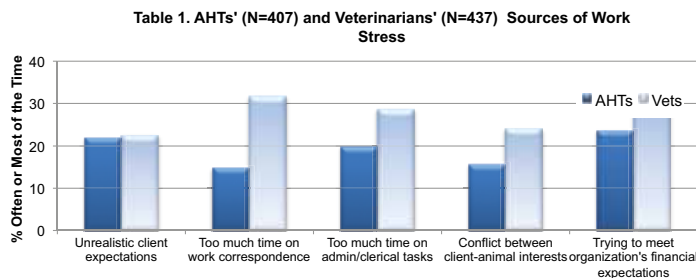
"Mixed in with tech duties I also do management duties – inventory, HR, scheduling, business case studies for new equipment, often scheduling is done after hours at home on my own time."

"At the end of my day, I finish up any open medical records or end with an appointment and will stay late to do so if required. I do a lot of research on rehab techniques and such on my own time and I also think about many of my patients and how to best help them when I am not at work."

GENERAL WORK STRESS

A series of work characteristics have been identified in previous studies as sources of stress for veterinarians and AHTs and were included in the online survey. The tables show the percentage of those who regularly encounter these situations by checking off if they experience them "often" or "most of the time" in their job.

- About 20% of both AHTs and veterinarians regularly experience



unrealistic client expectations (see Table 1).

As two veterinarians noted:

"Clients with unrealistic expectations are difficult to deal with. Clients who "researched it on-line" and "know" what their pet has."

"People have an unrealistic perception about the economics of veterinary medicine and try to hold their veterinarians responsible when we fail to live up to their (often misguided) expectations."

An AHT working in a mixed, rural practice wrote one of the most stressful parts of her job is as follows:

"The increasing demands of the public for instant service while they challenge you with Dr Google..."

- Significantly more veterinarians than AHTs feel that they spend too much time on work-related correspondence and communication (e.g., emails, phone calls) and administrative and clerical tasks.

The first veterinarian provides a description of how his "typical day" starts. He also often finishes more paperwork in the evenings after his children are put to bed:

"What I do when I first get to work is to check with the support staff if they need help... Then, I sit at my desk for the remainder of the time completing medical records from the day before that I did not have time to complete, check and respond to e-mails, and return phone messages or call clients about lab results or other issues..."

The next two veterinarians describe what qualifies as a "bad day" and makes their work stressful:

"I have piles of records and phone calls and issues to deal with at everyone else is going home at 6 pm and I have to stay for another 1-2 hours to deal with it all, or come back on the weekend or work from home."

"The most stressful aspects are being too busy to keep up with paperwork and becoming disorganized, dealing with difficult clients, dealing with difficult staff members and not feeling like support is being provided to me by my workplace."

- Conflict between client interests and what is best for the animal is a regular source of stress, particularly for veterinarians. For example:
"Clients that want us to help the pet for free, and blame us for costs of health care."
- Trying to meet the financial expectations of the employing organization is stressful, particularly for veterinarians. Two veterinarians identified financial concerns as the most stressful part of their work:

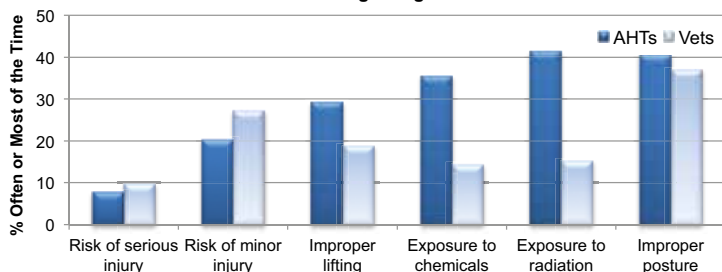
"Dealing with financial/business management issues that I have no training in. Dealing with rising costs, rent, and an aging clinic with a half-million dollar business loan and tens of thousands of dollars in student's loans as well."

"Low revenue day (especially when you feel like you have been working your ass off all day)."

HEALTH RISKS

Table 2 shows some of the health risks that AHTs and veterinarians regularly

Table 2. AHTs' (N=407) and Veterinarians' (N=437) Health Risks During a Regular Work Week



encounter in their work.

- Few AHTs and veterinarians are regularly at risk of serious injury, but one-quarter are regularly at risk of minor injury.
"A few years ago due to a work place injury I had to not only leave the job I loved, but potentially change careers completely."
"Numerous staff have been injured by bulls upon semen testing, restraint and proper care of companion animals has been below an acceptable level... and in the end, those were among deciding reasons why I left in pursuit of learning more about animals in a happier, healthier environment."
- Almost half of both groups regularly report improper posture, but more AHTs report improper lifting.
- Significantly more AHTs than veterinarians report being regularly at risk of exposure to chemicals, gases or solvents and radiation. Two AHTs commented:

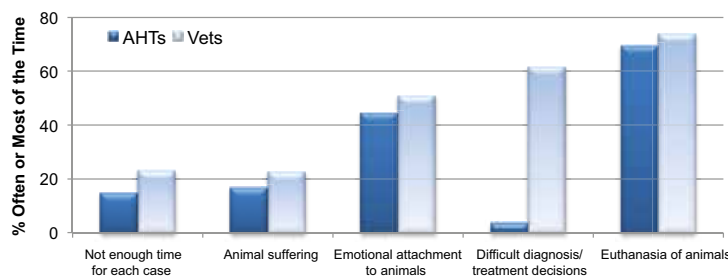
"I think this is a dangerous job for a person. You're exposed day in and out to x-ray chemicals, x-rays, anesthetic, and heavy lifting. I have been doing this for 10yrs and know of techs who have thyroid cancer in their clinics they do a lot of x-rays. I also know of techs who have had issues getting pregnant and am sure it's related to the x-ray and isoflurane exposures. My back is starting to bother me due to the lifting of animals, and sometimes the awkwardness of holding some animals. I also think that the Dr's don't respect the techs or have an appreciation for what we do and I have seen that in a few clinics."

"I also think limiting the on-site work hazards would make people stay in the profession as well (long hours, radiation exposure, isoflurane exposure)."

CLINICAL WORK STRESS

In the survey, AHTs and veterinarians reported on how often they experience specific work stressors relevant to working with clinical cases. Table 3 shows work stressors related to animal care and Table 4 shows those related

Table 3. Clinical AHTs' (N=279) and Veterinarians' (N=393) Work Stressors Related to Animal Care



to finances and clients. Few report not enough time for each case or dealing with animal suffering.

- About half of AHTs and veterinarians regularly feel emotional attached to the animals they work with and about 70% regularly deal with euthanasia of animals. For example:

"I drove home crying tonight as I was upset about a case of mine that was euthanized but I still love my job."

"I had to move stop working as a veterinarian because euthanasia bothered me so much. It would upset me for day/weeks. Still does. I do much better as a manager and am much happier."

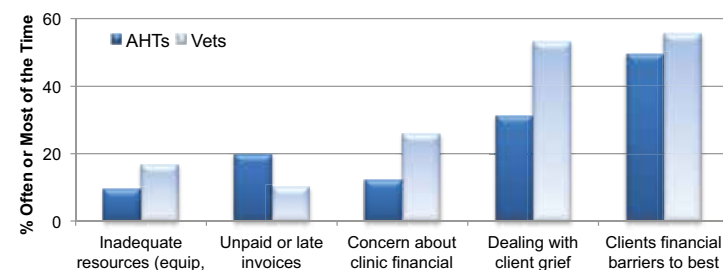
- 60% of veterinarians regularly face difficult diagnosis or treatment decisions, which is rare among AHTs.
- About half of AHTs and veterinarians regularly find clients' financial situation is a barrier to best care for their animals (Table 4). Both raised this concern in the e-interviews as being particularly stressful:

"Frustrating clients that can't treat due to lack of money or just not caring about their pet."

"I find it stressful when a client cannot afford something that I feel would benefit their animal(s). I feel "guilty" if I know there is something I can do to help them but they cannot afford it and I cannot afford to do it pro bono. I know that I undervalue some of the things we do so I stay away from the billing side of things."

