

ABVMA MEMBERS' MAGAZINE

JANUARY-FEBRUARY 2016

Edmonton's Animal Care and Control Team Lead

– Karen Melnyk

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ABVMA
Alberta Veterinary Medical Association



2016 ABVMA Leadership Weekend February 26 - February 28, 2016

Delta Edmonton South Hotel
4404 Gateway Boulevard, Edmonton, AB
Phone: 780-434-6415, Toll-Free: 1-888-890-3222

Member Invitation to attend the Membership Recognition Banquet and the Annual General Meeting

The ABVMA invites all members to attend the Member Recognition Banquet on February 27, 2016 and the Annual General Meeting (AGM) on Sunday, February 28, 2016. Both events are being held in conjunction with the ABVMA Leadership Weekend at the Delta Edmonton South Hotel. Members that pre-register to attend the AGM receive a banquet ticket on a complimentary basis. Additional guest tickets may be purchased for \$65.00 plus GST.

General members attending the Banquet and/or the AGM that require accommodations are responsible for booking rooms at their own cost at the Delta Edmonton South Hotel. A reduced room rate of \$155/night plus applicable taxes is available to ABVMA members. Please let the hotel know you are with the ABVMA rooming block to receive the negotiated rate. Rooms must be reserved by January 26, 2016 to take advantage of this rate.

Saturday, February 27, 2016

Member Recognition Banquet Main Foyer and Ballroom, Main floor

6:00 - 6:30 p.m. - Cocktails
6:30 - 9:00 p.m. - Dinner and Award Presentations
9:00 - 10:00 p.m. - Social

Congratulations to the 2015 Award Recipients

Meritorious Service: Dr. Jennifer Willans
Veterinarian of the Year: Dr. Alastair Cribb
Young Veterinarian of the Year: Dr. Trevor Hook
Communications: Dr. Ted Purcell
ABVMA Technologist of the Year: Ms. Jackie Lind

AAAHT Appreciation: Ms. Andrea Edwards
AAAHT Meritorious Service: Ms. Nichole Boutilier
ABVMA 35 Year and 50 Year Awards
AAAHT 35 Year Awards
Committee Appreciation Awards

Music by Ryan Timoffee and Natalie Bryson

Sunday, February 28, 2016

Annual General Meeting Main Foyer and Ballroom, Main floor

8:00 AM - End of Business

- 8:00 AM - 9:00 AM - Registration Open
- 8:00 AM - 9:00 AM - Buffet Breakfast
- 9:00 AM - Conclusion of Business

Annual General Meeting - Main Foyer and Ballroom, Main floor

- An open forum discussion on ABVMA Marketing Activities Guidelines will be held following the regular agenda.

The Annual General Meeting is only open to members of the ABVMA and invited guests.

Return the completed registration form (insert enclosed) to:
Lacey Morris, 780-489-5007, Ext. 231
Email: lacey.morris@abvma.ca, Fax: 780-484-8311
DEADLINE: FEBRUARY 19, 2016
Note: Banquet tickets NOT available at the door.

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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 ABVMA.



Who Are You?

WE HAVE ALL HAD THE EXPERIENCE OF WALKING INTO A BUSINESS AND

not being able to tell the employees from the clients. Nobody seems to want to dress the part any more. Even in modern day hospitals, it is sometimes hard to tell the difference between the med students, residents, doctors, and the support and cleaning staff. Everyone is wearing a set of scrubs or a white lab coat. How can you tell the difference? Who are you?

I wonder if the same is true in our veterinary practices. When a client brings an animal in to the front counter, who are they dealing with? Is it the receptionist or the RVT? Is it a kennel worker that just happens to be at the front desk, or is it a volunteer student that started there yesterday? Is it one of the veterinarians? How does the public know?

It may seem obvious to those of you working at the practice, but to the rest of us mere mortals, it can be tough. I look at the sea of young faces (interspersed with the odd “experienced” visage) that we see at Registration Day, and am certainly hard pressed to distinguish the veterinary technologists from the veterinarians. Throw in a mix of support staff at a clinic and it becomes impossible.

So what is my point? It is important for all of us to clearly identify ourselves to the clients. They should know who they are dealing with. Introduce yourself! Stitch your name on your lab coat or coveralls, or wear a name tag that identifies you and your position within the clinic. If you are the veterinarian, your name tag should say so. If you are the registered veterinary technologist, your name tag should say so! Be proud and let people know who you are. It will avoid unnecessary confusion by the public; “Excuse me, are you the doctor?”

Darrell Dalton, DVM

Registrar – Alberta Veterinary Medical Association

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EDITORIAL POLICY

The magazine welcomes letters to the editor on any topic related to the veterinary profession. All letters must include the author’s name. The editor reserves the right to edit letters for clarity, length and correction of factual inaccuracies

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President's Report



“Learn how to see – everything is connected.”

- Leonardo DaVinci

OUR ABVMA THEME THIS PAST YEAR

has been “Connectivity” and one of our ongoing priorities is welfare –generally referring to animal welfare. During the course of my duties as President this year, it has struck me how pivotal the concept of connectivity is to welfare itself.

Veterinary professionals are naturally advocates for animal welfare. We want to protect those creatures unable to speak for themselves. It is not, however, only animals whose welfare we wish to protect. We also want to protect the welfare of our clients, to ensure they are able to enjoy benefits of the human-animal bond, and/or optimal animal production. We desire to protect the welfare of our veterinary team members. We need to protect the welfare of the business of veterinary medicine, facilitating continued service to people and animals that need it. It goes without saying that we also wish to protect our own personal welfare and that of our families.

Members of the ABVMA are of course connected, not only as veterinary professionals but as human beings as well. We definitely feel the connections in our daily work. Connections through interactions with colleagues, clients, employers, and with the animals too, all affect how we feel and how we work. Veterinary wellbeing is affected by animal wellbeing; the connection between work-related stress and suicide in

our profession is well documented. Certainly there are many factors that lead to higher levels of stress in veterinary medicine. One no doubt involves animal euthanasia and the multi-faceted nuances surrounding it, including the emotional toll taken on all members of veterinary service teams as we seek to best meet the needs of dying animals and the people who love and use them.

To paraphrase Mahatma Ghandi, “The greatness of a veterinary service and the moral standing of a veterinary team can be judged by the way its patients and animal caretakers are treated.”

On the flip side of welfare there is another connection: the one between animal abuse and abusive behaviour to people. Over the last couple of decades there has been increasing interest in detection and prevention of animal abuse both for the sake of the animals themselves and for the owners and in-contact populations. Each veterinary professional has a societal obligation to play a role in identifying and working to prevent animal abuse, and in so doing may well be acting as a gatekeeper in prevention of escalating acts of violence to other

animals and people. Animal, client, staff, business, personal and societal welfare are all interconnected.

As an aside, I encourage everyone to consider attending the Forensic Workshop presented by the ABVMA’s Animal Welfare Advisory Committee scheduled to take place in Calgary April 1 to 3, 2016 (contact the ABVMA office for further information).

“Look after the little things”, we are told, “and the big things will look after themselves”. So in addition to technical expertise, we give attention to little things like clean floors, promptly return phone calls, inclusion of obscure facets of patient evaluation, gentle animal handling, detail in medical records, clear explanations of disease, a touch on the arm, a smile to a child and a hug to a person suffering bereavement. To paraphrase Mahatma Ghandi, “The greatness of a veterinary service and the moral standing of a veterinary team can be judged by the way its patients and animal caretakers are treated.” You see, because of the way all things are connected, we come full circle. The little things are in fact the big things. Things like choosing to care. Like the kindness, compassion, love and consideration that our profession empowers us to offer all God’s creatures, with the amelioration of welfare that can ensue.

Louis Kwantes, DVM, MSc
President, Alberta Veterinary Medical Association

A Look Ahead Into 2016



HAPPY NEW YEAR! NORMALLY THIS time of the year is for reflection on the events of the previous 12 months. However, I got ahead of myself in the fall and already did that, so now I am going to describe the exciting events and expectations for the upcoming year.

The first notable event for the ABVMA will be the Leadership Weekend, taking place in Edmonton from Friday, February 26 to Sunday, February 28. Once again it will be an opportunity for committee members, Councillors and invited guests to partake in two days of education, development meetings and collegiality.

The ABVMA has embarked on a number of projects for 2016; the largest of which is the development of a new members' database.

We will celebrate and honour many of our members at the annual Awards Banquet on Saturday evening. Sunday, February 28 we will conduct the Annual General Meeting of the association, which will precede a general discussion with the membership regarding the Marketing Guidelines that we all operate within. Watch for details and plan to attend!

We will welcome a number of new members around the Council table, and their first major responsibility will be to participate in the Council Strategic Planning session in April. This event is attended by all members of Council and the chairpersons of the advisory committees. This meeting sets the direction and short and long-term goals of the association going into the next decade. It is a very important event, and always influential to the planning of the direction that we are going.

We will once again conduct two Registration Days, one in June and one September. Our membership has been growing at an enviable rate, and we hope that this continues. Each Registration Day is an opportunity for new members to learn about the governance of the association, services offered by the ABVMA and the discipline process. It is a very informative day, and most find it very valuable time spent.

The CanWest Veterinary Conference will once again be offered in October, and we look for continued improvements in the programs and social events that are offered. We will also be offering a Veterinary Forensics Workshop in the spring that may be of interest to many. In addition, watch for offerings of the Mental Health First Aid course that has previously been conducted. The AAAHT has their annual delivery of continuing education courses, so check the website for these as well.

The ABVMA has embarked on a number of projects for 2016; the largest of which is the development of a new members' database. Over time, with the increase in the overall numbers of members and the enhanced demands placed upon our present database, we find that we have outgrown its capabilities and usefulness. It has served us well, but it is now time to say goodbye. We expect the new database to be functional by renewal time, 2016.

We have also been successful in securing a Growing Forward 2 grant to further our educational efforts in antimicrobial use and resistance. We had an award-winning campaign with our first project in 2015, and thus are trying to outdo ourselves with this new program, which will be targeted at veterinarians and their clients. Watch for the composition of information that you can use in your practices. In addition, we continue to pursue funding from the Foreign Qualification Recognition Program to support efforts in easing the journey to licensure for foreign-trained veterinarians.

I could go on and on about plans that we have for 2016, but these are the highlights. Watch the E-News and Members' Magazine for upcoming events. As always, if you have a concern or idea, feel free to contact a Councillor or staff member of the ABVMA. Have a great year!

Darrell Dalton, DVM
Registrar, Alberta Veterinary Medical Association



Back Row (Left to Right) Dr. Douglas Freeman, Mr. Alvin Kumlin, Dr. Gerald Hauer, Dr. Tye Perrett, Dr. Margitta Dziwenka, Dr. Gordon Strick, Dr. Cary Hashizume, Mr. Jim Dobie, Dr. Kevin MacAulay, Dr. Darrell Dalton. **Front Row (left to right)** Ms. Andrea Edwards, Ms. Nichole Boutilier, Dr. Egan Brockhoff, Dr. Louis Kwantes, Ms. Megan Fleming, Dr. Jan Bystrom. **Missing from Photo** Dr. Troy Bourque, Dr. Christa Coetser, Dr. Alastair Cribb, Dr. Kim Romanufa

October's Council meeting was held in Banff, AB in conjunction with the annual CanWest Veterinary Conference. This beautiful venue gave Council members an opportunity to partake in some world class continuing education (CE) and conduct the business of the association. The weekend included two days of meetings as well as Council attendance at the AAAHT AGM and the CVMA President's Breakfast.

One of the main agenda items was to approve next year's budget. The increased costs of governance that has been seen over the last few years has continued. This has resulted in our reserve fund being significantly depleted. In order to help replenish the reserve over the next few years, the ABVMA Council has authorized a \$60 increase in membership dues in addition to the standard 2.5% cost of living allowance (COLA) as part of the 2016 proposed budget.

Dr. Dalton updated Council on a meeting with the Honourable O'Neill

Carlier, Minister of Alberta Agriculture and Forestry, attended by Drs. Kwantes, Dalton, Buote, Hauer and Forseille.

Dr. Nicole Gallant, President of the CVMA, spoke at the President's Breakfast to reconfirm the CVMA's focus for the next year. Two of these focus areas are appropriate antimicrobial stewardship and improving regulation of importation of dogs from foreign countries. The ABVMA has taken a strong leadership role in both of these areas.

- **Importation of dogs** - Canadian Council of Veterinary Officers at the request of the ABVMA Council and the Animal

Welfare Committee has created a task force to suggest changes to federal regulations about the importation of dogs into Canada. The taskforce looked at different countries and their regulations to help develop a draft document that will hopefully be distributed to various stakeholders for comments early in the New Year.

- **Antimicrobial Stewardship** - The ABVMA has also played a key role in the CVMA task force on antimicrobial stewardship. This task force has recently

Council Highlights

released a draft "Framework for Veterinary oversight of Antimicrobial Use" to many of the stakeholders. The purpose of this document is to create a national understanding of the Veterinary Client Patient Relationship (VCPR) and introduce the concept of veterinary authorization for antibiotics in animal feed and water. A veterinary authorization would have the same requirements as a veterinary prescription.

The CVMA was also instrumental in running the first trial of the Presurgical Assessment (PSA) exam at the Atlantic Veterinary College as part of the Clinical Proficiency Exam (CPE). This is a clinical competency test that assesses a candidate's readiness for the small animal surgical

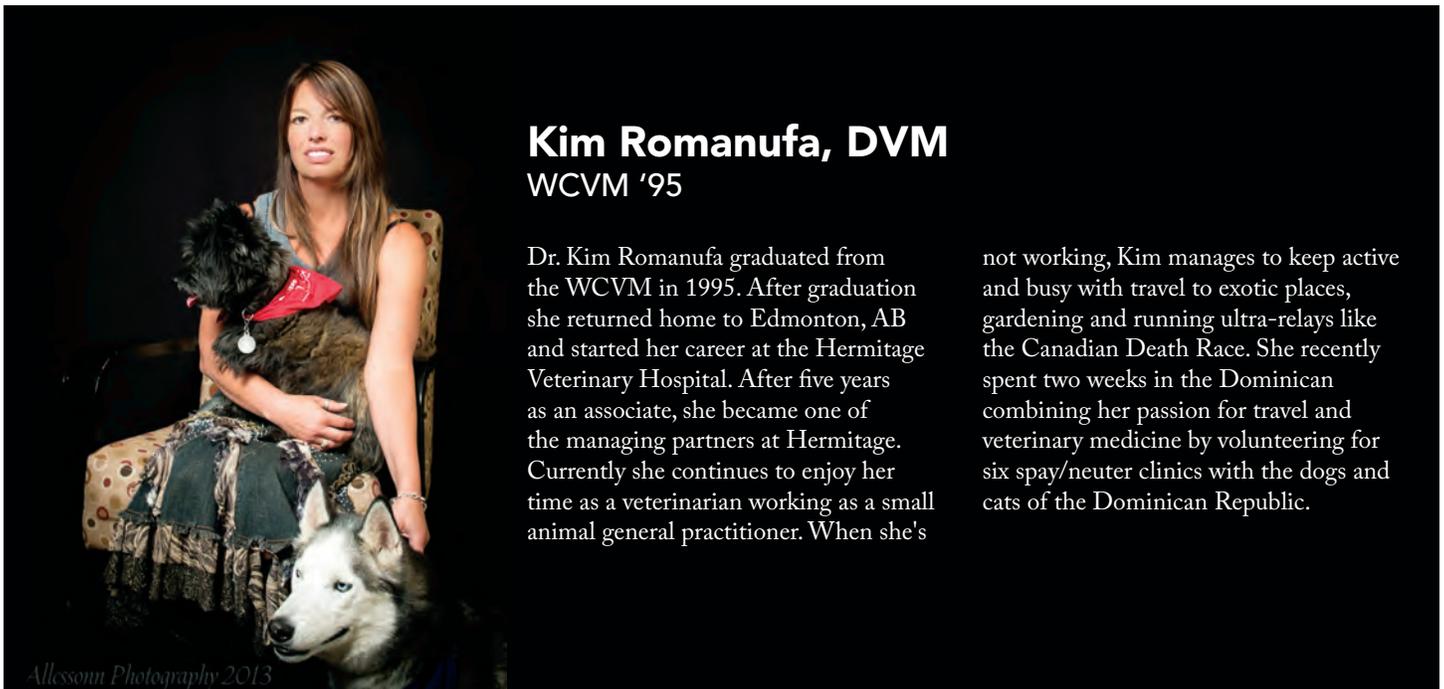
component of the CPE (without requiring a live animal). 2016 will serve as the pilot year before the PSA becomes mandatory in 2017. This assessment also allows for some feedback from the facilitator to the candidate. UCVM will not be involved with this round of CPE, they are hoping to work out issues with the National Examining Board so they can become part of future exams.

The CVMA has started a dues reduction program that reduces CVMA Dues paid by recent grads to encourage their participation in the CVMA and attendance at the CVMA Conference. Please go to their website to see if you qualify and apply directly to them for any potential refunds.

Alberta Agriculture and Forestry has confirmed three rabies positive bats in

Alberta since April 15, 2015. This is a great reminder to veterinarians that although the incidence of rabies is low, it is present in Alberta and that vaccination of both our staff and patients is important.

Congratulations to Dr. Margitta Dziwenka for being elected as next year's Vice President of Council. The next Council meeting will be held on November 18 and 19, 2015 at the ABVMA office in Edmonton. Please feel free to contact your Council member or the ABVMA office if you would like to bring concerns to the Council meeting.



Kim Romanufa, DVM
WCVM '95

Dr. Kim Romanufa graduated from the WCVM in 1995. After graduation she returned home to Edmonton, AB and started her career at the Hermitage Veterinary Hospital. After five years as an associate, she became one of the managing partners at Hermitage. Currently she continues to enjoy her time as a veterinarian working as a small animal general practitioner. When she's

not working, Kim manages to keep active and busy with travel to exotic places, gardening and running ultra-relays like the Canadian Death Race. She recently spent two weeks in the Dominican combining her passion for travel and veterinary medicine by volunteering for six spay/neuter clinics with the dogs and cats of the Dominican Republic.

Allessom Photography 2013

2015 ABVMA Annual Report Notice to Members

The 2015 ABVMA Annual Report will not be included in the Annual General Meeting Package.

The Annual Report will be available online in January and printed copies will be available onsite at the Annual General Meeting.

The Annual General Meeting is scheduled for Sunday, February 28, 2016 at the Delta Edmonton South Hotel, 4404 Gateway Boulevard, Edmonton, AB.