- Veterinarians more regularly deal with client grief than AHTs. As one veterinarian wrote:
"Euthanizing animals has become very stressful, some CE on how to deal with grief would be beneficial."
- Veterinarians more regularly have concerns about the financial situ-

Table 4. Clinical AHTs' (N=279) and Veterinarians' (N=393) Work Stressors Related to Finances and Clients



ation of clinic and inadequate resources than AHTs, but AHTs more regularly deal with unpaid or late invoices. Two veterinarians wrote:

"When I was an associate, I only had the stress of patient outcomes (and the aforementioned mistakes). As an owner, I have HR and financial stress as well. The HR and financial stresses comes in waves but when they are bad, they are really bad."

"Finances are usually part of most stress – it drives client responses to situations, it complicates practicing the way we want too, it is a problem for new graduates, it affects our options in staffing, products, equipment, continuing education, working environment etc."

Continued on pg. 16

AT THE END OF THE DAY...

| | Similar Work Experiences | Dissimilar Work Experiences |
|--------------------|---|--|
| Work Day | Most work in small animal clinics, work full-time for about 40 hours a week | AHT's more likely to have more than one job; more veterinarians take home work after hours. |
| Stressors | Unrealistic client expectations | Veterinarians report too much paperwork, financial concerns between client-animal interests |
| Risks | Improper posture, risk of injury | AHT's at risk of exposure to chemicals and radiation. |
| Clinical Stressors | Emotional attachment to animals, euthanasia, clients' financial barriers to best care | Veterinarians report difficult diagnosis/treatment decisions, client grief, concerns about finances and resources; AHT's deal more with unpaid/late invoices |

About the Author: Jean E. Wallace

Jean E. Wallace is a Professor of Sociology and Adjunct Professor in the Department of Medicine at the University of Calgary. She has extensively studied the professional work attitudes and experiences of lawyers and physicians, with a recent shift to veterinarians and animal health technologists.

Her research interests include: mental health and wellness; work-life balance and the

work-family interface; job stress and coping strategies; mentoring and professional relationships; coworker and spousal support; and how statuses such as gender, generation and parenthood are relevant.

She has published in top academic journals in sociology, psychology, management, and medicine, including Administrative Science Quarterly, Social Psychology Quarterly,

Social Science & Medicine, Work & Stress, and the Lancet.

In trying to maintain a balanced life, she is a volunteer docent at the Calgary Zoo where she enjoys leading guided tours for guests and exercising Sheldon, an African Leopard Tortoise. She is also a volunteer regional coordinator for the AireCanada Airedale Rescue Network.



May 3 & 4, 2014

Delta Edmonton South Hotel, Edmonton

Continuing Education Event, Trade Fair & Banquet.

Members of the entire Veterinary Team are invited!
CE Session featuring Dr. Sophia Yin speaking on
'The Art and Science of Animal Behavior.'

Registration package coming in January!





VERIFIED BEEF PRODUCTION PROGRAM™ (VBP) – ALBERTA BEEF QUALITY STARTS HERE

Canada's on farm food safety program for beef, the Verified Beef Production (VBP) program, continues to grow and is looking at ways to add value for those involved.

"Canadian beef producers do a good job and care about what they do," says Terry Grajczyk, national manager of the VBP program for the Canadian Cattlemen's Association. "Many have been loyal to the VBP program and it continues to grow. We are looking for ways to secure further recognition for beef production practices on behalf of cattle producers."

Growth in 2013 over 2012 shows that two thirds of Canada's beef production comes from VBP-trained operations, with a three percent increase over last year with 17,103 producers now trained. Of this total 6,364 are from Alberta.

The number of "Registered" operations, those which have their operations audited by a qualified third party validation auditor, increased 16 percent over the previous year. That represents 1,004 beef cattle operations audited and 20% of beef cattle production in Canada.

"This is a big industry and growth takes time, but there has been good interest in western Canada, Québec, and now starting in the Atlantic provinces. VBP is a cost effective program that provides proof to customers that Canadian beef producers care about doing things responsibly," continues Grajczyk. "Thanks to availability of provincial Growing Forward 2 programs, producers in some provinces can access partial funding for equipment purchases which has been a plus." In Alberta this Growing Forward 2 funding for beef

producers, who are implementing on-farm food safety, is a 70% refund to the maximum of a \$5,000 refund for cattle squeeze chutes with neck extenders or animal weigh scales.

The VBP program is in early stages of developing three add-on modules for: biosecurity, animal care, and environmental stewardship. This may include verification processes for those who want that option, and identifying key outcomes for Canadian producers. This will help promote responsible practices for those who are new to the industry, or maybe haven't kept up on the various ways that demonstrate due diligence. More information and roll out of the first new module, biosecurity, should occur in late 2013 or early 2014.

VBP identifies industry-sanctioned practices to further enhance confidence in Canadian beef production.

To find out more information about the VBP program please go to www.beefsafety.ab.ca or contact Eileen Leslie at 1-866-242-7404.

*Submitted by Eileen Leslie,
VBP Provincial Coordinator*

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Highlight Your Facility...

In Upcoming Issues of the ABVMA Members' Magazine



For the past several years many of our front cover articles have featured veterinarians who do interesting things outside of veterinary medicine. We would now like to change things up a bit and introduce you to a few of our ABVMA inspected veterinary facilities.

This is an excellent opportunity to highlight your practice. We invite you to submit an article and photographs to be considered for publication. The best six presentations will be published.

Your facility is unique ... feature it in your Members Magazine

Details to include:

Your article:

- Should consist of at least 900 words but should be no more than 1,200 words in length
- Should be submitted in Microsoft Word format or as a typed hard copy document
- Should include the type of facility
- How long the facility has been in operation
- Previous owners and history, if applicable
- Practice demographics - describe the species breakdown of the practice
- List of practice owners



- List of other employed veterinarians
- Support staff - number of AHT's, number of receptionists, number of office personnel, etc.
- Location & service population
- Area attractions
- Specialty equipment
- Clinic hours
- Include preceptorship information if you partake in the program
- What makes your practice special
- Any other relevant and interesting information that you would like to share with your colleagues



Your photographs:

- 10 to 15 photographs are required
- Should be good clear high resolution pictures
- Minimum of 350 dots per inch at a "minimum" of 5 inches by 7 inches in size
- Submitted as either .jpeg, .eps or .tiff files or hard copy photos
- Should include both interior and exterior photos of the facility
- Should include staff photos
- Photos of any specialty equipment
- Animals and treatment (with permission from the owners)



How to send your information:

- Send as attachments via email to midge.landals@abvma.ca (Pictures in .eps, .jpeg or .tiff format, article in Microsoft Word.) Pictures should be taken at highest file size and may have to be sent in a few batches depending on the sizes of the files.
- Files may be saved on a CD and mailed or couriered to the ABVMA office to:
Alberta Veterinary Medical Association
Attn: Midge Landals
950 Weber Centre, 5555 Calgary Trail N.W.
Edmonton AB T6H 5P9

A typed copy of your article and hard copy photos may also be sent to the above address.

If you have any questions in regards to your article and/or photographs, please do not hesitate to contact Midge Landals at Tel: 780-489-5007 ext. 222 or toll free at 1-800-484-2862.

WELCOME TO THE PROFESSION!

UCVM CLASS OF 2017



On August 29, 2013 the UCVM Class of 2015, consisting of thirty students, was welcomed into the profession during a White Coat and Stethoscope Ceremony hosted by the Canadian and Alberta Veterinary Medical Associations (CVMA and ABVMA).

ABVMA President Dr. James Marshall, CVMA Representative Dr. Troy Bourque, and UCVM Dean Dr. Alastair Cribb brought greetings to the new students and guests following a dinner that was hosted by the ABVMA. Each new student was presented with a lab coat, name badge, and stethoscope as welcome gifts from the two associations.

Dr. James led the recitation of the Veterinary Oath. The UCVM Student President Jessica Barker, and the senior and junior ABVMA Student Representatives, Kaitlyn Matters and Justin Duval had the pleasure of leading the Class of 2017 in the recitation of the newly established UCVM Honour Code.

Honour Code

I promise I will act with integrity and honesty in both academic and non academic matters, as befits a student of UCVM and a member of the veterinary profession.

UCVM Class of 2017

Lindsey Ackert
Danielle Becker
Kelsey Chapman
Yi (Ally) Chen
Danielle Cyr

Jeffrey Douglas
Jennifer Flaig
Katrina Frost
Sarah Gale
Kelsey Gray

Maggie Grover
Trina Hancock
Charlotte Hemstock
Heath MacLeod
Anika Mueller

Christian Peterson
Shannon Phelps
Benjamin Reed
Julie Reimer
Brandy Rimmer

Hayley Robbins
Meryam Shillingford
Blythe Sola
Lana Swain
Melanie Tuplin

Marika Wagner
Sara Wells
Marley Wipond
Virginia Woo
Chang (Mary) Zhou



2013 CANWEST CONFERENCE ATTENDANCE

This year's CanWest Conference was held at the Fairmont Banff Springs Hotel on October 19th to 22nd and welcomed over ??? registrants during the three days.

Attendance by Category:

Veterinarians: 308
AHTs & Hospital Staff: 108
Industry: 204
CanWest Staff: 14
Invited Guests: 24
Speakers: 31
Students: 49
Other: 41

Attendance by Region:

Alberta: 510

BC: 70

Other Canadian Attendees: 161
International: 34

Attendance by Learning Track:

Animal Health Technologists:

Sunday:
Monday:

Companion Animal:

Sunday: 215
Monday: 206
Tuesday: 160

Equine:

Sunday: 34
Monday: 32
Tuesday: 50

Food Animal:

Sunday: 53
Monday: 54
Tuesday: 87

Veterinary Team:

Sunday: 29
Monday: 34

Tuesday: 87

Veterinary Team:

Sunday: 45
Monday:
Tuesday:

**THANK YOU TO OUR ATTENDEES
FOR MAKING CANWEST
YOUR CONFERENCE OF CHOICE!**

**WE HOPE TO SEE YOU AT NEXT YEAR'S CONFERENCE:
OCTOBER 25 - 28, 2014
AT THE FAIRMONT BANFF SPRINGS HOTEL**

Congratulations to the following trade fair prize Winners!

Welcome Reception (iPad 4 Winner): ??

Sunday Daily Cash Draw (\$1,000): ??

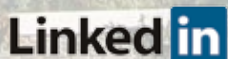
Monday Daily Cash Draw (\$1,000): ??

2014 CanWest Full Delegate Registration: ??

Passport to Prizes Grand Prize Draw (\$3,000 Travel Voucher): ??

The Alberta Veterinary Medical Association acknowledges the many speakers who delivered excellent presentations at this year's Conference. It was a pleasure to host the University of Calgary Distributed Veterinary Learning Community Training, The Alberta Association of Animal Health Technologists CE event, The AGM, UCVm Focus Groups, UCVm and WCVm Alumni Events and the WCVm class reunions. Thank you all for your participation and assistance with making the 2013 CanWest Veterinary Conference a great success.

**"Don't forget to stay connected and follow the ABVMA on
Facebook, Twitter, Linked In, Youtube, Pintrest and Vimeo!"**





Dr. Douglas Freeman

In the past few weeks, we've experienced some sure signs of fall at the Western College of Veterinary Medicine (WCVM). For one, I've seen a couple of email messages about buying tickets for WCVM Round-up — the students' traditional fall party. Second, we've all gathered for the annual WCVM Fall Awards evening and recognized a number of veterinary students as well as some of our faculty, staff and graduate students.

A highlight of the awards evening is the annual white coat ceremony that gives us a chance to welcome our first-year students to the College as well as to the veterinary profession. This year, we welcomed 79 new students including 22 men and women from 13 communities in Alberta. Among that group is Daren Mandrusiak of St. Paul, Alta., who was taking an elephant for a walk when he heard about his acceptance to the WCVM!

During this past summer, Daren was working as a zoo keeper at the Edmonton Valley Zoo, so taking Lucy — the zoo's 37-year-old Asian elephant — for walks was part of his regular job routine. Besides his work with zoo animals, Daren has worked with dairy cattle, poultry and swine during his three years at the University of Alberta, plus he's volunteered at the Edmonton Humane Society and

at Elk Island National Park.

It's wonderful to hear about the diverse skills and backgrounds that our new students bring along with them to the WCVM. Their experiences enrich our veterinary program and keep things interesting for all of us!

To help our students cope with the stress of upcoming exams and assignments, we welcomed two special visitors in early October: sociology professor Dr. Colleen Dell and her certified therapy dog Anna-Belle spent time with veterinary students who had a chance to pet and cuddle with the friendly English bulldog. The pair's visits are part of a campus-wide initiative called "PAWSitive Thursdays" that give students an outlet to de-stress during busy times in the school year. Dr. Dell, who was one of our presenters at the U of S One Health Leadership Experience in mid-August, is studying the importance of animal-assisted therapy in dealing with addictions, stress and mental health issues.

On October 8, more than 60 people attended a horse health evening in the WCVM's newly-expanded Ryan/Dubé Equine Performance Centre that included equipment demonstrations and a special presentation by Dr. Frederik Derksen of Michigan State University. Dr. Derksen, who specializes in equine airway diseases, came to the college as part of our D.L.T. Smith lecture series, and he agreed to talk about exercise-induced pulmonary hemorrhage (EIPH) with Veterinary Medical Centre clients and local horse owners. The evening also gave us a chance to thank members of the Equine Foundation of Canada (EFC) for their most recent gifts: \$20,000 toward the purchase of an equine endoscope and \$100,000 for the creation of a scholarship that will encourage graduate research in equine health.

Two of our faculty members have recently received national

recognition for work in their respective fields. Dr. John Giesy, the University of Saskatchewan's Canada Research Chair in Environmental Toxicology, has been awarded one of Canada's top honours for contributions to environmental science. Dr. Giesy, who is also a faculty member in the WCVM's Department of Veterinary Biomedical Sciences, will receive the Miroslaw Romanowski Medal from the Royal Society of Canada in recognition of his critical work addressing environmental contamination.

Dr. Frederick (Ted) Leighton of the WCVM's Department of Veterinary Pathology, has been elected a fellow in the Canadian Academy of Health Sciences (CAHS). Dr. Leighton, who graduated from the WCVM in 1979, is also executive director of the Canadian Cooperative Wildlife Health Centre (CCWHC), an organization he co-founded in 1992.

The CAHS fellowship recognizes Leighton's innovative efforts in wildlife disease surveillance and national and international disease management policy. Recently, Dr. Leighton was instrumental in helping Sri Lanka develop a centre for wildlife health management, a significant step forward in the country's endeavours to manage its wildlife health issues.

In the past couple of months, the University of Saskatchewan has had some good news on the agriculture front that will benefit students and researchers in several colleges including the WCVM. In late August, the university opened its new \$11.5-million Rayner Dairy Research and Teaching Facility that includes animal handling and teaching areas along with space for research, feed storage and preparation in and around the facility.

The new barn's data collection systems open many new research

opportunities in a number of areas — nutrition, health, reproduction, fertility, genetics. Not only is the facility a boon for research, but it will mean enhanced experiential learning for U of S students in a number of disciplines — including veterinary medicine.

Another piece of good news is that the U of S has received \$3.6 million in funding from the Natural Sciences and Engineering Research Council of Canada (NSERC) and Saskatchewan producer organizations to develop an Industrial Research Chair (IRC) in Poultry Nutrition. Hank Classen, a renowned poultry scientist and professor in the College of Agriculture and Bioresources, will lead the five-year program that will be aimed at helping the poultry industry meet its biggest challenges: feed costs, bird health and welfare, and food safety.