October/November 2015 ABVMA Membership Matters

VETERINARIANS - OCTOBER 2015

Transfer from Non-Practicing to Active General

Dr. Ronalee Hansen, #2474 September 15, 2015
Dr. Tegan Olesen, #2853 September 1, 2015
Dr. Pamela Barmentloo, #2544 September 1, 2015
Dr. Crystal Makwana, #2190 September 7, 2015
Dr. Valerie Madden, #2653 October 1, 2015

Transfer Active General to Non-Practicing

Dr. Caroline Horsley, #3102 September 16, 2015
Dr. Linda Ratcliff, #2537 September 1, 2015

Transfer Temporary to Active General

Dr. Anthony Abo El-Saad, #3128 August 12, 2015
Dr. Carlos Rodriguez, #2710 September 14, 2015
Dr. Nour Hashish, #3084 September 15, 2015
Dr. Raouf Henen, #3184 September 18, 2015
Dr. Tara Mah, #3097 September 25, 2015
Dr. Ahmed Elsadany, #3067 September 25, 2015

Cancel Active General

Dr. Yokananth Sekar, #3098 August 14, 2015
Dr. Jayne Takahashi, #954 December 31, 2015
Dr. Kaylee Blerot, #2982 September 11, 2015

Cancel Time Limited

Dr. Suvi Frayn, #2303 August 14, 2015

Re-instate Limited

Supervised to Temporary
Dr. Bronwyn Fullagar, #2736 September 14, 2015

REGISTERED VETERINARY TECHNOLOGISTS - OCTOBER 2015

Cancel Provisional

Alisha McGurk, #3280 August 25, 2015
Jillian Doucette, #3318 August 28, 2015
Winnie Hough, #3269 September 2, 2015

Reinstated to Active

Dawn Moncrieff, #2572 August 24, 2015
Amanda Bengtson, #2360 August 28, 2015

Transfer Non-Practicing to Active

Jeanine Lynch, #904 August 17, 2015
Candace Van Wolde, #1679 September 11, 2015
Julie Cunningham, #519 September 14, 2015
Dana Schwerdt, #2762 September 9, 2015
Krysta Chichak, #2779 September 21, 2015

Transfer Active to Non-Practicing

Corrie Opsahl, #2805 December 31, 2012

Transfer Provisional to Active

Gail Olson, #3130 August 28, 2015
Katie Frost, #3328 August 28, 2015
Jocelyn Fukumoto, #3338 August 28, 2015
Christine Carswell, #3339 August 28, 2015
Shaylin Muller, #3342 August 28, 2015
Rachel Ponte, #3344 August 28, 2015
Alison Santangelo, #3345 August 28, 2015
Jennifer Moyer, #3346 August 28, 2015
Sarah Krysko, #3349 August 28, 2015
Jessica Beech, #3384 August 28, 2015
Ian Wightman, #3385 August 28, 2015
Sheridan Walters, #3387 August 28, 2015

Alexandra Galesloot, #3397 August 28, 2015
Taryn Konynenbelt, #3406 August 28, 2015
Alyssa Hearnden, #3410 August 28, 2015
Paige Rashley, #3415 August 28, 2015
Lia Castruita Vargas, #3417 August 28, 2015
Rachelle Schnirer, #3419 August 28, 2015

PERMITS - OCTOBER 2015

Permit to Practice Approval

Sherwood Veterinary Clinic Ltd. August 25, 2015
Sturgeon Enterprises Ltd. Sep 2, 2015
Housecalls for Housecats Veterinary Services Edmonton Ltd. Sep 10, 2015

Permit Reinstated

Maclean Veterinary Services Inc. June 19, 2015

VETERINARIANS - NOVEMBER 2015

Transfer Active General to Non-Practicing

Dr. Stephanie Hancock, #2993 December 31, 2015
Dr. Emily Robinson, #2681 December 31, 2015
Dr. Rachael Spence, #1912 December 31, 2015
Dr. Gurdev Khurmi, #2435 September 30, 2015

Transfer Time Limited to Non-Practicing

Dr. Leila McIntyre, #2829 December 31, 2015

Transfer Temporary to Active General

Dr. Praseeda Ajitkumar, #2963 October 22, 2015
Dr. Ahmed Basha, #3224 November 3, 2015

Cancel Active General

Dr. Bronwyn Chisholm, #2860 December 31, 2015
Dr. F. Leigh Chisholm, #2867 December 31, 2015

Cancel Temporary

Dr. Harsukhmanpreet Maan, #3233 September 6, 2015

Re-instate to Non-Practicing

Dr. Tamara MacDonald, #2873 October 6, 2015

Re-instate Time Limited

Dr. Gary Wobeser, #2797 October 22, 2015

Re-instate Active General

Dr. Laurent Jacod, #2261 January 1, 2016

REGISTERED VETERINARY TECHNOLOGISTS - NOVEMBER 2015

Reinstated to Active

Heather Stewart, #1255 October 6, 2015
Candice Perry, #3014 October 6, 2015

Transfer Active to Non-Practicing

Kimberley Gross, #1245 December 31, 2015
Jennifer Neilson, #2251 December 31, 2015

Transfer Non-Practicing to Active

Kay McCormack, #162 November 1, 2015

PERMITS - NOVEMBER 2015

Permit Reinstated

GLC Vet Services Ltd. October 7, 2015


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Complaint Director's Report



Resolving Client Complaints and Avoiding the Formal Complaint Process

This column typically reports on complaint cases that have been referred to a hearing and where the Hearing Tribunal has ordered publication of the matter. Council has requested that information regarding avoiding the formal complaints process be provided for members. The information in this article is very similar to what is presented to new members at ABVMA Registration Day.

Avoiding the formal complaint process described in the *Veterinary Profession Act (VPA) Part 5 Complaints*, is best accomplished by circumventing situations where client expectations are not met; that is, avoid complaints altogether. I suggest that most complaints can be avoided if members adhere to the following:

1. Practice quality veterinary medicine
2. Be kind and compassionate
3. Communicate well and pay attention to obtaining informed consent
4. Create and maintain appropriate medical records, and
5. Be prepared to say "I'm sorry"

These strategies are not surprising; most veterinarians and veterinary technologists follow these routinely in practice. Nevertheless, there will be occasions when a member's performance is less than stellar,

which in turn may result in an undesirable outcome where a client is not completely satisfied.

When a client voices their concerns through a complaint, the veterinarian, veterinary technologist or veterinary practice must deal with the issue. The manner in which the complaint is handled will influence the client and their inclination to contact the ABVMA with a formal complaint.

PROCESS TO RESOLVE A CLIENT COMPLAINT

Many client complaints are appropriately handled in veterinary practices every day. Veterinarians, practice owners or managers frequently resolve client concerns. Given the number of veterinarians, veterinary technologists and veterinary practices that serve the public in Alberta, the ABVMA becomes involved in a very small number of complaint cases.

The ABVMA regularly advises veterinarians, veterinary technologists and practice managers who receive a complaint from a client to carry out the following steps:

1. Determine what the client's concerns are
2. Say "I am are sorry that you are not happy"
3. Ask "What can I do to resolve this matter?"
4. Determine if the request is reasonable and if so, comply

These steps have been referred to as the 'informal complaint resolution process' to distinguish it from the formal process described in the VPA. These steps provide a framework for the resolution of client complaints in practice and can lend structure to discussions between the complainant and the veterinarian or practice manager.

CALLS TO THE ABVMA

There are frequent calls to the Complaints Director by members of the public, veterinarians or veterinary technologists concerning issues that arise in practice. These calls may be regarding a variety of issues, but many relate to problems with communication and fees. Many of these calls are clearly identified by the caller as issues for which they do not want to submit a formal complaint. Members of the public who contact the Complaints Director

and express an interest in the 'informal complaint resolution process' are informed of the necessary steps and their obligations in the process. The complainant is informed that it is necessary to communicate with the veterinarian or veterinary practice, and is encouraged to clearly articulate to the veterinarian or veterinary practice their specific concerns and present a cogent resolution. Specifically, what it is that they require to consider the matter resolved.

Resolving client complaints relies on effective communication. That communication should be between the veterinarian involved in the case and the client. In some practices, a practice owner or manager who has the ability to authorize a resolution needs to be involved. The communication can be by telephone, but in many cases written or in-person communication may be preferable.

The complainant may have attempted to contact the veterinarian or someone else at the practice by telephone. It is not uncommon for the complainant to be unsuccessful in their attempts to contact a veterinarian in practice. Frequently, the front office staff are not in a position to appropriately handle client concerns. Veterinary practices should have policies in place for staff to follow when an unhappy client contacts the practice. The suggested action in all cases is to engage the responsible veterinarian and a practice manager, if appropriate. Notwithstanding, even if the veterinarian is available, he or she may not be properly informed or in a position to appropriately respond to a client at that time.

The Complaints Director commonly suggests that a complainant who is interested in pursuing an informal resolution should write a letter to the veterinarian or veterinary practice. The complainant may carbon copy that letter to the Complaints Director. It is stressed that the letter to the veterinarian, cc'd to Complaints Director, is not considered a formal letter of complaint under section 27(1) of the VPA. A veterinarian who receives a letter where the complainant's concerns and a specific resolution is proposed will be in a better position to take steps to become informed, then formulate a thoughtful and reasonable response. It is strongly suggested that the veterinarian who receives such a letter responds immediately

Complaint Director's Report

to the complainant.

In some cases, the communication between the complainant and the veterinarian or veterinary practice is such that the Complaints Director may be asked to intervene by either party. The involvement of the Complaints Director in this case is to assist with the resolution of the complaint. The involvement of the Complaints Director at this stage does not mean that the matter has proceeded to a formal complaint.

It is common in veterinary practices that client complaints are referred to the practice manager to be dealt with. Many managers are very capable and deal with clients concerns successfully every day. There is a risk to the veterinarian involved, in that if the complaint is not resolved, it will be the veterinarian who will be the subject of a formal complaint. I strongly suggest that the veterinarian who provided care in the case at hand should be engaged in the process of resolving client concerns.

Once the veterinarian, and if appropriate manager or owner, receives and considers the letter from the client, it is their obligation to determine if the proposed resolution is reasonable and if so, comply with the complainants request and the matter is resolved. If the veterinarian or manager determines that they will not comply, then the matter may continue to be negotiated, or may proceed to a formal complaint.

WHAT DOES THE CLIENT REQUEST?

In many cases, the client simply wants to be heard and have their concerns acknowledged by the veterinarian or the veterinary practice. This may require that the involved veterinarian(s), veterinary technologists and manager meet in person with the complainant and listen to the complainant. There is some risk in that such a meeting may result in the veterinarian being berated by the complainant. This risk may be mitigated by providing some structure and rules for the meeting at the outset.

Some complainants may lack an understanding of the decisions and medical care that was provided and require an explanation. Medical explanations may be difficult to articulate in an emotionally charged situation. Veterinarians should be cautious of engaging in lengthy, medical terminology loaded descriptions in sensitive cases and instead attempt to provide

succinct, plain language answers to questions that are posed by the complainant.

Clients will frequently request an apology. Granting an apology does not necessarily admit to wrongdoing, and can be vital to resolving a complaint. At the University of Michigan about 15 years ago, a program was initiated to improve communication around medical errors. The program encouraged physicians to tell patients about medical errors, how they happened, and what would be done to make them less likely to occur in the future. Doctors were also encouraged to apologize, and offer compensation for harm if it occurred. A study of the program published in 2010 found that in the years after it began, claims dropped 36 percent and lawsuits dropped 65 percent. The monthly cost of total liability and patient compensation dropped 59 percent, and legal costs dropped by 61 percent.

Clients frequently request a refund of a part or in some cases all of the fees paid. It is not inappropriate for members to provide a partial or full refund of fees in good faith as part of a resolution of a client complaint. When providing a refund or other financial consideration, a veterinarian or veterinary practice may request that the client sign a release from future civil action as part of the resolution. It is not appropriate for a member to attempt to preclude the client from contacting the ABVMA or submitting a formal complaint.

IN-PERSON MEETINGS

Resolution of client concerns relies on effective communication. Depending on the nature and scope of the client concerns and the personalities of the parties, there may be benefit in arranging an in-person meeting to resolve the matter. Setting aside ample time for the veterinarian(s) and manager to meet with the complainant can be beneficial. In many cases, the complainant wants to be heard. There are cases where the veterinarian and veterinary practice identify areas for improvement or change on practice that results from these meetings.

The Complaints Director may participate in these in-person meetings; please call the Complaints Director for more information.

TAKING A STAND ON PRINCIPLE

A complaint from a client may only be resolved if the veterinarian and/or veterinary

practice agree that they will attempt to resolve the complaint. There may be cases where the veterinarian or veterinary practice is inclined to refuse to participate in a resolution of the matter. Taking a stand on principle can be time consuming and expensive.

There have been cases where the veterinarian or veterinary practice determined that the client and/or their requests were unreasonable, and thus they would not participate in a process to resolve the complaint. A veterinarian who is confident that their actions meet the acceptable professional standards and that their medical records are complete and accurate may be entirely self-assured with a decision not to resolve a matter, and prepare to have a formal complaint proceed to investigation and peer review.

Historically, approximately 2/3 of the cases that are investigated and reviewed by the Complaint Review Committee are dismissed due to a lack of or no evidence of unprofessional conduct. Notwithstanding, participation in the formal complaint process of investigation and review imposes certain obligations on the member that can be time consuming and stressful. In addition, the investigation may look into any matters related to the member's conduct. As a result, there may be matters that arise that are unrelated to the specifics initially in the letter of complaint. The decision by a member to decline the opportunity to attempt to resolve an informal complaint should be well informed. Members are encouraged to contact the ABVMA for more information.

WHY RESOLVE CLIENT CONCERNS?

Members should address client concerns promptly and in good faith in an attempt to avoid a formal complaint. It is acknowledged that being subjected to the formal complaint process causes stress for members. It is also time consuming and can be expensive; there is inherent value in avoiding the formal complaint process and resolving client concerns.

Additionally, as a business service provider, there is an advantage in resolving the concern of a client and ensuring they return to the practice and continue as a client. Resolving the concerns of an unhappy client will not only maintain that client relationship, but may result in that client

Complaint Director's Report

referring others to your practice. Conversely, an unhappy client may certainly tell others of their experience, which may negatively affect your practice. This is especially true with the popularity of social media sites.

The public expects that as a professional, veterinarians and veterinary technologists will appropriately address the concerns of their clients. The good faith efforts to resolve client concerns that are undertaken by members, even if unsuccessful, are recognized by the members of the Complaint Review Committee in cases that proceed to investigation and peer review in the formal complaints process.

FORMAL COMPLAINTS – PART 5 COMPLAINTS

Telephone calls or emails from members of the public do not automatically initiate the formal complaint process. No part of the conversation and no information that is discussed on the phone between the complainant and Complaints Director is documented or makes it into the formal complaints process.

When a member of the public calls the Complaints Director with a complaint about a veterinarian or a veterinary practice, the caller is informed of their right to submit a formal complaint. The formal complaint process begins with a written complaint. Section 27(1) of the VPA states:

COMPLAINTS

27(1) A person may complain to the Complaints Director in writing about the conduct of a registered veterinarian, permit holder or student, and the complaint shall be dealt with in accordance with this Part and the regulations.

The formal complaint process is described to the complainant in detail, and specifically includes the potential outcomes. The Complaints Director stresses the fact the formal process does not provide any benefit to the complainant, even if the matter proceeds to a hearing where there is a finding of unprofessional conduct.

In all cases, after the formal process is described, the complainant is asked if they have considered or attempted to resolve the matter outside of the formal process. In some

cases there has been an unsuccessful attempt at communication between the complainant and the veterinarian or veterinary practice. In other cases, the complainant is adamant that they have no desire to attempt to resolve the matter. In that case there is no further discussion regarding resolution. The Complaints Director does not encourage nor discourage the informal resolution of complaints. Resolution can only occur if both parties agree to it. The complainant is not required to undertake or participate in an informal resolution process to resolve their complaint.

On the other hand, if the complainant expresses an interest in attempting to resolve the matter, the process for informal resolution is discussed and proceeds as described above.

The formal complaints process is described in detail on the ABVMA website at <http://www.abvma.ca/content/64/ComplaintProcess>

The author welcomes all feedback on this article.

Phil Buote, DVM

Deputy Registrar and Complaints Director

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For further information on the above services contact Customer Service
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MARCH 23, 2016

The Interconnection Between Human and Animal Welfare, Brenda Schoepp

All About Rabbits, Marion Popkin

Panel: When Manure Hits the Fan

Animal Welfare Around the World, Leona Dargis

Hot Topics in Poultry Welfare, Dr. Alexandra Harlander



*Animal Welfare at the Intersection Between Politics, Policy, Profit & People, Dr.
Jennifer Walker*



One Profession. One Strong Voice.



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.

Nominations for the **CVMA 2016 Awards** close on **January 31, 2016**. Each year, we proudly recognize individuals who have demonstrated significant accomplishments, exemplary leadership and tireless commitment to Canada's veterinary community. Award nominees (excluding those nominated for Honourary Membership) must be current CVMA members to be eligible for nomination; however, they can be nominated by non-CVMA members. We invite you to consider nominating a deserving colleague for one of our prestigious awards. **Please note: Award Nomination Guidelines have been updated.** Please find the updated guidelines and additional information under the CVMA Awards section of canadianveterinarians.net.

In October 2015, the CVMA attended the annual **CanWest Conference** in Alberta. CVMA president Dr. Nicole Gallant and CEO Mr. Jost am Rhyn took the opportunity to speak with the ABVMA Council on some key national issues concerning not only Alberta, but Canada as a whole. Two topics of interest raised were **antimicrobial use** and **importation of rescue dogs**. CVMA has been working on antimicrobial use with a number of stakeholders for the better part of 20 years. It has lobbied, on the profession's behalf, for regulatory changes for own-use-importation, active pharmaceutical ingredients, compounding and the prudent use of antimicrobials. The issue of the importation of rescue dogs was initially brought to CVMA's attention by the ABVMA. Currently, there is no monitoring of companion animal

importation into Canada. Imported dogs of unknown health status are a concern for several reasons: the potential spread of infectious diseases to other dogs in Canada; risk of infectious disease infecting insect vectors and eventually establishing disease in Canada; public health risk (i.e. rabies); and diagnosis of foreign disease can be difficult. The CVMA is developing a position statement on this issue, which should be finalized very soon. Provincial VMAs and members will be consulted prior to finalizing the statement. The CVMA values its relationship with provincial veterinarians, veterinary associations and regulatory bodies and continues to work with all to ensure key issues are addressed.

The **Veterinary Pharmaceutical Stewardship Advisory Group (VPSAG)**, established by the CVMA, is currently working with the **Council of Veterinary Registrars (CCVR)** to develop a **pan-Canadian framework** of professional standards for veterinarians regarding veterinary oversight of antimicrobial use. A draft version of the framework is currently under review by the CVMA-VPSAG and the CCVR and a revised draft will be provided to the Public Health Agency of Canada, the Canadian Food Inspection Agency and the Veterinary Drugs Directorate for their review and consideration. **The projected outcome of this framework is a clear understanding of the professional standards for veterinarians** who will be required to implement the upcoming changes to federal regulations. Please visit the news section of canadianveterinarians.net for more information about this initiative and what CVMA has done to advocate for change and encourage the prudent use of antimicrobials in animals.

Before the federal election, the CVMA provided the **Liberal Party of Canada**, and the other **federal political parties**, an opportunity to confirm its position on a number of **priority issues concerning the veterinary profession** that pertains to animal health and welfare, public health and food safety. CVMA will use these responses to engage with the new government (Liberal Party) of Canada in discussions on these important issues in the future. Please visit the news section of our website to view the questions and answers.

During the first week of October, the U.S. Food and Drug Administration (FDA) issued a request for comments regarding the abuse

potential, actual abuse, medical usefulness, trafficking and impact of scheduling changes on the availability for medical use of 10 drug substances – including **ketamine**. The comments will be considered as the FDA prepares a response to the WHO since it appears the organization may be considering another proposed change to the international scheduling of drugs such as ketamine. The AVMA is drafting a letter to the FDA outlining ketamine's critical use in veterinary medicine and its importance in remaining available to U.S. veterinarians. The **CVMA supports the AVMA's stance on urging the United Nations Commission on Narcotic Drugs not to restrict the availability of ketamine**. Visit the CVMA website's news section for more information on this matter.

The CVMA invites you to our **68th Convention in Niagara Falls, July 7 to 10, 2016**. A strong scientific program, with 27 speakers from Canada and the United States, has been developed and offers up to 28 hours of continuing education (CE). Please visit the Science & Knowledge section of our website to see how you can participate.