These agriculture-related updates exemplify how much the WCVM benefits from having such a close, on campus partnership with the U of S College of Agriculture and Bioresources. We look forward to working with our agriculture colleagues who are involved in these new ventures.

To wrap up, I want to congratulate a couple of our WCVM alumni for their new roles in the veterinary profession. Dr. Kathleen Anderson (WCVM '86) is the 2014 vice president of the American Association of Equine Practitioners. As well, congratulations to Dr. Darrell Dalton (WCVM '80) for his new role as ABVMA registrar.

For more news about the WCVM, make sure to visit www.wcvmtoday.com or follow @WCVMToday on Twitter. Plus, you can always contact me (306-966-7448; douglas.freeman@usask.ca) anytime if you have questions or concerns.

*Dr. Douglas Freeman, DVM, PhD
Dean, Western College of Veterinary Medicine*

UNIVERSITY OF CALGARY FACULTY OF VETERINARY MEDICINE UPDATE



Dr. Alastair Cribb

With summer extending well into September in Calgary, we had a great start to the academic year. The Class of 2017 settled in well and the other classes jumped right back in. We have our sixth class in the program now and the process is becoming smoother each year. We are already conducting a thorough review of our program, looking for areas to improve, and we are also giving consideration to other areas where we can contribute to veterinary medicine in Alberta.

For the last five years we have been running internship programs in partnership with a group of Distributed Veterinary Teaching Hospital (DVTH) practices and are exploring ways to offer more advanced clinical training, in combination with graduate degrees. This fall, we are excited to highlight two new UCVM – DVTH partnership clinical fellowships within our program. Fellows will complete a formal graduate program while pursuing advanced clinical or population health training.

Through the newly established Simpson Ranch Fellowship in Beef Cattle Health, UCVM is offering a unique program that follows the distributed learning model. While the details are still under development, the fellow will complete a three year program that combines a graduate degree with modules

of training in production animal consulting practices, government and industry organizations. Made possible through a generous endowment from the Simpson family, the new fellow will pursue research in beef cattle health that will contribute to the innovation and sustainability of the beef cattle industry. We are pleased to welcome Dr. Elizabeth Homerosky as the first Simpson Ranch Fellow in Beef Cattle Health. She will complete her training under the guidance of Drs. Edouard Timsit and John Kastelic of the Department of Production Animal Health.

Before coming to the University of Calgary, Homerosky received a Doctor of Veterinary Medicine degree from Ohio State University in 2012 and most recently worked as associate veterinarian at a predominantly-beef clinic in Iowa, USA. Her three main areas of interest within the beef industry are preventive medicine, theriogenology (animal reproduction) and animal welfare. On completion of the program, she will be eligible for board certification in bovine practice.

On the equine side, we are partnering with the TD Equine Group (Dr. Dan French) to offer a Fellowship in Performance Horse Health. Dr. Sarah Pedersen (UCVM 2013) was recruited as the first fellow. The program will combine

advanced clinical training in equine sports medicine with a graduate degree. The Calgary area offers a unique opportunity for advanced training in performance horse health. The clinical aspect of the fellowship consists of approximately eight weeks of focused equine sports medicine training at Spruce Meadows during the tournament season, with additional training in equine general practice (ambulatory medicine) throughout the summer. The ambulatory practice includes diverse training in equine performance disciplines, including show jumping, polo, and Western performance. Under the supervision of Dr. Heidi Banse, Pedersen's research project will explore gastric ulceration and its treatment in performance horses.

These will be our first steps into formal advanced clinical training and we will assess the programs carefully before looking at long term sustainability. As with our DVM program, these new offerings are dependent on cooperation and collaboration with the veterinary community. We look forward to continued growth and developing collaborative programs with our colleagues that further veterinary education and the veterinary profession in Canada.

*Alastair Cribb, DVM, PhD
Dean, University of Calgary,
Faculty of Veterinary Medicine*



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Crossfield, AB T0M 0S0

Cell +1 587 888-0446
doug.christie@bayer.com
www.animalhealth.bayer.ca





Kaitlyn Matters

Classes are up and running at UCVM once again. It is hard to believe that it is fall and pretty soon the cold storms of winter will hit Calgary and we will be frozen...until a Chinook rolls in! The students at UCVM all had wonderful summers. I am sure there are plenty of veterinarians out there reading this right now that were able to meet some of us in clinics or through research or conference opportunities.

UCVM is excited to announce a new seminar series to be hosted during lunch hour on the third Friday of each month within our school. Frontiers in Veterinary Medicine will provide an excellent opportunity for both students and staff to learn about state-of-the-art veterinary and comparative medicine research on a wide range of topics. "Molecular Scissors for Editing Livestock Genomes" by Dr. Fraehrenkrug was the first topic help in September. Dr. Fraehrenkrug introduced us to the concept of using endonucleases to make targeted genetic changes within livestock that could have potential applications in disease resistance, sexual maturation and genetic dehorning. The next topic called "Would you like parasites with? The growing concern about parasites in our foods" presented by Dr. Dixon will discuss possible sources of food contamination as well as detection and control strategies of these parasites.

I would like to take this opportunity to highlight some of the student run clubs within UCVM. These clubs are an amazing opportunity for students to gain education and hands on opportunities within areas they wish to pursue in veterinary medicine. I would like to take this time to thank all the club's executive teams for being able to put aside some of their personal time for the benefit of their fellow students!

The equine club at UCVM was

founded with the intention of creating a positive atmosphere for students interested in areas of equine medicine. The club provides opportunities for students to meet like-minded peers and mentors by providing unique experiences in the equine field throughout the year. Some events lined up for this year include trail rides, polo lessons, speakers and Horse Health Day. Horse health day, the equine club's annual fundraiser, provides a chance for the club to give back to the community. This day is focused around general horse health topics and is geared towards first time horse owners, pony club riders and the veteran rider. The day consists of lectures on topics such as lameness, colic, dentistry etc. and is followed by hands on interactive sessions. A few of this year's interactive sessions include lameness and diagnostics around lameness, basic TPR of horses and relevant anatomy for horse owners.

UCVM's mandate is to have a broad focus that is not limited to companion animal or production animal medicine but encourages students to look at "one health" and the bigger picture. The Ecosystem and Public Health Club looks to further broaden this aspect by promoting and providing experiences related to ecosystem and public health. In past years they have held events such as blow darting (techniques used for wildlife anesthesia), fish anesthesia labs, career day talks and snowshoeing in the winter. An event to look forward to this year within the club is a discussion panel with the Faculty of Medicine Students regarding issues affecting human and animal health.

Student Veterinary and Emergency Critical Care Society club (SVECCS) promotes interest in veterinary emergency and critical care medicine. It does this by providing opportunities for hands on experiences, furthering education and exploring

work opportunities within this exciting field of the profession. Last year SVECCS hosted a CPR competition. This event put 6 teams through an emergency scenario they were required to solve in 10 minutes. The teams had to admit the patients from the owner and then interpret different ECG and ETCO2 readings once monitors were connected to the patients. Teams had a variety of pharmaceutical agents to choose from for therapy and had to monitor changes in vital parameters as a course of treatment action was taken by each team. The competition was judged by a group of criticalists using a template based on an Emergency lab taught in a UCVM course. The event provided a unique atmosphere for bonding among the different classes and with professors. It was such a success last year they have decided to make it an annual event. UCVM is sitting on the edges of our seats waiting to see what they can come up with this year.

The Small Animal Club is a newer club just started last year. The club aims at furthering student's education and hands on opportunities in areas of small animal practice mainly by hosting quick one hour sessions after school. This year they are going to look at hosting more ECG and radiology reviews and also plan on hosting some events in combination with the SVECCS club. One of the main events they are planning on is a faculty night where students can come and listen to professors and practitioners discuss the routes they took to get to where they are today.

With the variety of clubs UCVM has to offer there is something for every student to express their passion within veterinary medicine and offer a glimpse into their future career.

Kaitlyn Matters
UCVM Class of 2015
ABVMA Senior Student
Representative 2013/2014



Chantelle Phillips

Here at the Western College of Veterinary Medicine life is continuing on at a whirlwind pace. Seemingly countless lectures have been attended and the multitude of midterms being written each year is well underway. The fourth year students are eagerly devouring clinical skills and practical knowledge as their rotations bring them ever closer to their impending NAVLE exam dates. The third years are enthusiastically working their way through many clinically based labs as they apply their knowledge on procedures such as live cat spays and equine and canine transtracheal washes. The second years are busy with bacterial culturing and investigating many, many, pathological specimens. And the first years are steadily building a sound base of knowledge through their in depth physiology and anatomy lectures.

On September 27, the Class of 2017 was officially welcomed into our profession during the White Coat Ceremony and Awards Night. Another year's proud parents watched their children receive their white coats from the CVMA and stethoscopes from the ABVMA and other provincial bodies. They listened as the Class of 2017 joined their voices to those of the other students and veterinarians in attendance when they recited the Veterinarian's Oath for the first time as members of this great profession. Speaking from my own experience at the Class of 2015 white coat ceremony, the memories of pride and honor from that special night are ones we students will treasure for years to come. Evenings such as those help us to remember why we chose this career path as we listen to another long day of lectures and spend another Friday night studying for another exam.

From the outside, it would appear that we vet students have no time for anything other than our studies (it often feels that way from the inside as well). However, those of you who have endured the challenges of veterinary school know that that is simply not the case. We work hard to maintain balance in our lives through exercise (Color Me Rad and the CIBC Run for the Cure were both well attended by WCVM students, with our team "Udderly Fantastic" raising funds for Breast Cancer Research) and social events.

The annual "Round-up" took place at Circle H Ranch on September 28. Fun was had by all as students and staff took part in a slo-pitch tournament and a friendly dog agility competition; professors, technicians and class presidents alike were sunk time and time again in the dunk tank; a photo booth was busy all night capturing the memories of everyone there; and of course, there was the traditional dinner, third year skit showing, and dance that carried on to the wee hours of the morning. As we all know, there ain't no party like a veterinarian party.

Round-up served as both a welcome celebration for all of us at the College, as well as a last hooray for sunshine and bonfires as we buckle down to exams and studying buried under blankets and snowbanks. Our focus is drawn to our current exams but occasionally we glimpse a light coming towards us from the future end of our student career and we think about where we will be and what we will be doing once we have that DVM behind our names. To help illuminate some of our options, the WCVM hosted a meet and greet on September 26, for students to meet with representatives from all four province's councils (MVMA,

SVMA, ABVMA, CVBC, and SBCV) and representatives from the Public sector (Dr. Gerald Hauer, Alberta's Chief Provincial Veterinarian). Dr. Louis Kwantes informed students of the advantages of being an ABVMA student member and informed us of some of the current goals and workings of the ABVMA. Dr. Hauer informed us of various opportunities for veterinarians to get involved in government positions and encouraged us to keep our eyes and minds open to all the different opportunities available to us as future veterinarians.

Conversations like these invariably turn our thoughts to the more immediate future employment as summer students. I agree that it seems early to be thinking of next summer, but with a limited number of days available for students to gain experience outside of the college, we spend a lot of time looking at the opportunities we have. Many of us, including myself, will be hoping to gain more experience in private practice and we cannot do this without the help of practicing veterinarians. I respectfully ask that you consider hiring a summer student this summer as we offer an eager set of helping hands and we benefit more than you know from the knowledge and experience passed on to us from you, our mentors. If you are interested in hiring a student this summer, please do not hesitate to contact me, and I will be happy to pass on your information to my fellow WCVM students.

Chantelle Phillips
WCVM Class of 2015
ABVMA Student Representative
2013/2014

2013 - 2014 Board of Directors



Back Row (Left to Right): Ms. Erin Young, Ms. Kate Simon, Ms. Erin Conly, Ms. Vanessa Christensen, Ms. Cindy Beecher, Ms. Jeanine Smith, Ms. Sandra Ross, Ms. Lisa Glasier.
Front Row (Left to Right): Dr. Jocelyn Forseille, Ms. Val Beaulieu, Ms. Lucille Landals, Ms. Andrea Edwards, Ms. Brigitta Smith, Ms. Penny Radostits.

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Lucille Landals
email: president.aaaht@abvma.ca

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email: vicepresident.aaaht@abvma.ca

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email: brigitta.smith@bayer.com

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CAAHT President:

Elisabeth Zabari

General Inquiries:

Email: admin.aaaht@abvma.ca



Alberta Association of
Animal Health Technologists

#950 Weber Centre, 5555 Calgary Trail NW,
Edmonton, Alberta, T6H 5P9
Ph: 780-489-5007 Fax: 780-484-8311
Toll Free in Alberta: 1-800-404-2862

email: aaaht@telusplanet.net • website: www.aaaht.com

President's Message:



Lucille Landals, RAHT

Thank you to all those who attended the October 19th Annual General Meeting in Banff! I am confident that, although writing this message before the event, much good will and participation will have been generated between the AAAHT Board members, AAAHT committee members and the AAAHT and ABVMA membership at large.

It has been a great year for me as the 2013 President for the AAAHT. I encourage all members to cultivate a participative interest in the affairs of our Association. The personal worth derived from volunteering your time and interest in your professional association is an intangibly measured benefit for sure. However...I know that over the past 35 years I have personally received professional benefits such as recognition of the AHT, legislative and regulative support for registration and an identified scope of practice, development of the partnership of the AHT within the veterinary service employments in our province, etc... We all owe these past individuals a great big THANK YOU!!!

An Association is only as strong as the membership makes it. Your membership in the AAAHT is only as valuable to you as you choose to make it. The 35th anniversary of our Association in 2014 is a

milestone to both celebrate and use as the springboard to our future! Celebrate our Past! Plan our Future!

The Board of Directors will work in 2014 to establish a new strategic plan for the next 3 to 5 years for the AAAHT. It is imperative that you consider the future of the AHT in Alberta and help your Board create the best plan forward! Each AAAHT member needs to engage in the upcoming discussions of the future directions and activities of their Association if she/he wishes to derive benefit and value from their membership. The Board of Directors will call for your input and your participation. Be ready to contribute in the positive growth and development of the AAAHT! Join us on May 3 and 4, 2014 at a two day celebration including a celebratory banquet on the evening of the first day of continuing education session featuring Dr. Sophia Yin, renowned behaviorist.

I have been fortunate to travel to national and international meetings throughout my career while accompanying my husband, Dr. Duane Landals, on his scheduled professional meetings and conferences. What I always find impressive are the similarities between veterinary professionals and professional Associations at home and abroad. There exists universally, parallel developmental and governance issues. The details of legislation and governance may differ, but I have found that the people involved talk of the same things: current issues, potential solutions, comparing your situation to someone else's, sharing resources and making connections with those that could assist your progress forward. I have found personal and professional benefit within these face to face encounters, which by far outweighed any electronic communication venues at my disposal now.

The value of professional Associations networking and sharing knowledge, solutions and resources is an invaluable result and deserving of budget allocations for official representation at relevant meetings and committees. Representation costs should serve our Association's membership beneficially if we are focused on making the Animal Health Technologist/Veterinary Technician in our Province and our Country continue in a forward moving pathway.

While at the World Veterinary Association (WVA) conference in Prague, Czech Republic, I attended the WVA September 18th summit meeting in which the strategic partners of the WVA came forward and contributed background and activity information relevant to their organizations and the WVA. The necessity for forming strategic partnerships and the need for collaboration was a recurrent message. The communication strategies employed by WVA partner organizations mentioned during the full day's session included thinking laterally, talking and listening, socializing, surveillance, collaboration and being ready to respond quickly and decisively.