The CVMA is pleased to announce an exclusive **30 per cent discount** to CVMA members on the Individual or Practice subscription of **Plumb's Veterinary Drugs™**. To obtain your special discount coupon code, contact CVMA at 1-800-567-2862 or admin@cvma-acmv.org and go to plumbsveterinarydrugs.com to subscribe. This exclusive member benefit is made possible through a partnership between CVMA and **Brief Media™**. As part of this educational partnership, CVMA members can also subscribe to a **free global edition of Clinician's Brief™**. The monthly digital subscription provides practical clinical information to companion animal practitioners. To request your free subscription, visit the CVMA Member Benefits and Services webpage and click on Clinician's Brief (member log-in required).

Questions or Suggestions?

? Contact your CVMA National Office by telephone at 1-800-567-2862, by email at admin@cvma-acmv.org, or contact your Alberta Council Representative: Dr. Troy Bourque; 403-938-6993; tcbourque@yahoo.ca.



CVMA Emerging Leaders Program

July 7 and 8, 2016

Niagara Falls (Ontario), Canada

The Canadian Veterinary Medical Association's (CVMA) annual Emerging Leaders Program will be held on **July 7 and 8, 2016** at the Scotiabank Convention Centre, Niagara Falls, ON. The program aims to teach members of the veterinary profession how to cope with a variety of challenges encountered in veterinary practice, by offering opportunities to explore different ways of approaching personal and professional accomplishments and working relationships with colleagues. All participants, regardless of their area of practice or years of experience, will come away enriched from this highly interactive eight-hour workshop. The program is open to all CVMA members.

How to apply for sponsorship

CVMA members who graduated within the last 10 years (2005 or later) can apply for full sponsorship to participate in the ELP. (Up to two sponsored participants per province will be selected). The sponsored participants will receive the following:

Travel to and from Niagara Falls, ON

- Two nights' accommodation at the Sheraton on the Falls Hotel
- 8-hour workshop with Dr. Rick DeBowes
- Complimentary registration for the 2016 CVMA Convention (value \$645)

For more information about the ELP and how to apply for sponsorship visit:

<http://cms.abvma.ca/uploads/2016%20CVMA%20Emerging%20Leaders%20Program%20-%20ABVMA%20-%20revised.pdf>

If you would like to apply for sponsorship, please contact Sarah Cunningham at: scunningham@cvma-acmv.org prior to **February 9, 2016**.



2015 Friends of Education Award Recipient

– Classroom Agriculture Program

Congratulations to the Classroom Agriculture Program (CAP) on receiving the 2015 Alberta School Boards Association 2015 Friends of Education Award. The award is presented annually to organizations that have demonstrated a commitment to the improvement of education for Alberta's students. Don George, representing CAP, received the award at the Alberta School Boards Association Fall General Meeting on November 15, 2015 at the Westin Hotel in Edmonton.



2015 CanWest Conference Summary

The 2015 CanWest Veterinary Conference was held October 17-20, 2015 at the stunning Fairmont Banff Springs Hotel. 895 participants attended the conference over three days. This year's conference marked the inaugural inclusion of the RACE continuing education (CE) approval system, offering a maximum of 28 CE hours to veterinarians and 23 to veterinary technologists. The 2015 CanWest program offered an extensive roster of speakers from across North America speaking on topics ranging from equine and companion animal dentistry, to food animal welfare, to communication skills for veterinary team members, and much more!

The conference was rounded out by a number of other events including:

- three successful pre-conference wet labs were held on Friday, October 16 in partnership with the University of Calgary, Faculty of Veterinary Medicine
- the Alberta Association of Animal Health Technologists (AAAHT) hosted their annual CE session and Annual General Meeting
- the University of Calgary, Faculty of Veterinary Medicine also hosted their Distributed Veterinary Learning Community (DVLC) workshop followed by the faculty's annual Alumni dinner
- the Western College of Veterinary Medicine (WCVM) hosted an alumni reception at the Banff Ave Brewing Company

Numerous social events and a two-day trade fair also took place. Also new this year - CanWest launched its first conference mobile app! The app featured interactive maps, detailed schedule and speaker information, access to proceedings and more! Approximately 33% of delegates downloaded and used the app and CanWest looks forward to enhancing the App's success in coming years.



CanWest speakers Dr. Andy Roark and Dr. Sarah Reuss.

The 2015 attendance breakdown is as follows:

Attendance by Category:

Veterinarians:	234
Veterinary Technologists:	153
Practice Staff:	18
Students:	48
Speakers:	21
Staff:	11
Moderators:	5
Industry representatives:	234

Attendance by Region:

Canada:	670
USA:	57
Alberta:	443
Ontario:	73
British Columbia:	65
Quebec:	40
Saskatchewan:	22
Manitoba:	17
Nova Scotia:	4
PEI:	1

Attendance by Learning Track:

Companion Animal Program:

Sunday:	Track 1: 96
	Track 2: 87
Monday:	148
Tuesday:	189

Equine Program:

Equine Breakfast	
Table Topic Discussion:	32
Sunday:	37
Monday:	39
Tuesday:	45

Food Animal Program:

Sunday:	26
Monday:	40
Tuesday:	32

Veterinary Team Program:

Sunday:	53
Monday:	64
Tuesday:	69

Veterinary Technologist Program:

Sunday:	128
Monday:	103

Winners:

Congratulations to a number of prize winners:

- Dr. Michael Rhodes – Sunday Daily Cash Prize Winner of \$1,000
- Dr. Janet Rose – Monday Daily Cash Prize Winner of \$1,000
- Dr. Laura Major and Ms. Alison Gillett – winners of Apples Watches at the Welcome Reception Prize Draw
- Dr. Sam Foster – winner of the \$3,000 Travel Voucher in the Passport to Prizes Grand prize draw
- Ms. Anita Powell – post-conference winner of a full single delegate registration package for the 2016 conference for completing the post-conference survey

2015 CanWest Conference Summary

Sponsors:

CanWest would not be possible without the ongoing support of new and returning industry sponsors. Thank-you for ensuring another successful year!

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- UXR Inc.
- Vet Alliance Inc.
- Veterinary Healthcare Solutions
- Veterinary Practice Solutions
- Vetoquinol Canada
- Vet Set (formerly Classic Health)
- VetStrategy
- Vets To Go
- Virbac Canada Inc.

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On Farm Food Safety

Canadian Quality Milk (CQM) Update

Dairy Farmers of Canada has issued an updated Reference Manual and Workbook for the Canadian Quality Milk (CQM) program. The revised documents can be downloaded from the proAction® website (www.dairyfarmers.ca/proaction).

Effective April 1, 2016, the following new requirement will be incorporated into the CQM program.

Cattle Health Declaration:

Do you have a Cattle Health Declaration signed by your veterinarian annually and the most recent version kept on file?

Rationale: The National Dairy Code, Section 31, states that no producer shall sell or offer for sale milk that is obtained from an animal that shows evidence or visible signs of disease transmissible to humans by milk or that adversely affects the quality or flavour of the milk. Some countries require an official control on dairy farms to demonstrate that Section 31 is being followed. The majority of milk in Canada is destined for the domestic market; however, some is exported. Because milk in Canada is pooled, all farms must meet the requirement, and the Cattle Health Declaration is designed to satisfy the requirement.



Cattle Health Declaration

Producer Name (Name on License)

License #

Veterinarian Name

Veterinarian Declaration:

As of this date, I have visibly observed the general health status of the cattle in this herd and found them to be healthy, or receiving satisfactory care and treatment for routine health conditions. I have verified that this producer has in place a system for identifying treated and sick cows and for preventing milk from these cows from entering the producer's bulk tank(s).

Veterinarian's Signature:

Date:

Please Note: the Declaration is valid for one year and must be renewed annually.

Guidelines for the Declaration:

The intent of the Cattle Health Declaration is to satisfy the export requirement from foreign countries to demonstrate that milk used in exported products is sourced from healthy animals. An annual herd health inspection conducted by a veterinarian is the minimum requirement.

A veterinarian should look for evidence or visible signs in the herd for a disease that is transmissible to humans by milk or that adversely affects the quality or flavor of the milk. If the milk is considered acceptable by the provincial regulatory body, the veterinarian should be able to sign the Declaration. All Canadian producers are required to obtain the Declaration because milk is co-mingled in Canada and milk destined for export products is not segregated. The Cattle Health Declaration does not include animal welfare. It is specific to animal health.

Copies of the Cattle Health Declaration will be made available to all dairy producers and veterinary clinics dealing with dairy clients.

Please contact Jim Eisen, CQM Coordinator, Alberta Milk, at 780-577-3318 or jeisen@albertamilk.com for further information.



Reaffirming the Partnership of Veterinarians and Verified Beef Production Program

Our consumers are talking; they want more transparency, more information on how their food is produced. Our retailers are sharing this conversation with producers, hence projects like the McDonalds Pilot Project for Verified Sustainable Beef. Industry is listening. The establishment of the Canadian Roundtable for Sustainable Beef (CRSB) is a collaboration of producers, retailers, non-government organizations and other stakeholders, and is a prime example of how all involved are addressing consumer and producer concerns in a constructive manner.

The Verified Beef Production (VBP™) program is an industry-led initiative from the Canadian Cattlemen's Association (CCA) that currently delivers training and verification on On-Farm Food Safety. It is a national program that is currently delivered provincially by delivery agents under contract with the CCA. In Alberta the VBP™ program is delivered by Alberta Beef Quality Starts Here (ABQSH), a stakeholder group of industry representatives. The VBP™ program is currently finishing development of VBP Plus, offering modules in Animal Care, Biosecurity and Environmental Stewardship. Program development and rollout will coincide with the finalization of the CRSB indicators for sustainable beef. The VBP™ program will be the only national, low-cost, industry-led program that will be able to verify all the indicators for beef producers, both cow/calf and feedlot in Canada.

This has a lot of value for beef producers. Often times there is not a lot of validation about how things are done right and participation in a program like VBP™ is one avenue available to all beef producers. Now to get to the point, veterinarians and the Veterinary-Client-Patient-Relationship (VCPR) have a very important place in the VBP™ and VBP Plus programs. This relationship needs to be supported and communicated across the chain. We have a board position on ABQSH for a member of the AVMA and it is currently filled by Dr. Cody Creelman from Veterinary Agri-Health Services Ltd. in Airdrie. We are very excited to be able to use this relationship to add value to our program and increase communication for producers and practitioners alike.

Shannon Argent

Alberta Provincial Coordinator, Verified Beef Production program

2015 John Waters Zoonotic Diseases Workshop – November 20, 2015 Bernard Snell Hall, University of Alberta Hospital

A successful John Waters Zoonotic Diseases Workshop was held on Friday, November 20, 2015 at the University of Alberta Hospital in Edmonton.

The workshop, hosted every second to third year, is presented by the Alberta Veterinary Medical Association, Alberta Health Services along with several other agencies that deal with zoonotic diseases in Alberta. The workshop is intended for field workers, practitioners, laboratory staff and researchers in the fields of public health and veterinary medicine to discuss recent trends and research findings related to zoonotic diseases in Alberta.

This year's workshop hosted 110 attendees ranging from veterinarians and technologists to human health care professionals, students and government employees.

The morning focussed on 'Travelling Dog Stories' with presentations on Changes in Alberta's Rabies Control Program, Rabies in a puppy in a northern community, *Bucella Canis*, Alberta's Lyme Disease/Tick Surveillance Project, and Trans-boundary control of Animal Movement.

The afternoon consisted of presentations on Guidelines on handling Ebola virus exposed animals, Q Fever/Sheep Related Zoonoses, 2014 E-Coli Outbreak associated with pork and *Echinococcus Multilocularis*.

Thank you to all our presenters:

- Dr. Martin Lavoie, Alberta Health
- Dr. Darcia Kostiuik, Alberta Agriculture and Forestry
- Dr. Denise Werker, Ministry of Health – Government of Saskatchewan
- Dr. Sylvia Checkley, University of Calgary – Faculty of Veterinary Medicine
- Dr. Duane Landals, Alberta Veterinary Medical Association
- Dr. Scott Weese, Ontario Veterinary College – University of Guelph
- Dr. Madhu Ravi, Alberta Agriculture and Forestry
- Mr. Victor Mah, Alberta Health
- Mr. Lance Honish, Alberta Health Services
- Ms. Nisha Punja, Alberta Health Services
- Mr. Jeff Stewart, Alberta Agriculture and Forestry
- Dr. Claudia Klein, University of Calgary-Faculty of Veterinary Medicine

The next John Waters Zoonotic Diseases Workshop is tentatively planned for spring of 2017.

Dean's Corner - UCVM Dean's Report



IN THE LAST ISSUE, I MENTIONED SOME RECENT ADMINISTRATIVE CHANGES within the Faculty of Veterinary Medicine, including the completion of Dr. Eugene Janzen's five-year term as Associate Dean, Clinical Programs. I am pleased to announce that as of November 1, 2015, Dr. Terri Schiller has taken on that role.

Dr. Schiller brings a wealth of experience in specialty practice and practice management to the position. Her understanding of the academic demands and practice requirements will be instrumental in moving forward our Distributed Veterinary Teaching Hospital (DVTH) programming and our continuing education programs.

Dr. Schiller graduated from the Western College of Veterinary Medicine at the University of Saskatchewan in 1987. She spent five years at the College of Veterinary Medicine at North Carolina State University, where she completed a small animal internship, a three-year surgical residency and a one-year clinical instructor faculty position. During her residency training, Dr. Schiller gained extensive experience and expertise in the area of joint replacement, and became particularly interested in total hip, knee and elbow replacement procedures. She has been a faculty instructor for the Biomedtrix Total Hip Replacement training workshops since 2004, and continues to be involved in the training of Total Hip surgeons in North America and Europe. She is also certified in Canine Rehabilitation Therapy.

A founding partner of the Canada West Veterinary Specialty Hospital in Vancouver, Dr. Schiller offered referral surgical services in that area for nearly 20 years. She and her family moved to Calgary just over four years ago, and Dr. Schiller has been doing clinical work at Western Veterinary Specialists and Emergency Centre for four years. She first joined UCVM as a sessional instructor in 2012, and became a senior instructor of Small Animal Surgery in 2014. Now, as Associate Dean, Clinical Programs, Dr. Schiller is excited to use her considerable experience and talents in this new role.

"I have 28 years of practice experience, and this position requires someone who understands how clinics work, how clinicians work, how interns and residents work, and how to involve our DVTH partners to make it work for them," she says. "I still love clinical practice but now I can take what I've learned in all my years and use it in a different way."

Management of UCVM's internship and residency programs, as well as the continuing education programs offered by the faculty, are also in Dr. Schiller's portfolio.

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



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Dean's Corner - WCVM Dean's Update

In-lieu of a Dean's Report this issue I am pleased to share an article from Jeanette Stewart about the WCVM Equine Fund.

Douglas Freeman, DVM, PhD

Dean, Western College of Veterinary Medicine

WCVM EQUINE FUND RENAMED TO HONOUR DR. HUGH TOWNSEND

When Dr. Hugh Townsend became the first Equine Health Research Fund (EHRF) fellow in 1977, it was the beginning of a legacy that would allow WCVM researchers to enhance equine health care and cultivate a legion of international experts.

The EHRF was the brainchild of Dr. Ole Nielsen, WCVM's dean from 1974 to 1982. Recognizing the need for advanced equine research and training in Western Canada, Nielsen contacted Townsend in 1976. Nielsen wanted the 1973 WCVM graduate to serve as the first fellow of a new fund supporting equine research.

While the WCVM had modern facilities and capable people, the fund required a "fairly modest" amount of capital so the college could develop an equine research program. Townsend's family had personal connections in Alberta, and both his father and brother helped to introduce the college to donors who could contribute the necessary capital.

Townsend's father, the senior orthopedic surgeon in the city of Calgary, connected the college with Alberta horsemen who would financially support the idea. Another vital connection was Townsend's brother, who helped to connect the college with members of the Calgary and Edmonton business communities.

In honour of the Townsend's long-time dedication to the EHRF and his family's contributions to the college, the charity now has a new name: the Townsend Equine Health Research Fund.

"A number of my family were involved, and are still involved with supporting the fund. The idea that it could acknowledge the family — I was more comfortable with that idea," says Townsend. "It's a huge honour."

The decision wasn't made lightly, says Dr. Baljit Singh, associate dean of research at the WCVM. He commends Townsend for his work in support of the fund that has been "critical in creating the large number of current equine research leaders across North America."

Townsend became internationally known for his work in vaccine efficacy and equine infectious diseases. Before his recent retirement, he was a WCVM faculty member for more than four decades and held several roles on campus including infectious disease and internal medicine specialist in the WCVM's Department of Large Animal Clinical Sciences.

"He has made such a huge impact on individual lives and the entire college throughout his career," says WCVM Dean Dr. Douglas Freeman. "His daily presence will be missed."

Faculty at the WCVM say he has a gift for inspiring others to pursue equine medicine. One of those is Dr. James Carmalt, who came to the college from Cambridge, England, and is now chair of the fund.

"He directed me and changed my whole career," says Carmalt, the first EHRF-sponsored graduate student to undertake a residency in equine practice at the WCVM.

Since Townsend completed his fellowship in 1979, the fund has supported nearly 50 research fellows over the past four decades. Much of the research supported by the EHRF became building blocks for modern equine medicine, including the cause and correction of angular lameness deformities in foals, equine nutritional requirements, biomechanics of the horses' spine, breeding practices, surgical management of joint disease, vaccine efficacy and respiratory diseases as well as lung inflammation and wound healing.

Townsend says those research efforts put WCVM on the map, but more importantly, the college and its equine fund have helped to train several generations of equine specialists and large animal veterinarians with strong backgrounds in equine health.

"My feeling was, the most important aspect of the fund was the people: the education, the learning, the desire to make things better for the horse and the horse industry," says Townsend.

For more information about the Townsend Equine Health Research Fund, visit ehrf.usask.ca.

Submitted for the WCVM Dean's Corner by Ms. Jeannette Stewart



Dr. Hugh Townsend



A dog is happily reunited with its owner.

On The Cover

Inside Edmonton's Animal Care and Control Centre

By Katie Stewart

To many people, a city's 'pound' is just a place lined with cages where stray and lost animals go when they are found roaming the streets. But the City of Edmonton's Animal Care and Control Centre (ACCC) is working hard to change this perception. The ACCC is an impressive \$13.3 million facility, built with materials manufactured from recycled content, geothermal heating and cooling, and innovative lighting techniques to reduce energy consumption and light pollution. It is also a place where staff treat animals like they're their own. At the forefront of this operation is Karen Melnyk, Team Lead of Animal Care, whose passion and commitment to this cause is undeniable.

“We’ve made it our mission to treat the animals like they are our own – natural lighting, blankets and enrichment programs,” Melnyk said.

Animal Care
and Control
Team Lead,
Karen Melnyk





Team Lead Karen Melnyk (left) and veterinarian Karen Lange (right) check over a dog newly admitted into the Centre.

“When we built the new centre, we made it bigger, enlarged the kennels and put in music for the animals. We give them hours of attention – we talk to them, walk them, allow them to socialize with other pets and roam around. We even bring our own pets in to help socially adjust the scared animals.”

The ACCC provides shelter for the almost 6,500 pets found in Edmonton each year. At 23,000 square feet, the ACCC can hold up to 118 dogs and 167 cats at any given time. The facility provides the citizens of Edmonton with a one-stop shop for adoption, licensing, stray animal care and enforcement services.

Melnyk was instrumental in the construction of a surgical suite that was added to the Animal Care and Control Center in 2013. Melnyk proposed the idea to Council after their request to reduce the number of animals being humanely euthanized. When the suite opened, it allowed the ACCC to provide treatment to stray animals in need of intensive medical care - saving 200 animals in its first year of operation.

“I was, and still am very proud of that statistic,” Melnyk said. “It is great to know that 200 families have a pet today because of what we were able to do for the animals that came into our care in that first year. It just goes to show that our team will move heaven and earth for these animals.”