I feel that similar tools and strategies are needed within the delivery of the future activities of the AAAHT. There must be mutual engagement of the membership, AAAHT committees and activities, the Board of Directors and our collaborative organizational partners including other Canadian AHT/VT Associations through CAAHTT, and of tremendous importance to AHTs provincially, the ABVMA. The way forward for our Association is not to be directed to an individual member's benefit, but rather to focus consensus of all AAAHT members on their current and

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developing concerns and interests. It is not the question of 'what the Association does for me today' that we should expect to respond to. We should however, I feel, focus on what our Association may influence now and in the future, as it did in the past, with our strategic partners that will assist our professional growth and development.

I thank the Board of Directors, committee Chairs and their committee members for their energy and participation so readily volunteered in making the AAAHT the best

it could be in 2013! A great start has been made to membership communication channels through web page, Twitter and Facebook development, stabilization of our financial wellbeing, involvement of the AAAHT in conducting the member wellness survey, and the financial support of the Tails of Help Foundation and the ABVMA Member Wellness reserve fund. The member volunteer contributions to continuing education and promotional events during 2013 are to be appreciated by all the membership! The commitment of time and effort by our volunteer Board and committee members are

the cornerstone of our future activities and services to be enjoyed by all our membership in 2014 and in the future!

In closing, I welcome the new 2014 Board of Directors, committee Chairs and committee members. I offer encouragement and support for the continued renovation of the AAAHT through our investigation into a future, focused strategic plan. I look forward to seeing you individually and collectively throughout the upcoming year's activities!

*Lucille Landals, RAHT
AAAHT 2013 President*

AAAHT Board Bulletin:

We are officially on FACEBOOK! Please check us out at <http://www.facebook.com/aaaht.alberta> and tell all your colleagues. Make sure you 'Like' us!

2014 is approaching fast. Watch for our 35th AAAHT celebrations around the province throughout the year and help us celebrate. Logo wear and items will be available for purchase. Keep checking for updates through Tech Connect and Face book. A two day conference is planned for May 3 & 4, 2014. Plan to attend and celebrate 35 years of this ever growing association. As of July 12, 2013 we are 1647 members strong. The history of the AAAHT will be published in the updated edition of the ABVMA history book, which will also be available for purchase early in 2014.

The Board of Directors has worked to develop a policy document on AAAHT Awards. Member input has been solicited. This document will be the first policy statement to be published on our web page. A financial policy document will be posted next for you to look at and offer your input.

CAAHTT has recently sent a letter to the Canadian Federation of Humane Societies outlining CAAHTTS' concerns that a two day course for lay people is being offered, inappropriately we feel, for adequate training of the newly granted, Certified Euthanasia Technician. There is currently a pilot project in the province of Ontario in place that allows lay people to receive a certificate with only two days of training. It is CAAHTTS' hope that the

Canadian Federation of Humane Societies will utilize the already trained RVT's or RAHT's.

What's in a name? Currently the country is divided into either Veterinary Technologist (VT) or Animal Health Technologist (AHT). British Columbia is currently changing their name from AHT to Veterinary Technologist. Alberta and Manitoba are the two remaining provinces using the AHT title. Would we consider changing our title to RVT? Let us know what you think at the Round table discussion following the AGM or by email to admin.aaaht@abvma.ca

*Erin Young, RAHT
CAAHTT Representative*

Greetings from Lakeland College AHT and VMA Staff



The new school year has starting and everyone is settling in. It has been exciting to get to know the 1st year AHT's and VMA students. There are many new names to learn but the students are always patient with us on this. And we must not forget about our returning 2nd year AHT, they are excited to be back and to complete their final year of schooling. We wish the best in the year.

Students in 2nd year AHT are now in full swing of lecture and lab rotation. They have been enjoying labs of x-raying our Schooling horse, they have already had live surgery lab with Dr. Robyn Rodgers, DVM and they have been spending time in the sheep faculty refreshing on blood collect and leading up to IV catheter placement. Our students are now also busy taking care of the dog or cat they have been assigned to for the week, this always leads into someone taking an animal member home with them.

The 1st year AHT and VMA students are nicely settling into the routine of their days. They have been doing some animal handling labs with the schooling horses, small animal restraint and the AHT's have started to help out with Clinic Duty.

This school year looks to a busy one for students and staff. Good luck to all the other AHT programs with your year.

Tamara Martin, RAHT

NEWS AT NAIT



What an exciting year to be in Animal Studies at NAIT! Our second year AHT students are gaining lots of hands on experience working through their rotations in the clinic, radiology and large animal labs. Our first year AHT and VMA students are settling into our newly implemented academic model and are eager to get some practical skills under their belts. With our knowledgeable team of instructors and educational lab technologists we are ready to make the 2013/2014 year a memorable one.

We would like to welcome Dr. Elaine Degranpre and Darcie Steffler, RAHT to our team of instructors.



Elaine has a very interesting background. She graduated from St. George's Veterinary College in 2007 and completed a small animal

internship in internal medicine and oncology at Oregon State University Veterinary Teaching Hospital. Elaine also comes to us with experience as a nurse, flight paramedic and paramedic instructor, who could ask for more! Her experience in medicine, both

human and veterinary, is a great asset to our program. Darcie is a Fairview College Graduate of 1991. She has over 22 years of experience in mixed animal practice as RAHT and Practice Manager with a special interest in inventory, cats and cows! Darcie has 15 years of experience on Veterinary related Board of Directors including AAHT, ABVMA Food Animal Committee, Alberta Animal Health Strategy Steering Committee, and CAAHTT. We are excited to have them as part of our team!

NAIT Animal Studies program is proud to provide great learning opportunities with several off campus programs and facilities.

Some of our locations include:

- Rescue100 foundation
- Whitmud Equine Learning Centre Association
- Bilan Ranch
- Onoway Veterinary Clinic, Delainey Veterinary services and West Wind Veterinary Hospital
- U of A Dairy and Swine barns
- Edmonton Valley Zoo
- Animal Blood Bank at Dogspaw and NAIT Animal Clinic
- Animal Care and Control
- Edmonton Humane Society

The relationships we have with these programs and facilities help our students receive the full potential of their outcome based education (OBE) and work integrated learning (WIL).

This fall has NAIT Animal studies implementing the new academic model. It will make courses transferable, increase student access and provide our students with flexible pathways to achieve their goals. Students will continue to receive outcome based education but will now have a 15 week semester, based on a 3 credit system. Open studies courses are available to students not yet ready to go through the admissions process. It allows a student to be enrolled in a credit course without being admitted in the program. These are components that will allow us to better serve our students and foster NAIT's holistic approach to education.



GPRC - Fairview Campus



GPRC-Fairview has begun another exciting year of teaching a new recruitment of Registered

Animal Health Technologists. We are knee deep in chemistry and microbiology, we have played with the pigs and the goats are coming, we are having fun in the darkroom and will start small animal anatomy next week. With renovations over the



summer now complete, our small animal surgery, treatment/prep area, and our recovery room have us excited with a bright and refreshing look just in time for our sterile technique lessons.

The AHT Program at FAIRVIEW COLLEGE is turning 40 in 2014!! On the weekend of July 19 & 20, 2014 there will be social gathering at Fairview College Campus to celebrate this exciting occasion!

All former students and staff who attended the Fairview, Alberta, AHT Program are welcome (including those who did not complete the program). You may have attended Fairview College, or NAIT Northwest Campus - Fairview, or Grande Prairie

Regional College Fairview College Campus AHT Program - all the same location just a different name depending on the Administration of the College. Everyone is invited!! Details forthcoming..Please follow us on our Facebook page.

Sandra Ross,
RAHT
Educational
Laboratory
Technologist
GPRC Fairview
Campus



Greetings from Olds College!



We are excited to welcome our new AHT, VMR

and VTA students to Olds College. The second year AHT students have been busy attending an Alberta Spay Neuter Task Force clinic Sept 7/8th in Hobbema and the Alberta SPCA Animal Wellness Conference Sept 27/28th held at our new Pomeroy Hotel at Olds College. Second Year AHT and VMR students attended the CanWest Veterinary Conference Oct 19/20 in Banff.