Unfortunately, despite their best efforts, the facility can become very crowded, often hitting capacity during the summer months. That is why, as Melnyk explains, working with partners is so important.

“We will do everything we can to find a home for a stray animal, even if that means transferring them to another rescue group,” said Melnyk. “The support of our partners is always so valuable, but it is especially important during our busiest months.”

Melnyk and the team say that one of their most important partnerships is with local veterinarians who can advocate for preventative measures which may keep family pets out of the ACCC and create room for animals who need the services. Such approaches include tattooing/micro-chipping, licensing and neutering.

When it comes to reuniting animals with their owners, there is no practice more successful than tattooing or micro-chipping. When an animal is tattooed/micro-chipped, the return to owner rate is 80 per cent for dogs, compared to only 13 per cent for those cats without a tattoo or microchip. In addition, animals without this identification can only be housed at the ACCC for three days as opposed to the ten days allowed for animals that have been tattooed or micro-chipped.

“The benefits of tattoos and microchips are extensive,” said Melnyk. “We are urging veterinarians to advocate for this practice and to push this identification to their customers, as it could save their pet’s life.”

A second practice veterinarians can advocate for is pet licensing. Under city bylaws, owners must have their pet licensed; however, the benefits of pet licensing go far beyond avoiding a ticket. Stray pets with valid licenses receive a free ride home, or emergency veterinary care if they are found injured. The fees associated with these licenses contribute to public safety by supporting bylaw enforcement services and responsible pet ownership education programs. In addition, these fees provide the Edmonton Humane Society (EHS) the resources to find safe homes for rescued animals. Lastly, these fees help offset the cost of spaying/neutering animals when they go to rescue groups to be rehoused. Melnyk says this practice is essential to controlling cat populations in the city.

“Domestic cats can get pregnant and give birth outside to a litter of stray cats that also roam the streets unsprayed and unneutered,” Melnyk said. “The problem only escalates and it is a significant drain of our resources.”

The ACCC is hoping to curb this problem by having veterinarians educate their customers on the importance of spaying/neutering their cats, as one unsprayed female and one unneutered male can produce up to two litters of feral cats a year.

The ACCC employs four technologists, four kennel care staff, one veterinarian, eight customer service representatives and 11 enforcement officers--all with the goal of providing efficient services to Edmontonians and exceptional animal care. Animals are socialized and cared for with the utmost attention to detail. When asked about the commitment to this standard, Melnyk downplays the obvious level of work involved.

“My employees and I all have such a love for animals that it makes it easy to go the extra mile,” Melnyk said. “To have the opportunity to make a career out of caring for animals that need a little extra help is a dream come true, I really feel like I am making a difference.”



Melnyk checks for a microchip - a pet saving tool that helps the Centre connect lost pets to their owners.



UCVM Student Article

HAPPY NEW YEAR, EVERYONE!

I hope everyone enjoyed the holiday season and is looking forward to the upcoming year! After a well-deserved break, UCVM students are refreshed and ready for another semester.

After successfully completing their first semester, first years are returning to a week of field experiences where they will explore the variety of roles veterinarians have in today's society. As this is a continuation of a course offered in September, it is pretty neat for them to realize how much they have learned in just one semester!

Similarly, the Foreign Animal Disease course gives second years a break from their normal lecture schedule and a chance to learn about a side of the profession we don't regularly hear much about. Using a combination of lectures and interactive activities, this week-long course covers diseases foreign to Canada, and the role of the CFIA and other institutions in managing potential cases.

Third years are busy planning for fourth-year rotations. This is an intimidating but exciting time, as students prepare to head out into the Distributed Learning Veterinary Community to get some hands-on, clinical experience. I know that, personally, I can't wait to explore some new areas and start integrating and applying everything I've learned the last three years under the mentorship of dedicated community partners.

The start of 2016 marks a big milestone for the Class of 2016; after a short break spent preparing for and writing the NAVLE, they have entered into their final few months of rotations!

For many, the new year also brings with it resolutions. Students wanting to focus on their mental or physical wellness now have an advocate, as this year Carling Matjeka took on the Calgary Association of Veterinary Students' (CAVS) new role of "Wellness Coordinator". During the fall semester, she organized four morning yoga sessions followed by homemade breakfasts and coffee, sponsored by CAVS and Purina. This coming semester, there are two more yoga events planned, in addition to a "lunch and learn" on healthy meal prepping funded by the ABVMA! This is the first year CAVS has had an official position dedicated to this important task, and it is great to see what a success it has been!

On January 19, the Production Animal Health Club is excited to host an evening with Dr. Temple Grandin, who will be speaking on the subject of animal welfare; this promises to be an inspiring and informative night!

January also brings the annual SCVMA symposium, which is being held in Guelph this year. Many students are making the trek east this year for this awesome chance to socialize with peers from other schools, explore a new campus and city, and attend some engaging seminars and fun hands-on labs! In addition, this year's symposium, "The Elephant in the Room," focuses on some of the tougher topics faced in veterinary medicine, and will be an excellent opportunity for students to learn about these important matters in a relaxed environment.

Finally, UCVM's annual Professional Skills Summit Day is on February 5. This school-wide event consists of a morning of activities focused on economics and business. Following this, the class of 2017 will be doing a presentation on our Integrated Research Project (IRP), which looked at the effectiveness of portable accelerometers for detecting hind-limb lameness in dogs. This is a really exciting opportunity for us to share the work we've been doing all year. On that note, I would also like to congratulate UCVM's class of 2014, who recently had an article from their IRP published in the Canadian Veterinary Journal!

I hope this article finds everyone well and I wish you all the best in the New Year!

Ms. Maggie Grover
UCVM Class of 2017
ABVMA Student Representative 2015/2016

WCVM Student Article

HAPPY NEW YEAR, EVERYONE! ITS INCREDIBLE HOW FAST TIME FLIES AND presents another successful year is in the books. I hope everyone had an opportunity over the holidays to relax and spend time with friends and family.

The students of the WCVM enjoyed some much deserved time off from the rigorous fall semester, but are back to the books and student activities. Fourth-year students are entering into their last semester of the DVM program and clinical rotations. Many fourth-year students have taken advantage of the option to participate in an externship at another institution or practice in North America to gain practical experience in a particular area of their interest, as well as several external rotations organized by the WCVM. Many students continue onto internships post graduation at institutions/clinics they visited while in fourth year.

The third-year class is returning to the classroom for the last time before entering into the practical rotations of fourth year. In November, for the first time since walking into the doors of the WCVM the third years were given the freedom to choose elective courses. This is an exciting yet stressful time for third-year students. For the majority of students in the DVM program, the curriculum is decided for us, and suddenly we are given the freedom to choose. Being given options can be overwhelming, and for most of us we want to learn as much as possible before entering the profession. Many students are faced with the challenge of choosing to remain in a comfort zone or to broaden their horizons and perhaps find a passion in a different area of veterinary medicine. Second-year students are happy that the year is half over, and look forward to more hands-on laboratories that second semester offers, as well as being half done one of the most exam-intensive years at the WCVM. First-year students are used to the school and the demands of the program, and are eager to be on their way to completion of year one. No matter what the upcoming semester brings for each class, we all enjoy continuing to learn and advancing our training in the program!

From a social standpoint, the yearly tradition of Christmas caroling at professor's houses continued before final exams; each class voted on and visited three professors. It is a great event that gets students' minds off finals for an evening and allows us to get to know our professors outside of the classroom. The yearly caroling is always a highlight of December and makes many memories!

The Pawsitive Practice Program that I have previously mentioned continues to promote mental health awareness and look after the students of the WCVM. The program operates under the umbrella of the Western Canadian Veterinary Students' Association (WCVSA), and is directly funded in large part by the association. The healthy snack initiative where a selection of fresh fruit and vegetables are available was a great success in semester one, and will be continuing into the New Year. The popular Lunchtime Yoga, which gives students the opportunity to stretch out after a morning of classes, will also continue into the New Year.

The annual Students of the Canadian Veterinary Medical Association (SCVMA) Symposium is January 15-16, 2016 hosted by the Ontario Veterinary College. A handful of WCVM students will be flying out of Saskatoon to partake in the educational and social weekend. The symposium is a great opportunity to visit the OVC, meet and network with future colleges, participate in wet labs, and learn from talented veterinarians and speakers in the many talks throughout the weekend.

Lastly, in the New Year, many students will be in pursuit of summer employment; there are many great veterinary clinics throughout Alberta, and thank you to those who open their doors to veterinary students. The mentorship and guidance the students of WCVM receive through summer employment is greatly appreciated.

Ms. Jessica Mewis
WCVM Class of 2017
ABVMA Student Representative 2015/2016





President's Message

ON BEHALF OF THE AAAHT, I WOULD LIKE TO SEND NEW YEAR'S GREETINGS TO all our members. We wish you a New Year that makes your dreams come true and brings happiness and prosperity to you both professionally and personally, Happy New Year!

As the new AAAHT President, my hope is that the wide variety of roles that I have held throughout my career will enhance my ability to work with the Board of Directors (BOD) and guide the newly-approved strategic plan of the association. The new vision of professional, knowledgeable and compassionate animal health care is a vision that I believe every technologist can relate to. Our mission to engage, support and inspire our members to provide exceptional care is a mission that I see in action every time our board meets. The passion and dedication of the AAAHT BOD members is an inspiration and gives me confidence that the new three-year strategic plan will be a resounding success. The strategic plan projects will need members to participate whenever possible in supporting the events and activities of the AAAHT. As an association, doing things together we will make us stronger together. Plans are getting underway for the AAAHT 40th celebration. This event will be an educational and fun celebration, so please be sure to mark the date on your calendar when it is announced.

AAAHT Board of Directors



Back Row (Left to Right)

Ms. Elly Paslawsky
 Ms. Andree-Ann Thivierge
 Ms. Erin Young
 Ms. Nicole Olivier
 Dr. Cary Hashizume
 Ms. Theresa McDermott
 Ms. Linda Glasier

Front Row (left to right)

Ms. Tracey Ruzicka
 Ms. Erin Conly
 Ms. Karen Lesnick
 Ms. Sujata Clark
 Ms. Andrea Edwards

Missing from Photo

Ms. Vanessa Christensen

Some upcoming initiatives that the AAAHT BOD is involved with:

- The BCVTA's initiative to investigate ways for creating mutual benefit of 'one' profession in veterinary medicine, in which there are two employment paths.
- January orientation weekend
- The AAAHT's participation in the annual Alberta Horse Conference, January 15-17, 2016
- ABVMA Leadership Weekend last weekend in February

I would like to thank the AAAHT BOD and members for accepting me as the new their new President. I have always had a passion for animal care and teaching and have been blessed to make a career out of doing what I love. As your new President, I would like to take a few sentences to introduce myself. I have worked in this industry in a variety of capacities at wildlife facilities, an emergency clinic, small and mixed animal practices, as well as spending a significant part of my career at the University of Alberta. Currently I am working at NAIT where I am the associate chair of the Animal Health Technology (AHT) and Veterinary Medical Assistant (VMA) programs, in addition to teaching and working as the clinic manager, program coordinator, and sitting on the Curriculum Review and Work Integrated Learning committees. In my spare time I enjoy training and showing my wire hair fox terriers, and have been successful competed them in variety of titles in multiple disciplines.

Please help me in congratulating Nichole Boutilier for being awarded the AAAHT Meritorious Service Award and to Andrea Edwards for being awarded the AAAHT Appreciation Award. A big heartfelt thank you goes out to both for their years of dedicated service.

Please feel free to contact myself or any board member about strategic plan implementation or for any events or information you may need.

Linda Glasier, RVT, BEd, MEd
 President, Alberta Association of Animal Health Technologists

Staying informed, inspired and connected!
Strategic planning for our Future!



AAAHT 2016 BOD Introductions



President 2016:

Linda Glasier, RVT, B.Ed., M.Ed has working in the veterinary AHT field since 1980. She has worked in a variety of areas including mixed and small animal practices, zoo, research and emergency medicine, and has helped authored six research publications. Her interests are in education and leadership, She is currently the associate chair of the Animal Studies programs at NAIT.

Linda trains and raises wire hair fox terriers, which she competes in conformation, rally, obedience, agility and fly-ball. Her dogs have participated in pet therapy at seniors facilities as well as children's library sessions. She has a special interest in canine behaviour. Linda has served on the AAAHT Board of Directors in 2013 and 2014, and became vice president in her second term on the Board in 2015.



Past President 2016:

Vanessa Christensen-George, RVT

Vanessa graduated from NAIT's Animal Health Technology program in 2006. Since then, she has worked in two Canadian aquariums, and small and mixed animal practice. She has special interests in exotic animal medicine, client communication and practice marketing. She spends much of her free time volunteering as an educator with different animal related groups such as Chimo Animal Assisted Wellness and Learning Society (CAAWLS) and the House Rabbit Society. She is currently completing her third term and seventh year with the Board and looks forward to continuing to spend time promoting the AHT profession and supporting Alberta's veterinary technologists. Vanessa and her husband care for a menagerie of animals including two dock diving labrador retrievers, Ace and Gracie, Walter the cat, Loki the mini-lop rabbit and newest member or the pack, baby Emma.



Second Semester already! – Second-year students are gearing up for their final weeks of clinics and surgery labs, and first-years are excited to be starting anaesthesia labs and clinics labs. No more anatomy!

First-year students continue to organize fundraising projects for the Lloydminster SPCA, and a group of second-years are also working to raise money to attend the Western Veterinary Conference in Las Vegas in March.

The class of 2016, for the most part, have finalized and met with their end-of-year practicum placements. We would like thank those clinics who have accepted one of our students for a practicum next spring. The practicum contributes hugely to their education, and we appreciate the time and effort that clinics spend with the students.

We hope everyone enjoyed the holiday season, and were able to spend a little time in the sun and the snow. We look forward to seeing more of the sunshine in the near future!



News at NAIT



This fall the NAIT Animal Clinic started working with Alberta Helping Animals Society (AHAS). Their mission is 'to create opportunities for vulnerable people to access veterinary care and other services for their companion animals.' We are proud to be in partnership with this society and are enjoying the pets that have come through the clinic for spays, neuters and dental care. Additionally, Dr. Elaine Degrandpre and some select students volunteer their time in the AHAS mobile clinic, where they see pets for wellness exams and tend to any illness.

Canadian Animal Blood Bank (CABB) has been working with NAIT for many years. Currently our collection nights

are held on Mondays. NAIT veterinary medical assistant (VMA) and animal health technologist (AHT) students get great experience in blood collection and customer service during the collection nights. At the time of collection, our technologists run a Snap 4DX Plus and look after the blood typing. The blood is then packaged up and sent out the following day. Most of the time the blood is spoken for before it leaves NAIT. Right now there is a shortage of blood and blood products. Please visit the CABB website, www.canadiananimalbloodbank.ca, for more information.



Greetings from Olds College

HAPPY NEW YEAR TO ONE AND ALL! WE HOPE THAT YOUR 2016 HAS STARTED OFF WITH A BANG!

The Veterinary Technical Assistant Program at Olds College graduated its fifth intake of students this past December. They were a great bunch of students and we wish them all luck in their future careers!

The days following Halloween typically involve the disposal of the traditional jack-o-lanterns. While many find use for their pumpkins in cooking, there are many who do not, and the result is a lot of pumpkins in the trash. Our animal care coordinator Jackie Lind saw the waste and realized that a pumpkin is a healthy, tasty snack for many animals. Jackie decided to work with the Red Deer SPCA by collecting pumpkins for donation to the residential pigs at the Bear Valley Rescue in Sundre.



2016 AAAHT Continuing Education

Meet our speakers and save the dates!
Watch for further information in the ABVMA CE listings
and the AAAHT CE flyer



Dental Radiograph Positioning and Troubleshooting

May 15, 2016, 8:00 a.m.-5:00 p.m., Edmonton, AB
and

The Pathophysiology of Periodontal Disease

May 26, 2016, Edmonton, AB

Speaker: Kathy Istage, RVT-Mayfield Veterinary Hospital, Edmonton, AB

Kathy earned her AHT degree in 1996 and her Veterinary Dental Technician designation (AVDT) in 2006.



Behaviour

June 4, 2016, Edmonton, AB

June 5, 2016, Calgary, AB

Speaker: Dr. Gary Landsberg

Dr. Landsberg earned his DVM degree in 1976 and is a Diplomate of both the American College of Veterinary Behaviourists and the European Colleges of Animal Welfare and Behavioural Medicine. He is the author of 100 articles and book chapters and is the co-author of **Behaviour Problems of the Dog and Cat**, 3rd edition, Saunders/Elsevier, 2013.



Exotics

September 10, 2016, Calgary, AB

Speaker: Dr. Kerry Korber

Dr. Korber earned her DVM degree in 1985 and became the owner of Calgary Avian & Exotic Pet Clinic in 1987. She has dedicated her career to the care of exotic pet species. Kerry has done contract work for the Calgary Zoo, Sam Livingston Fish Hatchery and Raven Brood Trout Station in addition to being a guest lecturer.



Physical Rehabilitation in the General Veterinary Practice

October 1, 2016, Calgary, AB

October 29, 2016, Edmonton, AB

Speaker: Ms. Penny Radostits, RVT-Crestwood Veterinary Centre, Edmonton, AB

Penny received her AHT diploma in 2007. She has a strong interest in pain management and rehabilitation. Penny received her designation as a Certified Canine Rehabilitation Practitioner (CCRP) from the University of Tennessee in June, 2011.



Zoonosis

October 15, 2016, Banff, AB

Speaker: Dr. Danny Joffe (pictured left) and Dr. Mark Joffe (not shown)

Dr. Danny Joffe is a Diplomate of the American Board of Veterinary Practitioners Canine/Feline specialty. He presents over 100 hours of continuing education annually, both nationally and internationally. His areas of interest and expertise include diagnostic ultrasound and infectious and zoonotic diseases.

Keeping You Current

Banff Pork Seminar

January 12-14, 2016, Fairmont Banff Springs Hotel

For more information and to register visit: <https://www.banffpork.ca/>

2016 Western Canadian Association of Bovine Practitioners 25th Annual Conference

Thursday, January 14 - Saturday, January 16, 2016

Calgary, AB, Location: Sheraton Cavalier Hotel, 2620-32 Ave NE, Phone: 403-291-0192. Early bird registration fees in place until January 4, 2016

Contact: Phyllis Mierau, 1-866-269-8387; Email: info@wcabp.com; Website: www.wcabp.com.

2016 ABVMA Leadership Weekend, Member Recognition Banquet and Annual General Meeting

February 26-28, 2016, Delta Edmonton South Hotel, 4404 Gateway Boulevard, Edmonton, AB.

The Annual General Meeting (AGM) will take place on Sunday, February 28, 2016. For full details on the weekend, banquet and AGM please view the ad on the inside back cover.

ABVMA Veterinary Forensics Workshop

April 1-3, 2016, Delta Calgary South Hotel, 135 Southland Drive SE, Calgary, AB.

The ABVMA with participation from the Animal Welfare Committee are planning a Veterinary Forensics Workshop for members of the veterinary community, welfare organizations and law enforcement. Join keynote speaker Dr. Melinda Merck, veterinary forensic consultant along with other speakers as they cover a variety of topics including: Considerations for Animals Crime Scene Investigation; Animal Cruelty; Writing the Forensic Report, Pathology, Poisoning and more. This workshop has been approved for 13 hour of continuing education for veterinarians and technologists by the ABVMA. Registration and full workshop outline coming in January 2016 to: <http://conferences.abvma.ca/>.

2016 Canadian Veterinary Medical Association (CVMA) Conference

July 7-10, 2016, Scotiabank Convention Centre, Niagara Falls, ON.