Our students fundraise through the "Animal Health Club" to raise funds to attend conferences, buy items

for the adoption program and give back to nonprofit organizations. Upcoming events include a dog wash, bake sale, Halloween party and Christmas stockings for pets. Follow us on Facebook to see current events and pets for adoption; www.facebook.com/oldscollegeadoptapetprogram

This summer a new addition to the program was a small 'Dog Park' on campus that is fully fenced with a double gate entry. Students and dogs both have been giving raving reviews on how wonderful it is to have space to play off leash.

Thanksgiving weekend I attended the 'No More Homeless Pets' Conference in Florida. This is an

amazing conference geared towards veterinary and shelter staff, running four days with eight tracks - covering everything from adoptions and behavior to conflict management. As building blocks for our new dog park I attend the Aimee Sadler workshop on 'Playing for Life' Developing good social skills in shelter dogs.

Cheers!

Jackie Lind, RAHT
Animal Care Coordinator
Olds College



COMMUNICATIONS CORNER

Good Ways To Deliver Bad News

Breaking bad news to someone is never a pleasant task but breaking it in the wrong way can be even worse. A thoughtful delivery and the application of the four core communication skills in your conversation are essential for a professional approach that will enable your clients to cope more effectively with a difficult situation. Approaching this communication challenge in a step-wise fashion can reduce your own stress, as well as strengthen your relationship with your client.

Bad news is information that your client perceives as distressful, unwanted, or unexpected. Even information that is deemed as embarrassing by the pet owner, such as an overweight pet or the presence of fleas, can be difficult to face. It is important to keep in mind that your view of bad news may differ from your client's perception of bad news. The most common forms of bad news include:

- Unexpected death
- Unexpected surgical intervention
- Chronic illness (renal failure, diabetes, cardiac disease, etc.)
- Terminal illness such as cancer
- Treatment failure
- Disease recurrence
- Extensive and/or serious injury
- Perceived expensive treatment

Here are five steps to help structure your conversations around the delivery of difficult news:

1. Prepare for the conversation.

Work through your own reaction to the news and be clear on your message before meeting with

your client. Sometimes it is helpful to actually practice the words you will use. Prepare the environment as much as possible by considering the needs for your client's comfort (having a chair present, Kleenex nearby) and ensure privacy for an uninterrupted conversation. Be clear on who should be present in addition to the location and time for this discussion.

2. Share the information.

Start by assessing the state of your client before sharing your information. You might ask, "How are you and your family managing right now?" Use this opportunity to convey empathy based on how your client responds. It may also be important to find out what you client knows about the situation at this moment: "Please tell me what your understanding is of Sadie's current condition so that I can provide the correct information that will help you." This step can help you to tailor your message and your approach when sharing the bad news as you may pick up on the client's fears, level of anxiety, and their state of shock or disbelief.

It is often helpful to prepare your client with a warning statement before sharing the actual news. "I have the blood results and it is not what we had hoped for" or "There is no easy way to tell you this." Follow this with the delivery of your information and then pause. Allow your client to process your message by pausing with silence. Too often we rush to fill the quiet gap without allowing our clients to work through the information. After allowing time for your client to reflect on your news, express empathy for their situation. Avoid using euphemisms or metaphors that may minimize the situation or the information.

Be gentle but direct when delivering your message. By rambling, making small talk or being indirect, we inadvertently heighten anxiety and make the situation much more difficult for the client. Provide all relevant information in an organized manner and with complete transparency. Keep calm, maintain eye contact and tell your client what has happened or what information you have to share.

3. Respond to your client's feelings.

Identify the emotions being exhibited by your client. When expressing empathy, connect the emotion to the news you have delivered. This lets your client know that you understand how deeply they have been affected by your message: "I can see that you are upset and angry about what has happened" or "I can see that you are shocked by what I've shared with you." This clearly acknowledges their feelings without passing judgment.

Should they react with anger, do your best to remain calm. Silence is a common reaction and do not rush to fill the silence. In many cases, the person is simply coping with the news.

It is important to ensure that your client has a clear understanding of the information you have provided. Use open ended questions to check on their understanding: "What are your thoughts right now?" or "What information would be helpful for you right now?"

4. Plan what happens next.

Help your client to see possible next steps or provide options for his/her support. This may include specific treatment plans for the condition, specific decisions that will need to be discussed or in the case of a death, ways to remember the life of the pet. Suggesting



Jayne Takahashi, DVM MBA

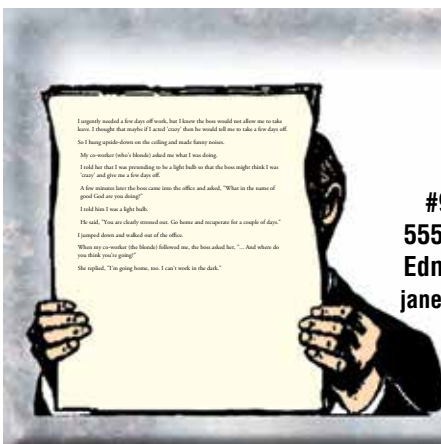
some form of action and keeping the person involved may prevent him/her from slipping into a state of shock or experiencing emotional paralysis.

5. Follow up.

Ask your client what would be helpful for them or how you can best support them. This may be with more information, a simple expression of support or a condolence message. If there are specific actions that are expected from the veterinary team, be sure that these are fulfilled without delay.

People tend to forever remember the way bad news is delivered—the exact words that are used, how sincere the message is conveyed, and the specific circumstances around this conversation. Think back on a personal situation where you have received distressing news – do you have lingering impressions from that time? While delivering bad news will never become a pleasant task, this is your opportunity to positively shape the way this moment will be remembered by your client as another example of your caring approach.

Dr. Jayne Takahashi, DVM MBA
Associate Veterinary Clinics



I originally needed a few days off work, but I knew the boss would not allow me to take leave. I thought that maybe I could 'sneak' away from the office and take a few days off. But I keep getting down on the ceiling and made these notes:

My co-worker (John) asked me what I was doing. I told him that I was pretending to be a light bulb so that the boss might think I was 'out' and give me a few days off.

A few minutes later the boss came into the office and asked, "What in the name of good God are you doing?"

I told him I was a light bulb.

He said, "You are clearly not a light bulb. Get home and recuperate for a couple of days."

I jumped down and walked out of the office.

When my co-worker (John) followed me, the boss asked him, "... And when do you think you're going?"

He replied, "I'm going home, now. I can't work in the dark."

AB.VMA
Alberta Veterinary Medical Association

#950, Weber Centre
5555 Calgary Trail N.W.
Edmonton, AB, T6H 5P9
janeen.mcphee@abvma.ca
Fax 780-484-8311

Ads are posted on the AB.VMA website at
www.abvma.ca

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Avian Health Online – The University of Melbourne: Avian Health Online is an interactive online course for veterinarians working in the global poultry industry. Presented by the University of Melbourne, two programs are available on a part-time basis: Postgraduate Certificate

in Avian Health: 1 year part-time study; Masters in Avian Health and Medicine: 3 years part-time study. Totally online, these interactive web-based programs offer convenience to working professionals with a learning environment that provides a convenient way to broaden your skills in the avian health arena. Programs commence year round. For more information email us or visit our website: E-mail: smd@unimelb.edu.au, Web: www.avianhealthonline.vet.unimelb.edu.au

On-line Fluid Therapy Program: Speakers include: Dr. Bernie Hansen, North Carolina State University, Dr. Wayne Wingfield from Colorado State University, Dr. Steve Haskins of UC Davis, Dr. Rebecca Kirby of Milwaukee and others. This comprehensive program consists of 10 modules and is designed to increase veterinarians' and technicians' knowledge and confidence administering IV fluids. Topics include: fluid therapy basics,

EDUCATION OPPORTUNITIES

intro to fluid types, crystalloids and colloids in depth, fluid administration guidelines, catheter placement and care, IV fluids during anesthesia and surgery and interactive case studies. For information or to register visit: www.AbbottAnimalHealthCE.com, Sponsored by Abbott Animal Health.