The 68th Annual Convention will excite, inspire and motivate! In collaboration with the Registered Veterinary Technologists and Technicians of Canada (RVTTC), this unique four-day event features a strong scientific program, with 30 speakers from Canada and the United States. Four days' worth of labs, concurrent streams exploring companion animal, ruminant, equine, practice management and animal welfare, and a mind-body workshop. Contact: Sarah Cunningham; tel: (613) 236-1162, ext. 121; fax: (613) 236-9681; e-mail: conventions@cvma-acmv.org; website: <http://www.canadianveterinarians.net/science-knowledge/annual-convention>

ABVMA PIPS Committee - Inspectors Needed

The Practice Inspection Practice Standards (PIPS) Committee requires 2 additional veterinary inspectors interested in conducting the annual Practice Quality Assurance inspections for the ABVMA. An interested person must be a registered Veterinarian with a broad background in veterinary medicine and be willing to travel throughout the province. Excellent communication skills are required. This position is a part-time contract arrangement, and is remunerated on a per practice basis. Inspections are conducted in the spring and fall of the year. PIPS inspector positions are for a three year term, with one renewal. Applications will be accepted until Friday January 22, 2016.

Please contact the ABVMA office at 780-489-5007 or 1-800-404-2862 for more information, or e-mail Dr. Darrell Dalton: darrell.dalton@abvma.ca

Continuing Education Opportunities

ONGOING/WEB OFFERINGS

Renal Disease Diagnosis – Nutrition to Treat CKD – Nutritional Solutions – Royal Canin Canada. Online and ongoing 3 CE Modules; 1 CE credit available per module completed. For more information contact your Technical Sales Representative.

Veterinary Nutritional Advocate Program – Hill's Pet Nutrition Canada. Online and ongoing CE Module; 15 CE credits available for completing all three levels. Topics include; basic nutrition, wellness nutrition, therapeutic nutrition. For more information and to register, visit: www.vna.hillsvet.ca

Canine Infectious Respiratory Disease Complex (CIRDC) An Overview/What's New - Results of a Canadian Pathogen Study – Merck Animal Health – Online and Ongoing video presentation. 1 Hour CE Credit. Danny Joffe, DVM, Dip, ABVP (Canine/Feline Specialty) This two-part video presentation reviews data from a new peer-reviewed Canadian pathogen-prevalence study and current best practices regarding the approach to CIRDC. Log in to view this two-part presentation at: www.vetlearningchannel.ca

Veterinary Technologist correspondence courses for CE credits – University of Guelph Ridgetown. Several courses including Medical Emergencies, Advanced Anesthesia and Surgical Pain Management Techniques, Small

Animal Behaviour, Introduction to Small Animal Dentistry, Canine and Feline Nutrition, Pharmacology. Visit: http://www.ridgetown.uoguelph.ca/bdt/docs/vt_correspondence.pdf for more detail.

What's New in Dermatology for 2015 - A Fresh Look at Allergic Skin Disease in Dogs & Cats - Lifelearn Inc. Online & Ongoing CE Module. 1 Hour CE Credit. Keith Hnilica DVM, MS, DACVD

Please see: <http://atopicace.ca/> for more info and to register.

Increase Preventive Feline Healthcare In Your Practice - Lifelearn Inc. Online & Ongoing CE Module. 1.5 hours CE Credit.

Continuing Education Opportunities

Elizabeth O'Brien DVM, DABVP, Board Certified in Feline Practice, Heather Lowe AHT, MBA Please see <http://elancofelinece.ca> for more info and to register.

Webinar - "Doc, does my pet really need all these medications to treat his liver disease?" Lisa Carioto, DVM, DVSc, Diplomate AC-VIM. Dogs and cats can suffer from a number of different diseases, which can be treated with a variety of medications. The 90 minute webinar will address a number of these hepatic diseases in both species, as well as the medications and nutraceuticals available. Clinical cases will be used to present the information. Please go to www.vetoquinol.ca for more info on this webinar. Sponsored by Vetoquinol Canada.

Royal Canin Veterinary Diets Online Modules - Various modules available through Royal Canin include; Nutrition Fundamentals (pre-requisite for all other courses), Feline Life Stage Nutrition, Nutrients vs. Ingredients, Maturity in Motion and Dental Difference. Please contact your local Royal Canin technical sales representative for more information on how to access these modules, or contact Melanie Zanuttig at counsellors@royalcanin.ca.

Online Ultrasound Education - Scil Vet Novations has developed online ultrasound education packages that work with your busy schedule to help you learn the benefits of ultrasound as a valuable diagnostic tool in your clinic. You can learn from the comfort of your own practice or home. Two courses, Basic Ultrasound and Advanced Ultrasound, have been developed that can be combined with an in-person scan-only course where you can practise your knowledge with a skilled veterinary sonographer. CE credits available. Visit the online CE page at www.scilvet.com to register online or call 1-866-382-6937 for more information.

Master of Veterinary Medicine, Massey University 2016 - Online continuing education for practicing veterinarians worldwide through the Master of Veterinary Medicine program at Massey University. Massey University is an AVMA accredited veterinary school in Palmerston North, New Zealand. Enrolments are open for the following courses starting in February 2014: Companion Animal: Avian Medicine, Oncology and Soft Tissue Surgery. Courses also starting in July 2014: Companion Animal: Gastroenterology, Diagnostic Imaging, Clinical Pathology and Cardiorespiratory. For more info about the

Master of Veterinary Medicine Program and individual courses, visit www.mvm.massey.ac.nz or email mvm@massey.ac.nz

Webinars - Canine and Feline Cardiovascular Health, Feline CKD: Top Tips for early Diagnosis and Proteinuria in Feline Renal Disease: Why Should You Worry? These on-demand webinars can be accessed any time and watched as many times as necessary to learn the content. Registered users may choose to take a test to receive CE credit for watching one of the webinars. Successful participants may print off a certificate of completion for their records. These webinars are also RACE approved. Please go to <http://fortekor.ca> to register for these webinars. Sponsored by Fortekor and Novartis.

Excess Weight & Obesity: An Ounce of Prevention is Worth a Pound of Cure Webinar - This one hour webinar will discuss weight loss programs for the overweight pet and developing communication strategies to help the pet owner commit to avoiding weight gain and obesity in dogs and cats. Please go to www.royalcanin.ca to sign in or register. Sponsored by Royal Canin.

The Social Side of Practice: Module 1: Veterinary Wellness - Debbie Stoewen, DVM, MSW, RSW, PHD. This unique, fully accredited veterinary continuing professional development program reflects our commitment to you, your practice and the profession. It's designed to help you and your team do what you do even better by providing insight, guidance and strategies on the non-medical aspects of practice so you can offer the very best to your patients, clients and each other. Choose from Lunch & Learns or Interactive Workshop Formats offered on the following topics: Facilitating Euthanasia Conversations, Compassion Fatigue - What it is, What it isn't and What can be Done, Compassion Satisfaction - Flourishing in Practice, and This is Your Life - Let's Talk About It. For more information and to register please call 1-800-700-3391, or e-mail care@petsplusus.com. Sponsored by Pets Plus Us.

Increase Feline Preventive Healthcare in Your Clinic - Webinar - Elizabeth O'Brien, DVM, DABVP (Feline), Heather Lowe, AHT, MBA. Sponsored by Novartis and LifeLearn. To view the recorded webinar, visit www.novartisfelinece.ca. The course includes a quiz to receive a CE certificate. 1.5 CE credits for both DVMs and AHTs. Presentation available at <http://ow.ly/EGfkN>

Optimizing Outcomes in Veterinary Dentistry - Webinar available until February 3, 2015 - Lee Jane Huffman, DVM, DAVDA; Jason Coe, DVM, PhD. A systematic approach to comprehensive orofacial exams, and effective dental care recommendations are discussed. 1 CE credit for both DVMs and AHTs. Sponsored by Royal Canin.

Preceptor Training - Both in person workshops and online formats are offered. Available to veterinarians and RVTs who supervise NAIT students. Contact Tiana Stuber at 780-378-5910 or preceptortraining@nait.ca. 6 credits CE.

Merck complimentary on-line education (approved for 1 hr ABVMA CE): How Ticks are bringing business opportunities to your clinic's doorstep - Scott Stevenson, DVM. Register at <http://w.on24.com/r.htm?e=959345&cs=1&k=9B7FF3F163EA-CA534D2FAA949AC3474F>

Webinar: Diagnosing, Treating and Preventing Leptospirosis in Dogs: An Update - Catherine Lapointe, DMV, MSc, DAC-VIM. A review of the epidemiology and clinical presentation in dogs and cats. Sign up at: www.navrg.com 1 credit CE for Veterinarians only.

MONTHLY OFFERINGS JANUARY 2016

January 14 to 16, 2016 - Western Canadian Association of Bovine Practitioners 2016 Conference - 18 to 14.5 ABVMA CE Credits - Sheraton Cavalier Hotel, 2620 - 32 Ave NE Calgary AB. Visit: www.wcabp.com for conference details.

January 15 to 17, 2016 - Annual Alberta Horse Conference - 8 Hours ABVMA CE Credits - Presented by the Horse Industry Association of Alberta. Features internationally recognized speakers on a wide range of topics of interest to horse owners, breeders and professionals. Location is the Sheraton Red Deer, 3310 50 Ave. For more info visit: www.albertahorseindustry.ca

FEBRUARY 2016

February 20, 2016 - Dentistry Wet Lab & Lecture - 6 Hours ABVMA CE Credits - Kevin S. Stepaniuk, DVM, Diplomate, American Veterinary Dental College, Fellow, Academy of Veterinary Dentistry. Wet lab assistant; Terrie Faber, DVM, BSA, Fellow, Academy of

Continuing Education Opportunities

Veterinary Dentistry. Sponsored by CAVM & Royal Canin. Location; The Ramada Plaza Calgary Airport & Conference Centre, 3515 26 St NE Calgary from 8:30 am to 4:30 pm. Registration at 8:00 am. For more info and to register visit: www.cavm.ab.ca/ce_calendar.html or email: info@cavm.ab.ca

MARCH 2016

March 2, 2016 – Medical Record Keeping – 1.5 ABVMA CE Credits – Danny Joffe, DVM, Diplomate American Board of Veterinary Practitioners (Canine/Feline Specialty). Sponsored by CAVM & WDDC. Location Theatre One @ CAVM, 3330 Hospital Dr. NW Calgary AB. For more info and to register visit: www.cavm.ab.ca/ce_calendar.html or email: info@cavm.ab.ca

March 8 to 11, 2016 – Western Canadian Dairy Seminar – 18 ABVMA CE Credits – 34th Annual Conference with the latest info on dairy production and technology advances. Timely and relevant issues are the focus of the presentations. Location is the Sheraton Red Deer, 3310 50th Ave Red Deer AB. For more info and to register visit: www.wcds.ca or contact the Conference Coordinator; Kate Davies at wcds@ualberta.ca

March 28 through to April 1, 2016 – Leisure & Learning Radiology CE – 23.5 ABVMA CE Credits – Marc-Andre d'Anjou DVM dipl. DACVR, Tim Spotswood dipl. BVSc, MMedVet (DiagIm) Diplomate ECVDI. Focus on the modalities of Ultrasound & Radiography in small animals. Location is in Banff, AB. Sponsored by SCIL Animal Care Company. For more info and to register, visit: <http://www.scilvet.ca/scil-vet-academy/seminar-schedule/event/143/>

APRIL 2016

April 1 – 3, 2016 – Veterinary Forensics Workshop – 17 Hours ABVMA CE Credits – The study of Veterinary Forensics is relatively new. The ABVMA's Animal Welfare Committee has developed a weekend workshop for veterinarians, veterinary technologists and law enforcement professionals to develop knowledge in the investigation and prosecution of animal cruelty cases. The workshop will include information on all species and will focus on site investigation, sample collection and pathology with case studies. The lead speaker is Dr. Melinda Merck, author of the textbook *Veterinary Forensics: Animal Cruelty Inves-*

tigations, and consultant for many animal cruelty cases in North America. Location in Calgary TBA. Registration opening soon.

April 17, 2016 – Cardiology – 6 Hours ABVMA CE Credits – Etienne Cote, DVM, DACVIM (Cardiology, Small Animal Internal Medicine), Associate Professor, 3M National Teaching Fellow, Department of Companion Animals, Atlantic Veterinary College University of PEI. Sponsored by CAVM & Idexx & Purina. Location TBA. For more info and to register visit:

www.cavm.ab.ca/ce_calendar.html or email: info@cavm.ab.ca

MAY 2016

May 1, 2016 – Cat Healthy – 6 Hours ABVMA CE Credits – Liz Ruelle DVM, DABVP (Feline Practice), Liz O'Brien DVM Diplomate, American Board of Veterinary Practitioners Certified in Feline Practice. Am Session: Cat Healthy for all Life Stages (Kitten, Adult Senior – 1 hr each), Pm session: Renal, Arthritis, Pain Assessment & Treatment – 3 hrs for total of 6 hrs. For more info and/or to register, visit: http://www.cavm.ab.ca/ce_calendar.html or contact info@cavm.ab.ca

May 11, 2016 – Anesthesia – 1.5 Hours ABVMA CE Credits – Matt Read, DVM, MVSc, DACVAA, Associate Professor, Faculty of Veterinary Medicine, University of Calgary. Sponsored by CAVM & WVSC. Location TBA. For more info and to register visit: www.cavm.ab.ca/ce_calendar.html or email: info@cavm.ab.ca

May 11 & 12, 2016 – Technical Large Animal Emergency Rescue – 12 Hours ABVMA CE Credits – R. Gimenez, PhD. Alberta Farm and Animal Care (AFAC) is sponsoring a two-day Technical Large Animal Emergency Rescue Awareness course at Pomeroy Inn & Suites, 11633 100 St Grande Prairie, AB. Instructed by Dr. Rebecca Gimenez, the author of *Technical Large Animal Emergency Rescue*. Register at: <https://www.eventbrite.com/e/technical-large-animal-emergency-rescue-awareness-level-course-2-days-tickets-17937931837>

JUNE 2016

June 5, 2016 – Behaviour – 6 Hours ABVMA CE Credits – Debra Horwitz, DVM, DACVB, Veterinary Behaviour Consultations, St. Louis, Missouri. Sponsored by CAVM & Vetoquinol. Location TBA. For more info and to register visit: www.cavm.ab.ca/ce_calendar.html or email: info@cavm.ab.ca

SEPTEMBER 2016

September 14, 2016 – Ophthalmology – 1.5 Hours ABVMA CE Credits – Brian Skorobohach, DVM, Diplomate American College of Veterinary Ophthalmologists, C.A.R.E. Centre; Kelli Combs Ramey, DVM, Diplomate, American College of Veterinary Ophthalmologists WVSC. Sponsored by CAVM & WVSC/CARE. Location TBA.

For more info and to register visit: www.cavm.ab.ca/ce_calendar.html or email: info@cavm.ab.ca

NOVEMBER 2016

November 9, 2016 – Radiology – 1.5 Hours ABVMA CE Credits – Tim Spotswood, BVSc, MMedVet (Diag Im), Diplomate of the European College of Veterinary Diagnostic Imaging, C.A.R.E. Centre. Sponsored by CAVM & CARE. Location TBA. For more info and to register visit: www.cavm.ab.ca/ce_calendar.html

or email: info@cavm.ab.ca

DECEMBER 2016

December 11, 2016 – Dermatology – 6 Hours ABVMA CE Credits – Anthony Yu, BSc. DVM, MS, ACVD. University of Guelph Veterinary Dermatology, Guelph Veterinary Specialty Hospital. Sponsored by CAVM, Mars PetCare and Merck Animal Health. Location TBA. For more info and to register visit: www.cavm.ab.ca/ce_calendar.html or email: info@cavm.ab.ca

Veterinarian Required

Border Veterinary Clinic is seeking a full-time veterinarian to join our busy mixed animal practice located in Provost, AB. Practice is well equipped with indoor LA facility, equine stock, in-house lab, digital & dental x-ray, ultrasound and more. We offer a competitive salary, rotating on-call schedule, dues paid, CE allowance, health/medical benefits, staff discount and company sponsored childcare in on-site private daycare. New grads welcome, as well as the option for a vet couple to apply. Please submit resume by email: jobvc@telus.net or Fax: (780) 753-6191 or mail: Box 810, Provost, AB T0B 3S0. Attention: Joanne Friedrich, RAHT/Manager or Ian Goodbrand, DVM/Owner

Small animal medicine and surgery at Animal Medical Centre North Inc. in Grande Prairie, Alberta are our practice, our profession and our passion. We require a full and/or part time veterinarian to join us. The applicant must be eligible to be fully licensed in Alberta. Grande Prairie is the 5th largest city in Alberta and is a major cultural and regional retail and service centre. The city offers a large variety of sports, theatre and music events with many opportunities to become involved. Our vibrant team of 10 can provide excellent mentoring for a new associate. Our hospital is equipped with digital radiography, digital dental radiography, video endoscopy, 2 laser surgery units, new state-of-the-art monitors, full orthopedic set and a full Abaxis laboratory. We have an excellent reputation for providing compassionate care for our clients and their pets. We offer a very competitive salary, moving allowance, generous CE allowance, veterinary dues, and insurance plan. Contact Dr. Norman George, Animal Medical Centre North Inc. 107A, 10814 - 100 Street, Grande Prairie, Alberta T8V 2M8 Ph. (780) 539-0636 Fax: (780) 814-7345 Email: amcn@telus.net

Are you tired of the rat race and want a better work/life balance? Then look no further. The Jasper Vet Clinic is looking for an extended locum/associate (that has the potential to become more permanent), starting March 2016 until at least the end of October. Come and live in the mountains at a busy clinic with laser surgery, blood analyzer, digital x-ray, dental x-ray, 3 AAAHTs and more. The position comes complete with paid accommodation, a friendly small town, great clients, unlimited recreational opportunities and enough time off to enjoy it all.

Contact Janet Jones DVM at (780) 852-5551 or jaspervetclinic@telus.net to find out more about the job that could change your life!

***The Opportunity You've Been Waiting For!

WARNING: This is not your typical vet job it's so much more! Go here and find out why: www.WeNeedGreatVets.com Vets to Go is a fast growing mobile veterinary service that offers quality of life... not just for the animals we serve, but for our talented team as well. Our vets enjoy a more flexible work schedule, a great overall compensation package, independence and a focus on delivering world class care. We do an annual 'working retreat' with the entire team and offer paid volunteer days to give back to the local animal community! If life/work balance and a great support team is important to you and your passion for pets is contagious, this is your chance to do the work you love with a practice that measures success by client satisfaction, not by numbers and metrics. We have immediate openings in Calgary and Edmonton for full time and part time mobile vets. Not sure if mobile medicine is right for you? Watch a day in the life of a mobile vet at www.WeNeedGreatVets.com

Inquire at private@vetstogo.com or call (403) 800-9175. All inquiries are confidential.

We have an exciting opportunity for an experienced veterinarian that wants to practice excellent small animal medicine in a friendly, vibrant and growing community just outside of Edmonton, Alberta. The Morinville Veterinary Clinic is a beautifully appointed facility with associated boarding and grooming facilities and wonderful support staff. We see a broad range of cases including routine preventative care for rural and urban pets, complicated ongoing medical cases, dentistry, routine and advanced surgical cases, and day time emergencies of all types. This is an exciting practice to work at with tremendous potential for the right veterinarian to advance their skills and take their career to the next level. Our full time positions are 40 hours a week with rotating evenings and Saturdays. There are no on-call requirements. We offer all our veterinarians a generous CE package, Dues, Uniforms, a comprehensive benefits package and competitive salaries. If you are interested in joining our medical team, we would love to talk to you. Please contact denise@morinvillevet.com Website: www.morinvillevet.com

Nagel & Co. Veterinary Services in Crossfield, AB is currently looking to hire a full time large animal veterinarian immediately with a minimum two years' experience. We are seeking an outgoing, reliable, enthusiastic, self-motivated individual. We are a mixed animal practice with a specialty Herd Health division for cattle, called CCHMS (Cow Calf Health and Management Solutions). We are open Monday to Friday with on call rotations. We offer a truck with Bowie, friendly working environment, competitive salary and benefits, CE allowance and association dues. If you are interested please send your resume to Sherry Custead, Email: sherry.nagelvet@gmail.com Fax: (403) 946-5529, or Mail: P.O Box 298 Crossfield, AB T0M 0S0

Live and Practice on Beautiful Vancouver Island *SIGNING BONUS AND RELOCATION ALLOWANCE FOR THE RIGHT CANDIDATE* Vancouver Island! Van Isle Veterinary Hospital, one of Vancouver Island's premier hospitals, has an opening for an experienced veterinarian. This is a large multi-vet practice offering a wide variety of services in support of the nearby communities. Located in the sunny Comox valley, Van Isle is within view of outstanding ski facilities yet only minutes away from sprawling sandy beaches, world class golf, and endless recreational opportunities. A top notch staff and management team are here to welcome you and help make the Comox Valley and Van Isle Veterinary Hospital your new home. Make a move to a new and exciting location, one you will never want to leave. Email: info@vanislevet.com Website: www.vanislevet.com

The Strathmore Veterinary Clinic is looking for a mixed animal Practitioner to join our team of 4 Veterinarians and 6 AHT's plus support staff. Our patient load consists of 80% small animal and 20% large, mostly cow-calf and equine. Strathmore is located 50 KM east of Calgary which offers small community living in close proximity to the city. If you are looking for a job that provides ideal work/life balance in a positive atmosphere please send us your resume. Please email your resume. Email: info@strathmorevet.com

Equine Veterinarian required for full service practice - 20 minutes east of Edmonton, AB. We are looking for an enthusiastic full-time veterinarian that enjoys interacting with horse and horse owners of all disciplines. The successful candidate will be comfortable with general lameness exams, power-floats, reproduction ultrasounds, and medical emergencies. We strongly encourage growth in

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your specific area of interest. We offer a competitive contract with rotating on-call, moving bonus, CE allowance, mileage re-imbusement, and staff discounts. Please check out our website - www.delaneyvetservices.com for our list of services, equipment and great staff available to you.

To apply please forward your resume and references to Dr. Lana Delaney at delaney@delaneyvetservices.com

The Wood Buffalo Small Animal Hospital located in Fort McMurray, Alberta is currently seeking a DVM to join our very busy hospital. We currently employ six DVM, seven AHT and 15 Support staff. We have all the most modern equipment, newly renovated 6000 sq. Clinic. We offer very competitive wages, CE, all dues and extra vacation. Please contact Shane if you would like to discuss your future with us. Email: dogs.wbsah@hotmail.ca Website: www.wbsah@hotmail.com

Airdrie Animal Clinic has an opening for one full-time or two part-time DVMs. We offer a modern facility, a dynamic staff with excellent ratio and terrific clients. We are an independent, stable practice that cares equally for the well-being of pets, clients and our awesome staff. To ensure a good balanced lifestyle, it is important to us that we are a great fit and are open to discussing the suitability of anyone from a new grad to a seasoned professional. If this resonates with you, please email me in confidence at: terrieann@springbankpethospital.ca.

ARE YOU FANATIC ABOUT FELINES? The KILLARNEY CAT CLINIC is seeking a full-time, experienced veterinarian to join our cozy 2 vet practice located in central Calgary. If you can bring your love of everything cat, your outstanding client communication skills and a sincere desire to make a visit to the clinic easier for our feline friends then we need to talk. We can offer you a great compensation package, including competitive salary, medical/dental benefits, above average CE package, memberships, bonuses and more! Above all, we think that being surrounded by cats all day makes us the best place to practice! If this sound PURR-FECT for you, please forward your resume by email.

dgallant@vetstrategy.com Website: www.killarneycat.com

WE ARE EXPANDING. VetEmerg North Edmonton is ADDING SPECIALTY SERVICES and expanding into an 8000 sq. well-equipped stat

of the art facility. We are adding CT, underwater treadmill, three surgical suites, chemotherapy room, and much more. VetEmerg is a high paced emergency hospital, since opened we have earned the trust of our veterinary community giving us a steady heavy influx referral load from the greater Edmonton area. We are well known as a referral center for Ultrasound, ultrasound guided procedure and echocardiogram as well as referral orthopedic and major soft tissue surgeries. We are looking for DIRECTOR OF EMERGENCY SERVICES who will oversee the emergency department and work closely with specialists and management. We are also looking for great team members (VETERINARIANS and AHTs) to continue growing together. Experience preferred but we are willing to train the right candidates. Upcoming rotating shift work expected by December 2015. Full/Part time are welcome. Come join our family of veterinarians and technicians and become part of our dynamic team. Excellent compensation package, health and dental benefits, profit sharing and staff discounts at cost. Please call/email Mohamed Latif at

(780) 200-4572 mrkassem@yahoo.com Inquires are strictly confidential

We are looking for a FT Veterinarian for a busy 4 vet mixed animal practice in Fort Macleod, AB. Fort Macleod is located 30 min west of Lethbridge, 1 1/2 hr. south of Calgary and 50 min from Waterton Lake and the Rocky Mountains. We are a busy mixed practice with equal components of bovine, equine, and small animal. We are looking for someone with a particular interest in small animal. The clinic is fully equipped with in house chemistry/CBC, pulse oximetry/ECG/blood pressure monitors, diagnostic and reproductive ultrasound machines, endoscopy, dental and DR digital x-ray. We offer competitive wages, benefits and CE package. On call is shared equally between the 4 vets. Come join an enthusiastic work environment with excellent support staff! Please contact Dr. Bruce Kostelansky at: Fort Macleod Veterinary Clinic Box 1390 Fort Macleod, AB T0L 0Z0 Ph. (403) 553-4887

Fax: (403) 553-2924 Email: ftmacvet@shockware.com

Veterinarian required in Vermilion, Alberta. This is a very well-equipped mixed animal clinic with majority of work done in clinic facilities. I am seeking a veterinarian to do small, large, or mixed. Full time, part time, contract, hourly, call or no call -I will consider all options. Well above average compensation. \$120,000 or better, plus benefits for

the right candidate. Check out our website to see our facility. Email: Tim Goodbrand, DVM tdgdvm@hotmail.com Website: www.vermillionvet.com

The Camrose Veterinary Hospital is looking for a fun, enthusiastic veterinarian to join our team. The perfect candidate will have excellent communication and interpersonal skills and enjoy the challenge and diversity of mixed animal practice. Quality of life, a positive work atmosphere and a great client experience are priorities for us. Please send your resume to Dr. Jamie Whiting at camrosevet@yahoo.ca Only successful candidates will be contacted for an interview.

Riverbend Veterinary Clinic is a full service animal hospital in southwest Edmonton. We are hiring a full time DVM to join our dynamic team. At Riverbend Veterinary Clinic, we treat your pets like the valued family members they are! Helping People Make Pet's Lives Better is our mission! We are looking for a strong DVM who is a team player with exceptional clinical and surgical skills and has broad experience providing excellent customer service and superior patient care. Previous general practice experience is preferable and experience in exotics and avian is an asset. The rotation is Monday to Saturday.

As a member clinic of Associate Veterinary Clinics, we can offer an extensive network of resources and expertise that will allow you to maximize your potential in a high caliber practice environment. We have modern facilities, the latest in diagnostic and laboratory equipment and state-of-the art surgical suites. Look to us for a culture of professional development, a generous continuing education allowance and continuous learning opportunities including an annual AVC Conference, competitive salary, extended health and dental benefits. Interested candidates, please submit a cover letter and resume: Nicole Steinhubl Email: nicrvc@telus.net Fax: (780) 438-8366

Signing bonus available for the right candidate. Ellerslie Pet Hospital is seeking a veterinarian to fill a PT/FT position. We are a client driven facility so good interpersonal skills are a must. Dentistry skills would be an asset as well. We offer a very competitive compensation package including but not limited to group benefits, staff discounts, CE allowance and monthly incentive bonuses. Please forward your resume to doug@ellersliepet.ca

Do you like to go camping? Do you like to fish? Do you like to relax in the outdoors? Fort McMurray, Alberta is nestled in the Northern Boreal Forest, and your future is calling you. The Wood Buffalo Small

Animal Hospital is currently seeking a fully certified DVM to join our very busy clinic. We currently have 5 full time DVM's, 7 full time AHT's and 15 support staff. We offer an above average wage, CE, medical coverage and all dues paid. Equipped with all the modern equipment to get the job done. If you would like to enjoy all that Fort McMurray has to offer while earning a career, please contact Shane and we can discuss your future. Email: dogs.wbsah@hotmail.ca

Varsity Veterinary Clinic is a busy, established clinic in NW Calgary. We are currently seeking a part time Veterinarian to join our team. We are a dedicated team Helping People Make Pets' Lives Better is our mission. The successful DVM candidate will practice team medicine, have strong communication skills and possess excellent surgical and diagnostic skills. They must provide excellent client care and superior customer service to ensure our clients and pet patients receive the highest quality of veterinary care. Our staff join us because they are passionate about what they do! This position is 25 hours per week with shifts Monday 9 - 6, Wednesday 11 - 8 and must be available to work three (3) Saturdays a month. As part of Associate Veterinary Clinics family of practices, we provide competitive wages, medical/dental benefits, a generous continuing education allowance, and learning opportunities at annual AVC conferences. AVC has a commitment to give back to the community through various programs. Come join our culture of professional development, freedom to practice, compassionate care and exceptional client experience. Interested Candidates, please submit a resume: Janet Murray Varsity Veterinary Clinic Email: jmpets@telus.net

Bayer Inc. is looking for a Technical Services Veterinarian who resides in Vancouver or Calgary to support the Western Canada team. He/she will provide high quality and timely internal and external customer service and support for all of the veterinary products. Pharmacovigilance activities are carried out by the position. Please refer to the link below for the full job description and to apply: <http://chk.tbe.taleo.net/chk06/ats/careers/requisition.jsp?org=BAYER&cws=1&rid=714> Website: www.bayer.com

Looking for a change? Delton Veterinary Hospital, an AAHA accredited practice in Edmonton, has been in the community for over four decades and has grown into a busy, progressive clinic. We are currently seeking an experienced, licensed DVM with an interest in preventative medicine, particularly dentistry, and a desire to build strong, lasting clinic relationships with clients. Interest in avian, exotics,

and pocket pets is an asset. We're interested in an exceptional communicator; you are an outstanding typist with a firm grasp of electronic medical record keeping, you are detail-oriented with thorough case workups, you understand the value of pet health services and how to relay that value to clients, and you know how to manage your procedures and workflow with your team. While you have a strong ability to work independently you nevertheless believe in contributing to our clinic development through ongoing learning and ensuring we are engaged in the most current medical practice. Are you the one for us? Please send your resume and cover letter outlining why you'd be a fit for our clinic to careers@deltonvet.com

The Cochrane & Area Humane Society is a low kill animal shelter requiring a part-time (20 hours per week) Shelter Veterinarian to head up its Internal Animal Hospital and become part of our friendly and dynamic team of caring staff and volunteers. The Society's focus is on companion animals, primarily dogs and cats and the Shelter Veterinarian will be responsible for performing all sterilization surgeries and other general, companion animal health care procedures. The Shelter Veterinarian will also have a focus on maximizing animal adoptions and minimizing the euthanasia of adoptable animals. Our Internal Animal Hospital is new and suitably equipped. We offer a competitive salary range, group benefits and group RRSP plan. Our facility is situated in Cochrane, Alberta. If you would like the opportunity to be a part of a caring and compassionate team working for an important cause, please forward your resume with salary expectation to: Cochrane & Area Humane Society

Attention: Executive Director 62 Griffin Industrial Point Cochrane, AB T4C 0A3 Or email resume to: executive.director@cochranehumane.ca For a complete job description please visit our website at www.cochranehumane.ca

Tri-Municipal Veterinary Clinic is seeking a full time mixed animal veterinarian to join our practice. Located in Spruce Grove, AB, we are a growing practice that consists of 80% small animal and 20% large animal ambulatory services with shared on-call responsibilities. We have an experienced support staff, in-house lab, digital x-ray, and digital dental x-ray and are looking for a veterinarian with excellent people skills to join our team. Experience is an asset but not a necessity. Salary/benefits will be competitive and commensurate with experience. If interested, please mail, fax or email resume.

Email: devries_vet@hotmail.com Website: www.trimunicipalvet.com

Don't miss this exciting opportunity to practice exceptional small animal medicine in the beautiful community of Spruce Grove. Best Friend's Animal Hospital is a progressive, well-equipped companion animal practice with a focus on the wellness of pets, clients and our incredible staff. We are looking for a self-motivated part/full-time veterinarian with exceptional skills who can provide superior patient care in a cooperative environment. An interest in exotics would be an asset. Benefits include competitive salary, CE allowance, comprehensive benefits and a great working environment with no on-call, rotating Saturdays, and mentorship for new graduates. Please email your resume. Email: bestf01@telus.net Website: www.bestfriendsah.ca

Busy 4 Vet MA practice Located on Hwy 2 between Calgary and Lethbridge. In house Full Idexx lab, U/S and digital x-ray for both SA/LA. 60% SA, 40% LA split with the majority of cases canine and bovine. Over 30 years of veterinary expertise to draw from for new grads or someone wanting to spread their wings into Rural Community Practice. We offer a generous CE package, Dues, Uniforms, a comprehensive benefits package and competitive salary. We are currently seeking a full time DVM to join our team for a maternity leave starting NOW with the possibility of extended employment for the right candidate. Please email your resume. Email: kwright@claresholmvet.ca Website: www.claresholm.ca

We are looking for a FT Veterinarian for a busy 3 vet MA practice in Pincher Creek AB. We are located 30 minutes from Waterton Lakes National Park and Castle Mountain Ski Resort. We are mainly a LA practice with a start-up SA component. Looking for someone to help build the SA side while enjoying all the fun of a mixed animal environment. Baking skills are not required but a huge plus! Newly renovated clinic equipped with in house chemistry/CBC, ultrasound machine, and digital x-ray. We offer competitive wages, benefits and CE package. Please email your resume. Email countryvetsltd@gmail.com Website: www.countryvets.weebly.com

Fish Creek 24 Hour Pet Hospital is a busy 24 hour practice in south Calgary. We currently have a great multi-doctor team and we are looking for another experienced veterinarian to join us! We offer a competitive salary, great benefits and an enjoyable work environment. Daily hospital rounds and multiple doctors on shift at a time facilitate an environment of ongoing learning. Team work and great interpersonal skills are essential in our busy environment. Are you interested in a full or part time position that allows you to enjoy the excitement of

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emergency medicine mixed with the consistency of general practice? If so please contact Natasha Mutlow, DVM (nmutlow@shaw.ca)

Bellis Veterinary Services is looking for a full time mixed animal practitioner and also a locum veterinarian for calving season 2016. We are located in a small friendly community between Smoky Lake and Vilna in the Lakeland district. 1.5 hours northeast of Edmonton. There will be sharing of on call emergency duties in our practice that has been built on over 20 years of quality service with excellent support staff. Our clinic offers in house lab, small animal dental unit, x-ray, large animal ultrasound, equine power float etc. A true mixed animal practice of 40% beef cattle, 50% small animal and 10% equine. Please send your resume by email to bvstruss@telus.net or by Fax: (780) 636-3388.

At Due South Animal Hospital, we dedicate ourselves to providing highly skilled and expert care to our patients. We are currently seeking a full time DVM to join our team for a maternity leave contract starting late January 2016 and ending January 2017. The successful candidate will be a DVM with a minimum one year experience who will lead their team working well with others, have excellent communication, and demonstrate great interpersonal skill. Strong surgical and diagnostic skills are required to be comfortable and efficient performing surgeries on their own. Superior customer service skills will ensure our clients receive the highest quality of veterinary care. An interest in exotics would be an asset. This full time position (40 hours per week) requires some evening and weekend shifts.

Benefits include competitive salary, generous CE Allowance, health and dental benefits and a great working environment. Interested candidates, please forward your cover letter and resume to:

Glynnis Robella, Practice Administrator manager@duesouthah.com

McPhillips Animal Hospital is seeking a full time veterinarian to join our busy small animal practice. Our hospital is well-equipped with a digital x-ray, digital dental x-ray. Class 4 laser unit, full blood lab along with an experienced hospital team which includes receptionist, support staff, animal health technologists and 4 veterinarians. An experienced veterinarian would be preferred but will consider a new grad. Please send your resume to cherylmcah@gmail.com

LOCUM Small Animal Surgery position: Cedarwood Veterinary Hospital and Animal Emergency Hospital in Red Deer, AB are seeking an experienced small animal surgeon, ideally board certified or board eligible, for short term surgery coverage while our surgeon is on leave for 3 months from November 2015 until February 2016. We are a well-established Veterinary Hospital group that constantly strives for excellence in pet health care, is very well equipped and is part of the UCVM Distributed Teaching Hospital. We have two well-equipped surgical suites, ultrasound, endoscopy, arthroscopy, digital radiography, on-site laboratory, computerized files, therapeutic laser as well as a strong team of RVT's. Red Deer is located in central Alberta, midway between Calgary and Edmonton, with access to the beautiful Rocky Mountains. Contact Dr. Dagmar Schouten at dschouten72@gmail.com Fax: (403) 346-9925 or Ph. (403) 347-2676

Join our team in the beautiful riverside community of Devon, AB. Located just 15 minutes Southwest of Edmonton, the Devonian Veterinary Clinic needs a part-time veterinarian 2-3 days per week. The DVC is a well-equipped companion animal practice that will allow a flexible work schedule. We have excellent support staff and have a great working relationship with our referral facilities. Please forward resumes attention: Sheila Maichen AHT/ Office Manager via fax or email. Check out our website: www.devonianveterinaryclinic.com Email: info@devonianveterinaryclinic.com Fax: (780) 987-5785

St. Paul Veterinary Clinic is seeking an enthusiastic veterinarian to join our mixed animal practice. We are offering flexibility in regular work hours, with shared after hours. Are you an experienced veterinarian, looking to change pace in a beautiful rural setting? Perhaps you are graduating or recently graduated and would like to experience the variety of cases we see in our clinic! We recently moved to a spacious new facility, with LA cases and obstetric work performed in an efficient handling system. St. Paul is a flourishing established community, with excellent recreational opportunities, only 1 ½ hrs. from Edmonton. We enjoy a progressive working environment, with many clients and patients that are seen throughout their lifetime! Check out our website at www.stpaulvetclinic.ca if interested please contact Dr. Craig Hellquist by phone (780) 645-3921 (w) (780) 645-2970 (h) or email spvetclinic@mcsmnet.ca

South Trail Pet Hospital is hiring a Veterinarian to join their dynamic pet health care team. We are a progressive, primary care hospital focused on wellness where medicine and pets come first. We are looking for a strong team leader with exceptional clinical skills who has broad experience providing excellent customer service and superior patient care. This position is 25 - 30 hours per week. Some Saturdays required, every other week, will have a day scheduled for surgeries. We offer our veterinarians cooperative case management, excellent CE benefits, and a comprehensive benefits and salary package. Interested candidates, please email your resume and cover letter to:

Glynnis Robella Practice Administrator manager@duesouthah.com

Full time licensed Veterinarian required for a small animal practice located in Southwest Calgary. Our clinic is a growing practice dedicated to providing quality patient care in a comfortable environment. We are equipped with in house laboratory, dental x-ray and diode laser. The clinic environment is one which challenges your medical & surgical skills while having fun at the same time. Compensation includes an exceptional salary, paid licensing fees, benefits and continuing education. Interested applications can send their CE to 403-252-7818 (fax), or info@aphcalgary.com.