Online Pod Cast - Canine Heart Disease. Speaker: Larry P. Tilley, DVM, DACVIM (Internal Medicine). Topics: Diagnostic Cardiology in the Exam Room; Diagnosis and Treatment of Heart Failure in 2009; Tilley's 2009 Cardiac Drug Formulary for Practice. This pod cast is ongoing and can be accessed at: <http://www.canineheartdisease.ca/> or contact: Charlotte Harris, Novartis Animal Health: E-mail: charlotte.harris@novartis.com, Sponsored by Novartis.

The Ontario Veterinary College (OVC) at the University of Guelph – "Small Animal Veterinary Rounds" A New Educational Resource for Canadian Veterinarians. A 6-page, concise review of some of the most contemporary and clinically relevant topics in veterinary medicine authored by OVC faculty members. The educational objective of this initiative is to assist veterinarians in updating their clinical knowledge and skills. Published 8 times per year, in separate English and French editions and mailed free of charge to approx 2,000 small animal veterinary clinics and 900 mixed animal clinics across the country. The current issue of rounds and all back issues will also be available online at the Canadian Veterinary Association website

www.canadianveterinarian.net/savrounds. For more information contact Dana Allen, DVM at (519) 824-4120 ext 54069 or Peter Snell at (514) 932-9464.

Bayer Online CE Modules

Pets and Parasites - Related modules include; Fleas and Ticks, Heartworm and Intestinal Parasites. 1 Hour of CE credit for each Topic. Please see <http://www.learnwithbayer.ca> for more info and to register - (Located under "Pets and Parasites CE")

Parasite Scene Investigation - Related modules include Intestinal Parasites (1 CE Credit), Heartworm (1 CE Credit) and Fleas & Ticks (2 CE Credits). Please see <http://www.learnwithbayer.ca> for more info and to register. Located under "Parasite Scene Investigation CE"

Equine Health - Related modules include Equine joint disease (1 CE Credit), Equine Protozoalmyeloencephalitis (1 CE Credit) and Sedation & Anaesthesia (2 CE Credits). Please see <http://www.learnwithbayer.ca> for more info and to register.

Perception of Value - 1 CE Credit offered. Please see <http://www.learnwithbayer.ca> for more info and to register.

Master of Veterinary Medicine, Distance Learning with Massey University -February 2013 Distance continuing education for practising veterinarians worldwide through Massey

EDUCATION OPPORTUNITIES

University an AVMA accredited veterinary school in New Zealand. Enrollments open in October for the following in-depth courses starting in February 2013:

Companion Animal: Dermatology, Emergency Medicine and Endocrinology, Veterinary Clinical Reproduction and Fertility Production Animal: Advanced Ruminant Nutrition and Veterinary Clinical Reproduction and Fertility. For more information about the Master of Veterinary Medicine Program and individual courses, visit www.mvm.massey.ac.nz or email mvm@massey.ac.nz.

Flea and Tick Borne Diseases - Interactive Webinar. An online, case based look at flea and tick borne diseases. As part of the 7th International Symposium for Canine Vector-Borne Diseases (CVBD), it was the first CVBD Symposium World Forum Web Conference. A group of international experts gathered in Berlin for the 7th International Symposium for Canine Vector-Borne Diseases. View what the International key opinion leaders discussed on flea and tick borne diseases online. The discussion was case-based and included clinically relevant information as well as current state of prevention. To learn more and to register, visit: www.learnwithbayer.com

Correspondence Courses for AHT's - University of Guelph Ridgetown Campus - Fall 2012 - These courses are offered on a continuous intake, work at your own pace basis. Participants will be mailed the complete study package including study

material, quizzes and answer sheet to the address provided. Once you have completed all the quizzes, simply submit your answer sheet for scoring using the reply envelope included in your package. You will be notified of your score and if you are successful, a "Certificate of Completion" will be mailed to you. Courses available include; Canine and Feline Nutrition, Pharmacology, Advanced Anaesthesia & Pain Management Techniques, Introduction to Small Animal Dentistry, Introduction to Small Animal Behaviour and Medical Emergencies. http://www.ridgetownc.uoguelph.ca/bdt/bdt_training_index.cfm, or email clucio@uoguelph.ca

November 2 & 3, 2013 - "Orthopedics-Intermediate Fractures", Audrey Remedios, DVM, MvetSc Surgery Diplomate, ACVS. Calgary, AB. Register early, as courses fill up quickly. For more info and to register go to www.scilvet.com or call 1-866-382-6937. Sponsored by Scil Vet Novations.

November 10 & 11, 2013 - "Canine Semen Preservation, AI and Breeding Management - Keys to a Successful Reproduction Program". John P. Verstegen III, DVM, MSc, PhD, DECAR. Topics include Basic Canine Andrology, Semen Collection & Evaluation in the Dog, Chilled Semen Preservation in Dogs, Breeding Management and Artificial Insemination in the Dog. Breslau, ON from 8:30 am - 4:30pm. For more info and to register please contact Myriam Cottard at 1(800)500-7978 or mcottard@minitube.com. Sponsored by Minitube Canada.

EDUCATION OPPORTUNITIES

November 13, 2013 - "Neurology", Jose Diaz, DVM, Diplomate ACVIM (Neurology). This topic will explore MRI in veterinary medicine: what the family veterinarian should know. Theatre Four, located inside the Health Sciences Centre, Heritage Medical Research Building of the University of Calgary. Registration and light dinner at 6:30pm, Seminar from 7:00-8:30pm. RSVP before November 8th to Liz Sawatzky at (403)863-7160 or at info@cavm.ab.ca. Sponsored by CARE Centre and Associate Vet Clinics.

November 14, 2013 - "An Integrative Approach to the Management of Skin Disease", Steve Marsden, DVM, ND, MSOM, Dipl.CH, AHG, CVA. Topics to be discussed; Pathophysiology of chronic skin disease, inflammation at the molecular level, molecular targets for herbs and drugs and managing inflammation. Shaw Theatre, NAIT Main Campus, South Learning Centre. Registration and refreshments at 6:30pm, seminar from 7-9pm. Registration Deadline Friday, November 8th. For more info and to register go to www.edmontonvetinfo.com or call (780)970-3728. Sponsored by Alternative Veterinary Medicine.

November 16, 2013 - "Leadership Wellness Plans for Practice Success". This hands on day will focus on practical leadership tips and tools that participants will be able to utilize in their practice environments - tomorrow. Three important leadership challenges will be tackled; Hiring the right people and "onboarding" and assessing for

success, Providing motivation, coaching and feedback to inspire and managing conflict. Heather Lowe, AHT, MBA, Senani Ratnayake, BSc, RVT and Lorna Wyllsun. Delta Meadowvale, Mississauga from 9am-4pm. For more info and to register please go to www.qualityceinc.com, or contact Anne at (519)265-5588. Sponsored by Quality CE Inc.

December 5, 2013 - "Grand Communication Rounds", Jayne Takahashi, DVM, MBA. An interactive and informative discussion based on specific communication challenges or practice scenarios that participants are invited to raise for discussion. Registration at 6:30pm, seminar from 7-9pm. A Light dinner will be provided. Location, WDDC in Edmonton. To register please go to www.edmontonvetinfo.com or call (780)970-3728. Sponsored by WDDC and Vetoquinol.

December 8, 2013 - "Business & Legal Considerations in Veterinary Practice", Darren Osborne, MA, OVMA Director of Economic Research. Topics include; The easy way to control expenses in your practice, how many staff do you need to run a practice-exploring models that work, how to price bundle services and succession planning. Theatre One, located inside the Health Sciences Centre, Heritage Medical Research Building of the University of Calgary. RSVP before December 4th to Liz Sawatzky at (403)863-7160 or to info@cavm.ab.ca. Sponsored by Medical/Royal Canin & RBC & MNP.