Calgary North Veterinary Hospital & 24 Hour Emergency Service is looking for a Doctor of Veterinary Medicine to lead one of our overnight emergency teams. Calgary North is one of the busiest emergency hospitals in Canada. A five-time winner of the Consumer Choice Award for Veterinarians in Calgary, Calgary North is continually growing. Are you ready to take on the challenge with the support of our 16 other doctors and support staff? Are you fully licensed to practice in Alberta? Are you a team player and proactive leader? Do you want to grow your skills while being part of a large, dynamic team? If yes, we're looking for you! We offer a competitive salary, great in-house training, a large CE allowance and extended medical and dental benefits. Please send your CV and cover letter to leichtj@cnvet.com for consideration. Please note that only applicants selected for interviews will be contacted.

Family Pet Hospital & 24 Hour Pet Emergency Centre has an opening for a full time or part time veterinarian. We are a well-established hospital with excellent support staff and overnight RAHTs 7 days a week. Our hospital is a state of the art fully digitalized, full in house lab, DR digital X-ray and dental X-ray, CT scanner, ultrasound, endoscopy, Co2 Laser, full orthopaedic suite and new dental

equipment. Our goal is to provide the highest quality medicine and surgery with compassion and a strong emphasis on client communication and education. If you are looking for a clinic that will expand your skills and knowledge we are what you are looking for. We offer a very competitive salary and benefit package. Check us out at www.familypethospital.ca and www.chooselethbridge.ca Please forward inquiries to drjacob@familypethospital.ca

Poplar Grove Veterinary Services in Innisfail, Alberta is looking for a 3rd full-time mixed practice veterinarian. We are looking for an individual with interest in bovine medicine and shared small animal coverage. Our clinic serves 60% SA and 40% LA with an expanding Equine and small ruminant cliental. As a member of our team we offer a competitive salary, health benefits, CE allowance, and shared on-call duties. We encourage you to pursue your personal interests in the world of veterinary medicine. We are a well-established, equipped hospital with support staff. Please send resume to: pgvets@telus.net

Veterinarian required for a well-established 4 doctor practice in Kamloops. Our hospital strives to provide the highest quality medicine and surgery to our clients. Our support staff is second to none! Join our team! We offer a medical/dental package, opportunities to develop special areas of interest, and a great working environment. Experienced veterinarians and new graduates welcome. Remuneration is very competitive. An interest in surgery is a bonus but not necessary. Kamloops is nestled along the Thompson Rivers and close to mountains and lakes, perfect for the outdoor enthusiast. Contact Dr. Stephen Lewis at (250) 376-7208 or E-mail: sleww@shaw.ca

Experienced mixed animal practitioner required for busy south Vancouver Island practice. Prospective candidate works half week doing farm calls, primarily dairy cattle, also pleasure horses, beef, sheep, goats, camel lids. Rounding out full time position, remainder of week is in well-appointed small animal hospital complete with CR radiography, ultrasound, support staff of 5 RAHTs, 2 vet assistants, 4 receptionists. Sharing on call duties, night and weekends with 5 other veterinarians expected. Practice within commuting distance to Victoria for spousal employment. Area offers world class prep schools, fantastic land/sea recreational opportunities. Send letter, resume: clarify4me@hotmail.com

Country Veterinary Specialist Hospital is looking for a small animal board-certified internist to join our growing specialty hospital team. Located in Central Okanagan B.C - near to ski hills, lakes,

wineries and award winning golf courses, we are focused on providing exceptional client service and providing patients with the best care possible. We have an excellent facility with dedicated operating rooms, ICU area, 24 hour staffing, CT scanner, ultrasound and digital radiology suite and specialists in surgery and dermatology. We also have a well-equipped in-house IDEXX laboratory. We enjoy positive support from our referring veterinarians and have a great clientele. We offer a competitive salary, group benefits, a CE allowance of \$2000 per year and a great work-life balance. The ideal candidate would be searching for a collaborative, collegiate atmosphere, a practice that values both work and family and would welcome the chance to help build the premier speciality hospital in the BC Interior. Qualified applicants must have completed a formal residency program in internal medicine and either be board certified or eligible to take the certifying examination in Internal Medicine. Please submit your resume and cover letter to Cara Reed: info@lakecountry.ca

Blue Sky Veterinary Services is seeking a mixed animal veterinarian. As a member of our team you will provide exceptional customer service through evidence-based medicine, education, and experience thus providing quality preventive care, diagnoses and treatment services for every animal you see. Your job is about more than the job description, it's about contributing your skills and expertise to your team while developing your veterinary career. We accomplish this by practicing ethical veterinary medicine according to all applicable laws and codes, At Blue Sky Veterinary Services we are looking to hire a passionate Veterinarian with a commitment to provide compassionate, high-quality care to animals, and our clients and community alike. We offer personal development plans designed to help you define and achieve veterinary career goals, practice-paid continuing education opportunities, membership discounts and other Veterinary networking opportunities as well as opportunities to lend your skills to the communities you serve and live in. We are just about ready to open our brand new facility! You could have the opportunity to customize your workspace as you like it! Successful applicant must have ABVMA license or ability to achieve it. Email resume to admin@blueskyveterinaryservices.com

Enthusiastic, fully licensed veterinarian required for multi-vet practice in Lethbridge, AB. This is a full time permanent position. We are AAHA accredited and fully-equipped with CO2 laser, video endoscopy, ultrasound, digital dental x-ray and in-house Idexx lab. Our progressive clinic has excellent

support staff and client base, which allow us to put an emphasis on preventive medicine and client education. Besides a competitive salary, this position includes a health benefit package and CE benefits. Lethbridge has many recreational opportunities with the Rocky Mountains to the west, Cypress Hills to the east, Calgary to the north and Montana to the south, all within a few hour's drive. For additional information, visit our website: www.northsidevet.ca Please send resumes to Northside Veterinary Clinic, 210F - 12 A Street N, Lethbridge, AB T1H 2J1 or email resume to northsidevet@shaw.ca Ph. (403) 327-3352

The Clearwater Veterinary Centre in Rocky Mountain House is currently accepting applications for a full-time veterinarian. The caseload consists of small animal medicine and surgery (including orthopedics), cow-calf, dairy, equine and exotics. We are equipped with a complete in-house lab, digital radiology, ultrasounds, large animal handling facilities and updated small animal and equine dentistry units. Our five veterinarian practice allows for strong mentorship, flexible scheduling, and the opportunity for specialization. Interested applicants may forward a resume or questions to drmeyers@hotmail.com

Locum Available

SMALL ANIMAL LOCUM VETERINARIAN AVAILABLE in and around Lethbridge area. Five years experience, available on short notice. Please contact drqkvet@yahoo.ca

RVT Required

Border Veterinary Clinic is seeking a full-time RAHT for a six veterinarian mixed animal practice in Provost, Alberta. Practice is mainly cow/calf and feedlot with a busy small animal component and a growing equine component. Equipped with indoor LA facility, equine stock, ultrasound, powerfloat, in-house cbc/chemistry analyzer, digital & dental x-ray and more. Duties would be either small or large animal related or a rotation between the two dependent upon applicant, with a huge emphasis on exemplary customer service and patient care. We offer an excellent wage, dues paid, CE allowance, health/medical benefits, staff discount, company sponsored childcare and a friendly supportive working environment with no evening or weekend work involved. If you are a reliable, ambitious and responsible individual possessing great interpersonal and communication skills, give us a try! Please

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submit resume by email: jobvc@telus.net or Fax: (780) 753-6191 or mail: Box 810, Provost, AB T0B 3S0. Attention: Joanne Friedrich, RAHT/Manager

RVT/AHT required for approx. 4 shifts/week for companion animal practice in beautiful Sylvan Lake. We are looking for a critical thinker that can work well independently as well as in a group, with ability to multitask and that believes and practices the highest standards in patient and client care.

We offer a great work environment, uniforms, benefits, discounts, and more to the right candidate. Please forward your cover letter and resume to pathwaysanimalclinic@yahoo.ca Fax: (403) 887-5904.

Delaney Veterinary Services is looking for a Full time Technologist.

We are a busy, strictly equine veterinary clinic near Sherwood Park, Alberta. We are looking for the right person to join our team of three full time techs and four veterinarians. The successful candidate must be eligible for active membership in Alberta, have a minimum of one year horse experience, and have general anesthesia experience (small animal or equine is acceptable). We offer competitive salary, health benefits, continuing education bursary, condensed work weeks (if desirable) and clothing allowance. If you enjoy working with horses and horse owners and learning new skills daily this is the place for you. Please forward resume and references to Kim at management@delaneyvetservices.com Website: www.delaneyvetservices.com

The Bonnyville Veterinary Clinic, located in northern Alberta, is a progressive mixed animal practice, looking for a RAHT to fill a maternity leave starting January/February 2016; an opportunity for permanent employment is available. Accommodation provided for first 3 months, competitive wage and great benefits. Applicant must be outgoing, self-motivated and be looking for long term employment in a great community! A great opportunity to gain or expand, your current knowledge and work alongside 5 DVM's, 3 AHT's and 4 long term support staff! Submit resume with covering letter to: animalhealthproviders@gmail.com To learn more about us, visit us on-line at: www.bonnyvillevetclinic.com

If you are a RVT who loves working at a level of excellence that benefits people and their pets. You enjoy the challenge of working with many

different species of companion animals, seeking to improve your skills in a friendly environment that values teamwork. Your lifestyle dictates that you find employment that does not tie you down to a routine 8-5 workweek. We are a growing companion animal practice in Sherwood Park Alberta that is looking for another enthusiastic RVT who can complement our team of 8 veterinarians, 15 RVTs, 3 groomers, a hospital administrator and 4 client representatives. In our client centred practice we work with our valued employees to find schedules that are best suited to them while achieving our goal of being available to the public from early morning to late at night. Check out our website parkveterinarycentre.com - if you are interested in a busy, active and enjoyable position in our modern and well-equipped veterinary centre please contact Tony Wilson by e-mail at vetmed11@telus.net or by phone at (780) 417-1119. We have two positions opening in early 2016; one with a client care focus and one with a patient care focus. Salary commensurate with experience; CE, healthcare, and other allowances available.

Airdrie Animal Clinic is looking for a full-time RAHT to cover a maternity leave. Airdrie offers an easy drive from North Calgary, opposite of the daily commuters. We encourage full/part-time applicants to test out the drive, have a clinic tour and meet our awesome team. It is as important to us to find a good fit as it is to you. We offer all of the usual perks such as uniform and CE allowance, health and dental benefits and paid dues. If you are not being utilized to your full professional potential, please send me an email. Email: terrieann@springbankpethospital.ca

*****\$1,500 Signing Bonus!!****

Do you love Cats? Killarney Cat Hospital located in central Calgary is seeking a full time RAHT who is looking to specialize in feline care. We are looking for a positive team player who will demonstrate competency in handling all aspects of patient care including surgical, dental and medical. A new grad passionate about felines will be considered equally. The ideal candidate will know the importance of developing a strong bond with our clients and community. They will be comfortable going above and beyond to do so. We offer a competitive salary, health benefits, uniform allowance, paid dues, above average staff discount, vacation, a generous CE package, no overnight shifts and a great group of people and felines to work with! If this sounds like a fit for you, please send your resume in confidence by email to clinic manager Julie Osiowy. Email: julie@killarneycat.com

MacTaggart Veterinary Clinic is seeking a locum AHT to cover for holidays, etc. In addition, we are seeking a P/T AHT for Thursdays 8:30 to 5:30. Additional hours can be offered if the candidate prefers. We are a small animal practice on the Southwest side of Edmonton, offer high quality veterinary care to our clients and patients, and a fun team environment. Please send resumes to: mactaggartvet@outlook.com

A rare opportunity in the spectacular Penticon, BC! An amazing 2.5 Doctor small animal hospital with fun staff and lots of bonuses and perks. Full time, must be able to work Saturdays For more information/ send resumes: LVH@shaw.ca, Fax (250) 492- 6233, www.lindseyvet.com

Alberta Veterinary Center is a rapidly growing mixed animal clinic that would love to have you work with us! We are a busy 3 veterinarian mixed animal practice in Red Deer. We are approx. 70% general equine but also are very busy in small animal, bovine work, and equine surgical cases. Currently we have 3 techs and 3 vets. You will be required to work 40 hours per week, as well as every 3rd Saturday. We are looking for an enthusiastic, motivated and hardworking person who is dedicated to animals. We offer a benefits package, uniform allowance, CE allowance, and a very fun work environment. We utilize our techs to the fullest and you will be a valuable part of our health care team.

If interested please fax your resume to Kim Thomas or Dr. Rick Katchuk at (403) 347-1029 or email us at abvet@telus.net If you have any questions about us please call Kim at (403) 347-1711

Do you love the outdoors? Do you like fishing? Do you like camping under the stars? Then a career in Fort McMurray is calling you. Fort McMurray is located in the Northern Boreal Forest. The Wood Buffalo Small Animal Hospital is currently seeking a full time AHT to join our very busy clinic. We currently employ 5 DVM's, 7 AHT's and 15 support staff. We offer above average wages, CE and all dues paid. Offering all the modern equipment to get the job done. If you would like to play in the outdoors while earning a career, then Fort McMurray may be in your future. If you would like to discuss your future, please contact Shane at dogs.wbsah@hotmail.ca

This is your opportunity to join the first hybrid veterinary hospital Capital City Animal Hospital in Edmonton. Successful applicants will enjoy a collaborative and dynamic environment in a progressive primary care and emergency animal health hospital. We are hiring an Animal Health

Technologist with superior client service focus, excellent communication and interpersonal skills. This full time position will utilize your current skills and allow you to develop and acquire new advanced skills. We are recruiting a new team member who is adaptable, compassionate, confident and enthusiastic. Our staff join us because they are passionate about what they do! Qualified applicants must be available rotating days, evenings, and overnights. The successful candidate will be an AHT/RVT and be registered with, or eligible to register with, the AAAHT. As part of Associate Veterinary Clinics family of practices, we offer excellent continuing education opportunities, including seminars, access to exclusive online CE opportunities and annual regional AVC conferences. Our staff also receives competitive wages, health & dental benefits, uniform allowances and discounted veterinary services and pet food. Interested applicants, please send your resume and cover letters to:

chansen@capitalcityvet.com

Calgary North Veterinary Hospital & Emergency Service is looking for fulltime Registered Animal Health Technicians to join our hospital. We are a 24 Hour Companion Animal Primary Care, Walk-In and Emergency facility. Come and utilize your skills and grow in your profession! We develop and recognize high performing "A" player team members including technical, leadership and career development. Our team based approach to medicine provides the expertise and support to enable our clinical teams to flourish. New Grads are encouraged to apply! The position averages 37.5 hours on a compressed work week including some weekends. The successful candidate will be an AHT/RVT and be registered with, or eligible to register with, the AAAHT. If you have a positive attitude, excellent client service, interpersonal and communication skills and a compassionate, courteous nature, we invite you to join our dedicated team. Our staff join us because they are passionate about what they do! As part of Associate Veterinary Clinics, we offer excellent CE opportunities, seminars, and annual regional AVC conferences. Our staff receives competitive wages, health & dental benefits, uniform allowances and discounted veterinary services. Interested candidates, please send your CV to:

Email: careers@cnvet.com Fax: (403) 277-0136

Looking for a change? Delton Veterinary Hospital in Edmonton has been in the community for over four decades. We are currently seeking an experienced registered veterinary technician to work in the treatment department with technical appointments and anesthetic procedures while balancing important

client communications such as recommended services, triage, and treatment plan discussion. Exceptional communication skills, a commitment to ongoing learning, and a desire to develop practices are required. Your knowledge and interest in cytology will be an asset. We know the value of each team member and offer flexible scheduling, above average wages, health benefits, training, beyond standard CE, the latest technology, weekly lunches, and staff off-hours activities. We promote a healthy lifestyle and believe family comes first. Are you the one for us? Send your resume and the reason you would be a fit to careers@deltonvet.com

Do you want to be involved in all aspects of the veterinary clinic as a valued member of the team? Best Friend's Animal Hospital in Spruce Grove is looking for a dedicated AHT to join our small team of fully licensed staff. We are a well-equipped small animal and exotics practice and our patient's well-being is our top priority. We offer competitive wages with a generous benefit package, including health & dental coverage, ABVMA dues, Continuing Education, and staff discounts. We love our jobs and want you to love yours! Apply via email bestf01@telus.net today!

Assiniboia Vet Clinic is looking for FT RVT/AHT to join the team. Must be reliable, enthusiastic, work efficiently with common sense. We are busy 4 DVM, 2 RVT at 70% LA, 30% SA. We have in-house Abaxis blood machines, digital x-ray, ultrasound, and dental equipment for large and small animals. Offering competitive wages, paid association fees, CE along with health & dental benefits. Please email resume to avclinic@sasktel.net, c/o Melanie Whereatt, office manager.

Summerside Vet Hospital is Growing! We are looking for Full and Part Time Registered Animal Health Technician (RAHT). Candidates must be willing to work some weekends. We pay competitive wages for experienced candidates. We provide staff discount, scrubs, bonuses and more. E-mail: m.summersidevet@gmail.com

Coach Hill Veterinary Hospital is an established dynamic clinic in NW Calgary with a dynamic team who is client centered, compassionate and communicative while providing excellent medical care. We are looking for a full time AHT to join our team. Our ideal candidate must have a positive attitude, excellent client service, interpersonal and communication skills. Applicants must be AHTs or RVTs registered with, or eligible to register with the AAAHT. Experience with Avimark is an asset. If you believe in our mission statement in Helping

People Make Pets' Lives Better, we would like to hear from you! As part of the Associate Veterinary Clinics family of practices, we offer a competitive salary, a benefits package, uniform allowance, CE allowance, discounted veterinary services and a great working environment to grow and develop your skills. Interested candidates, please submit a resume and cover letter to: Stefanie Blackburn blackburns@associatevets.com

McKnight 24 Hour Veterinary Hospital in Calgary, AB is seeking motivated RVTs. With access to cutting-edge equipment you can utilize your skills at the highest level as well as develop new skills. Our successful applicants will be highly motivated, enthusiastic, possess excellent communication skills, and have a commitment to client education. Emergency experience preferred, but not required. We offer excellent health and dental benefits, paid RVT dues, uniform allowance, CE allowance and a compressed schedule which allows for ample time off. Only full-time will be considered. Email your CV to careers@mcknightvethospital.ca Check out our website: www.mcknightvethospital.ca

Landing Animal Clinic in south west Calgary is looking for a positive, experienced RVT to work Saturday mornings. Knowledge of Avimark software is an asset. If you are interested or would like to learn more about this position, please contact Danielle at landingac.supervisor@gmail.com

We are currently looking for a dynamic and experienced RVT to join our team in the position of team lead. What would we like? We would like someone to bring their passion and knowledge to improve our team while enjoying the benefits of a regular schedule, life, and opportunity to pursue their passions. Please be a team player who enjoys different challenges each day and thrives on diversity. If you would like to begin a discussion on your new career path and how we might be part of it, please email your resume to darrell@mardaloopvet.ca

South Trail Pet Hospital is looking for a full time Animal Health Technologist to join our dynamic clinic. We are committed to providing progressive and attentive veterinary medical care through exceptional client service for our clients and pet patients. If you have a positive attitude, excellent customer service, interpersonal and communication skills and a compassionate, courteous nature, we invite you to join our team of dedicated technicians. The position averages 28 - 30 hours a week including some weekends. The successful candidate will be an AHT/RVT and be registered with, or eligible to register with the AAAHT. Avimark experience is an

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asset. As part of Associate Veterinary Clinics family of practices, we offer competitive wages, generous CE allowance, group benefits, and the opportunity to utilize your skills and training. Interested candidates, please send your resume to: Glynnis Robella

Practice Administrator Email: glynnis@ducsouthah.com

Full-Time Animal Health Technologist Position Required Moore Equine Veterinary Center Ltd. is looking for an experienced full-time Animal Health Technologist. Our veterinary staff includes Board Certified Surgeons, Theriogenologists, and Internal Medicine Specialists. We strive to utilize our technologists to the full extent of their abilities and, as such, we provide both a stimulating and rewarding work environment. The ideal candidate for this position will be self-motivated, hard-working and conscientious with extensive horse experience. The duties associated with this position include, but are not limited to, patient care, general veterinary assistance, surgical assistance, equine anesthesia, radiology, record keeping, invoicing and lab work. The opportunity to pursue advanced training in areas of interest is also encouraged. Benefits extended to full time employees include medical and dental coverage, paid continuing education, uniform/clothing allowance and paid Provincial Association dues. Salary will be commensurate with experience. Please email resumes to karmin.george@mooreequine.ca. Resumes can also be faxed to (403) 226-1381, also to the attention of Karmin George. If you have further questions, please contact the clinic at (403) 226-2585.

Greenbank Veterinary Services is looking for a F/T or P/T RAHT to join team. We are a busy well established 2 Vet small animal practice (cats and dogs only) serving the community for over 20 years. The right applicant must be reliable, hard-working and a team player who wants to utilize their skills and learn about reproduction. The occasional Saturday and Evening will be required per month. Flexible hours during the week. We provide competitive wages, CE, Uniform allowance, Benefits, staff discounts and a great working environment. Please email or fax resume to (780) 466-5688 or greenbankvet@hotmail.com Attn: Michelle

The Wood Buffalo Small Animal Hospital located in Fort McMurray, Alberta is currently seeking a AHT to join our very busy hospital. We currently employ six DVM, seven AHT and 15 Support staff. We have all the most modern equipment, newly renovated 6000 sq. ft. clinic. We offer very

competitive wages, CE, all dues. Please contact Shane if you would like to discuss your future with us.

Email: dogs.wbsah@hotmail.ca

Fax Number: 780-715-9317

The Jasper Vet Clinic is looking for an enthusiastic team player to fill a 1 year maternity leave starting March 2016. Come and enjoy the mountains in a supportive working environment with 2 other AHTs, digital x-ray, blood analyzer, dental x-rays and cart, laser surgery and more. A friendly, sophisticated, small town and great clients are included. A possibility for ongoing employment does exist and new grads will be considered. Contact Dr. Janet Jones at jaspervetclinic@telus.net or 780-852-5551 and find out more about the best job you could ever have!

INSTRUCTOR POSITION - VOA -DOWNTOWN VANCOUVER

Do you love working in the veterinary field? Are you looking to transition from the clinic environment in to a long-term career in education? Our college in downtown Vancouver has been educating Veterinary Assistants for twenty-two years and is currently looking for an Instructor to join its team. The ideal candidate will be dynamic, flexible and have a high level of enthusiasm for the field of Veterinary medicine. We offer: Salaried position with competitive wages, a small team to work with, busy and dynamic environment to stay challenged and engaged, and a dedicated student body. This is an ideal role for anyone who has worked in the Veterinary field and who wants to inspire a new generation of Veterinary Assistants entering the industry. Requirements: Five years' experience in the veterinary field plus credentials, excellent communication and teaching skills, above-average technical skills.

Please email a resume and cover letter to admin@granvillecollege.ca or fax to (604) 682-7115. Only qualified candidates will be contacted.

We are currently looking for a permanent RVT to fulfill a full time position at Creston Veterinary Hospital. We are a busy, progressive clinic located in the beautiful, agriculturally-based Ceston Valley. Creston Veterinary Hospital is an enthusiastic, team-orientated group. We are passionate about our community and providing the highest quality care to our clients and patients. This clinic is mixed, serving both large and small animal clients, providing plenty of opportunity for both learning and practice of valuable technical skills. We provide 24 hour emergency call service beyond our regular business

hours, so on-call time is rotated between technicians. Interested applicants please apply by contacting Carrie Woodall at cvh@crestonvet.com

We are currently looking for a dynamic RVT to join our team. Respecting a great work/life balance, the Marda Loop Veterinary Centre is open to discussing both a part time regular or full time regular schedule. Tell us what you would like and let us win you over by making it happen. What would we like? We would like someone to bring their passion and knowledge to improve our team while enjoying the benefits of a regular schedule, life, and opportunity to pursue their passions. Please be a team player who enjoys different challenges each day and thrives on diversity. If you would like to begin a discussion on your new career path and how we might be part of it, please email your resume to darrell@mardaloopvet.ca

Full time AHT/RVT required for busy, three Doctor, AAHA certified, small animal practice on beautiful Kootenay Lake in Nelson BC. Ultrasound, Vetscan, Dental x-ray, Digital x-ray. Use your training fully. Medical / Dental benefits plan. Great skiing, hiking, water sports, music, theatre - it's all here. Email resume in PDF format to jody@selkirkvet.com or Fax: (250) 352-7407

Island Veterinary Hospital in Vancouver is seeking the perfect fit for a full-time Registered Technician. As a technician at Island you are given the chance to fully utilize your skills in anesthesia, patient care and client education. If you are an outgoing and enthusiastic individual who loves working as a team and independently then we are the hospital for you. We offer high standards of care, health benefits, competitive wage, paid uniforms, flexible schedule and a rewarding career. We will also be offering a moving/signing bonus to help with the transition. Please send your cover letter and resume to kristen@islandvethospital.com - We look forward to hearing from you!

Capilano Animal Clinic located in S.E. Edmonton is seeking a F/T and/or P/T Animal Health Technologist to join our team. We are a well-established small animal clinic that has been in operation since 1982. Applicant must be an enthusiastic team player, well organized, motivated and compassionate. We offer competitive wages commensurate with experience and benefits which include health/dental, CE allowance, uniform allowance, paid dues, staff discounts, with shift differential and yearend bonuses. If you are interested please fax or email resume ATTN: Tina

Shewchuk Fax: (780) 469-0083 Email: tshewchuk.ottewell@shawbiz.ca Website: www.infovet.ca/capilanoanimalclinic

Our busy mixed animal clinic is looking for a part to full time AHT/RVT who is energetic, motivated, personable and compassionate to join our team. Located just one hour east of Saskatoon. 50:50 split between cow/calf and small animal. Full benefits available. Please email your resume. Email: watrousanimalhospital@live.com

Full time AHT required for a busy MA practice. We are looking for an enthusiastic individual who believes in providing high quality customer service and animal care. We are a fun loving team working in a well-equipped clinic. We offer competitive wages, paid dues, CE, and lots of variety in a casual environment. Good People skills an asset. Drayton Valley is 130 km SW of Edmonton. Great community with all amenities and excellent recreational opportunities. Contact Dr. Wayne Thiessen or Dr. Sharon Oakey Ph. (780) 542-2144 Fax: (780) 542-6772 Email: rocvet@telusplanet.net

AHT Student Required

Full-Time Animal Health Technologist Position Required Moore Equine Veterinary Center Ltd. is looking for an experienced full-time Animal Health Technologist. Our veterinary staff includes Board Certified Surgeons, Theriogenologists, and Internal Medicine Specialists. We strive to utilize our technologists to the full extent of their abilities and, as such, we provide both a stimulating and rewarding work environment. The ideal candidate for this position will be self-motivated, hard-working and conscientious with extensive horse experience. The duties associated with this position include, but are not limited to, patient care, general veterinary assistance, surgical assistance, equine anesthesia, radiology, record keeping, invoicing and lab work. The opportunity to pursue advanced training in areas of interest is also encouraged. Benefits extended to full time employees include medical and dental coverage, paid continuing education, uniform/clothing allowance and paid Provincial Association dues. Salary will be commensurate with experience. Please email resumes to karmin.george@mooreequine.ca. Resumes can also be faxed to (403) 226-1381, also to the attention of Karmin George. If you have further questions, please contact the clinic at (403) 226-2585.

Other Employment

Due to retirement, the Shuswap Veterinary Clinic in Salmon Arm, B.C. is seeking a full time Practice Manager. The clinic is a 12 vet mixed practice, with twenty full and part time support staff. The Practice Manager, under the direction of the Managing Partner, is responsible for hiring, training and supervision of all support staff, manages all of the business activities of the clinic including insurance and accounts receivable, ensures the practitioner schedule is developed and maintained, acts as secretary to the Partnership Board, coordinates charitable giving, and manages the website and social media. The ideal candidate will have demonstrated ability in managing personnel, excellent organizational skills and good computer skills. Veterinary experience is an asset. We offer a competitive salary, paid benefits, pet discount, and a C.E. allowance. Salmon Arm is a great place to live, with long summers and mild winters. Send resume and cover letter to thudson@shuswapvet.com

Website: www.shuswapvet.com

Seeking a Veterinary Medical Assistant (VMA).

If you are interested in providing a high standard of veterinary care, are dedicated to compassion and care, and are ready to get started in a high paced working environment, Hermitage Veterinary Hospital is looking for you. Must be available (Monday to Sunday) and flexible. We provide health benefits, work life balance schedule, uniform allowances, pet health care policy and so much more. Experience and Cornerstone knowledge is an asset but not required. Compensation is negotiable and will be determined based on experience. Please email your resume to hermitagehospitalmanager@gmail.com Website: www.hermitagevet.com

Riverbend Veterinary Clinic is a full service animal hospital in southwest Edmonton. We are hiring a part time Receptionist to join our dynamic team. Our team based approach provides the expertise and support to enable our clinical teams to flourish. At Riverbend Veterinary Clinic, we treat your pets like the valued family members they are! Helping People Make Pet's Lives Better is our mission!

This position requires exceptional client service skills to support a professional and welcoming environment greeting clients, directing telephone and client inquiries and performing clerical duties.

Most important, we are looking for a self-motivated, enthusiastic and energetic team player with organizational skills and the ability to communicate effectively. Previous experience in a veterinary office

role or veterinary education is an asset. This position averages 24 hours per week - Monday, Tuesday and Wednesday. As part of Associate Veterinary Clinics family of practices, we offer a competitive salary, extended health and dental benefits, generous Continuing Education allowance and learning opportunities including annual regional AVC conferences. Interested candidates, please submit a cover letter and resume: Email: nicrvct@telus.net Fax: (780) 438-8366

Mission Ridge Animal Hospital is looking for an experienced Full Time Technician Assistant.

Duties include assisting Veterinarians and Technicians with procedures such as restraint, patient care and clinic maintenance. We are a busy Small Animal Practice that prides ourselves on our standard of patient and client care. This position will also involve occasional Reception Duties. We are looking for someone who is well organized and takes pride in a clean working environment. We are very team oriented and all work together well to complete our busy days. We believe in supporting our team members in their growth in knowledge and offer a generous C.E allowance. Previous clinic experience is preferred. We are open Mondays 8:30-8:00pm, Tuesday - Friday 8:30-5:30 and Saturdays 9-4pm, closed Sundays and Holidays. We offer competitive wages, generous staff discount, and a Health Benefit Plan. Please submit your resume with cover letter to Debra at jobs@missionridgevet.com

We are searching for the right person(s) to fill a part time position of rehabilitation assistant/reception at a busy physio clinic for dogs in Calgary. We are looking for someone that has the ability to multi task while being thorough and complete in their job, and to excel in customer service. Previous experience in a medical related setting would be a great advantage for the successful candidate. For more information visit <http://caninefitness.com/index.php?pid=55>. Please submit your resume via email to admin@caninefitness.com

Properties Animal Clinic in Calgary is a busy full service small animal clinic looking for a receptionist/AHT assistant. Check us out on vetratingz.com and google! We take pride in our service and team atmosphere. Please send resumes to info@propertiesanimalclinic.com Attn: Shannon Hagman

RESPONSIBILITIES:

Accountable for generating territory sales at or above the established sales goal.

Classified Ads

Accountable for maintaining expenses at or below territory expense budget.

Develops and utilizes selling skills to identify and satisfy customer needs.

Develops and maintains an accurate account profiles, contacts and meeting reports in [SalesForce.com](#). This information is used to plan activities and promotional efforts. This profile functions as a marketing / sales plan for the territory. Routinely calls on key customers and influence leaders (as designated in [Salesforce.com](#)) to increase sales of Bayer products.

Evaluates all customers annually based upon potential and probability. Classifies accounts based on these criteria and develops and follows a strategic work or travel plan that ensures contact with all 'Key' accounts every 4-6 weeks. Organizes and conducts product training seminars.

Reports to management, on a timely basis, all important issues in the marketplace.

Follows the Sales Implementation Plan for each Product Marketing Plan.

DESIRED QUALIFICATIONS:

University level undergraduate science degree or an AHT Diploma.

Strong problem solving skills.

Strong verbal and written communication.

Strong presentation skills.

Demonstrated organizational and planning skills.

Proficiency in MS Office.

Contact Samantha Singh (samantha.singh@bayer.com) by November 19, 2015 to apply.

Guardian Veterinary Centre is recruiting a leader to join our client care team where duties would include team building, client care and employee development. This is a full-time position, working 40 hours/week on a rotating shift schedule. The ideal candidate is confident, creative and professional with prior supervisory experience and at least 2 years of experience in the veterinary industry. We provide a generous benefit package, staff discounts

and continuing education allowance. Please submit your resume to: Shauna Bearchell Shauna@guardianvetcentre.com

Fax: (780) 436-6222

Britannia Kingsland Vet. Clinic is looking for an enthusiastic animal lover to join our team as a full time receptionist. Must have excellent phone, computer and people skills. If you have experience that is great but we are willing to train the right individual. We provide health benefits, uniform allowance, staff discounts and more. Please contact us at info@calgaryvet.com

****REVISED POSTING** The University of Victoria is one of Victoria's largest employers and one of Canada's best diversity employers.** Within the Office of Research Services, the Animal Care and Use Program is comprised of Animal Care Services as well as the regulatory functions under responsibility of the Vice President Research through the work of the Animal Care Committee (ACC) and Animal Use Protocols. The Office of Research Services is seeking a Post-Approval Support Coordinator who works collaboratively and strategically with stakeholders to provide ongoing review of animal use protocols and research projects from the time of ACC approval until their completion. Salary range: \$54,726.00 - \$61,595.00. For more information about this exciting position please visit: <https://uvic.mua.hrdepartment.com/hr/ats/Posting/view/1128> Apply for the position via UVic Careers - Human Resources Department at: <http://www.uvic.ca/hr/careers/home/apply/index.php>. Posting end date: November 9, 2015.

Bowmont Animal Hospital in NW Calgary is looking for a receptionist/veterinary assistant to work Saturdays only. We are a small, family owned clinic, so Saturdays are only a half day with no emergencies. Experience with animal handling and restraint is preferred. The clinic strives for a family like, low stress, fun work environment. We also close Saturdays of long weekends, so are well suited to a person who is looking to supplement their regular job with a bit of extra income in a low stress environment. If this appeals to you, please contact us by email at bowoffice@telus.net

Our 5 clinics (River Valley Veterinary Wellness Clinic, Glenora Cat Clinic, Rosslyn Veterinary Clinic, Tudor Glen Veterinary Hospital, and La Maison des Chats Cat Clinic) are expanding and looking for experienced Receptionists and Tech Assistants. Are you courteous, reliable, organized, professional and compassionate, then we want to hear from you!! We strive to offer the highest quality of care and customer service satisfaction to our owners and their loved pets. Our staff enjoys a fun environment; competitive wages which commensurate with experience, a generous benefits package and staff discounts is also available. Please forward cover letter and resume to nathan@clinicsolutionsinc.ca

Devonian Vet Clinic is looking for a part-time veterinary administrative assistant for approximately 16 hours per week with the possibility of more in the future. Familiarity with Cornerstone is a definite asset. Competitive wage & uniform allowance. We are a busy, fully equipped companion animal practice located in Devon. Please forward resumes to (780) 987-5785 (fax) or info@devonianveterinaryclinic.com (email) attention Sheila Maichen.

FT Office Manager ~ Hermitage Veterinary Hospital is a large Veterinary hospital in north east Edmonton that is dedicated to compassionate and care to our clients, patients and staff members. We are seeking a Full-time Office Manager (Maternity leave, 1 year position) who is positive, friendly, and courteous, provide superior communication skills and is able to manager a team of 34 plus staff members. The successful candidate must have excellent customer service skills, the ability to communicate effectively, and have exceptional interpersonal and organizational skills. Veterinary clinic- related experience is an asset, Cornerstone program knowledge is an asset and must have some post-secondary education or related education/ courses. Open to VMA or AHT or DVM Qualifications. We offer great health care benefits, education allowance flexible schedule, pet "Cost" on inventory and services and much more including above average compensation. Start date: TBA (open/ negotiable). Please email your resume to hermitagehospitalmanager@gmail.com

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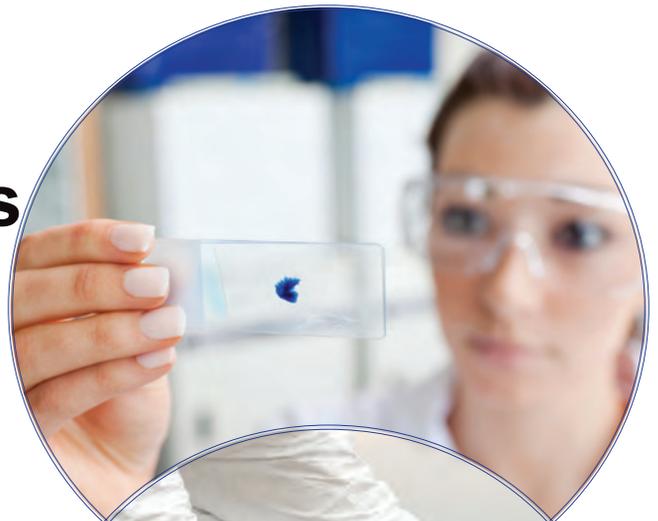
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Presented by the ABVMA's Animal Welfare Advisory Committee

- **Animal Crime Scene Investigation; Veterinary Forensics for Investigators; Creating the Forensic Report; Complex Case-Melinda Merck, DVM** - Forensics Consulting LLC
- **Animal Cruelty and the Link to Other Crimes-Margaret Doyle, DVM** - Riverbend Animal Clinic
- **Forensic Necropsy; Time of Death; Principles of Using a Reference Laboratory** Nick Nation, DVM - Animal Pathology Services
- **Poisoning - Crime Scene and Animal Considerations-Robert Coppock, DVM** - Veterinary Toxicology Services
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- **Presentation of Evidence in court** Gordon Haight, Esq- Crown Prosecutor
- **Bring Your Own Slides: Interactive Networking Discussion--All participants**

Registration opens January 5, 2016
www.abvma.ca

Open to veterinarians, registered veterinary technologists, law enforcement officers, humane societies, government, crown prosecutors and students



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WELLNESS

FOR THE VETERINARY TEAM



The responsibilities of caring for patients, clients and our families can sometimes lead to burnout, compassion fatigue, and suicidal thoughts.

IF YOU ARE FEELING SAD OR DEPRESSED PLEASE REACH OUT

ABVMA Member Wellness Program

(for Veterinarians and AHTs):

780-435-5908 or 1-888-399-9876

For all members of the Veterinary Team (24 hour):

HealthLink: 1-866-408-5465

Urgent Services: 780-342-7777

Crisis/Distress Line:

Edmonton and area: 780-342-7600

Calgary and area: 403-266-1605

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