



ABVMA

Alberta Veterinary Medical Association

MEMBERS' MAGAZINE

SPRING ISSUE 2024



In This Issue

Make a Big Move | Attracting Internationally Trained Veterinarians to Alberta

New ABVMA Member Assistance Program: GreenShield+

UCVM and Stoney Nakoda Animal Health Program

2024 ABVMA President

Dr. Serge Chalhoub, FMV 2004

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Dr. M

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Dr. B

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Dr. J

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Editor's Message

WELCOME TO THE LATEST ISSUE OF YOUR ABVMA

Members' Magazine. As I explored the articles and features curated for this edition, I'm reminded once again of the remarkable creativity, dedication and passion that defines our profession.

We had previously announced that we would reveal the new name for the magazine in April 2024, and our thanks to all members who submitted so many great ideas and suggestions. Your fantastic level of engagement has made the decision making so difficult that we have decided to take a bit more time on the name selection by consulting with a focus group of members to make sure we get it right. Our hope is that you will find the magazine informative and inspiring as you navigate the complexities of the veterinary profession, and we want these principles to resonate when you pick up the magazine.

In this issue, we explore a variety of topics ranging from the introduction of our new Council Members, updates on Leadership Weekend 2024, acknowledgement of our tireless committee members who so generously contribute their time, and opportunities and ideas to invest in employee health and well-being and empower and elevate veterinary teams. What comes to mind for me in this edition is leadership, which should come as no surprise given the fact that Leadership Weekend ushered in March 2024 and is currently top of mind. Leadership is something that is expected from members of our profession every day, but not always celebrated or recognized enough. My thanks to our contributors for highlighting the leadership that is put into practice by veterinary professionals in Alberta every day.

I also want to extend our gratitude to you, our members and our readers. Your feedback is invaluable, and I encourage you to reach out with any suggestions or topics that you would like to see covered in future issues. Bring on the good, the bad and the ugly, as all feedback will help to bring positive change, and will ultimately lead to a better magazine.

Happy reading!

Megan Bergman, DVM (she/her)

Registrar, Alberta Veterinary Medical Association

Continuing Professional Development (CPD) and Classified Ad Links

Monthly CPD



Ongoing CPD



Classified ads



EDITORIAL POLICY

The ABVMA *Members' Magazine* welcomes article submissions, letters to the editor and advertising requests on topics and products related to the veterinary profession.

The editor reserves the right to reject submissions if they do not meet the ABVMA's editorial criteria.

The editor also reserves the right to edit submissions (including letters to the editor) for clarity, length and correction of factual inaccuracies.

ABVMA staff contact information is available at abvma.ca.

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President's Report



**Serge Chalhoub, DVM,
Dipl. ACVIM (SAIM)**
he/him

President, Alberta Veterinary
Medical Association
president@abvma.ca

BEFORE I JOINED ABVMA COUNCIL, I didn't understand what the ABVMA was or how it could support me as a member. My impression was that the primary purpose of the ABVMA was to take disciplinary action against veterinarians in the community, and I've heard other members express similar thoughts. What I have learned in my time on Council is that the ABVMA is much more than an organization responsible for addressing complaints; in fact, complaints are only one part of the work carried out by the association.

Here's is what I have learned since joining Council:

ABVMA is the professional regulatory organization responsible for overseeing the practice of veterinary medicine in Alberta, by virtue of the *Veterinary Profession Act*. We are lucky to have the privilege of being a self-regulated profession. There are currently nearly 4,700 registered members and 590 certified veterinary practice entities. The ABVMA has two main functions: to protect the public interest **and** support its members in wellness and professional enhancement.

In my experience, members are often not aware of the role of the ABVMA in supporting members, but here are numerous examples:

- **ABVMA/ABVTA WorkPack:** a recently released professional retention toolkit for high-functioning veterinary teams.
- **ABVMA Wellness Program:** Learn more about your new program delivered by GreenShield+ on pages 38-39 of this issue.
- **Professional Enhancement events** including the CanWest Veterinary Conference, Mental Health First Aid Courses and more.
- **Equity, diversity, and inclusion (EDI) initiatives.** The ABVMA is committed to EDI across gender identity, sexual orientation, ethnicity, religion, age, neurodiversity, and physical or mental ability.
- **Government advocacy** to ensure the advancement of our profession through collaboration with the Government of Alberta and other partner organizations, such as ABVTA and UCVM.
- **Insurance programs:** group rates on home and auto insurance.

ABVMA Council is made up of volunteer veterinary professionals who are elected to serve a three-year-term. Council is comprised of eight registered veterinarians, two registered veterinary technologists, two public members required by the government and several ex-officio members including the Chief Provincial Veterinarian, the deans of UCVM and WCVM, and representatives from CFIA, CVMA, ABVTA and Alberta Agriculture and Irrigation. Council Members come from diverse backgrounds of practice, industry and life, with members from different areas of the province and practicing in different areas of veterinary medicine (both urban and rural). Council meets at least five times a year, both in person and virtually to maximize engagement and promote flexibility.

Members can observe Council Meetings and have access to approved Council

meeting [minutes](#). (Login required.) If you are interested in observing a Council meeting, please reach out to the office.

Other opportunities for Council and member engagement include the ABVMA Leadership Weekend and the Annual General Meeting, where members can vote on Resolutions that direct the work of the association. The CanWest Veterinary Conference takes place every October in Banff, where Council engages with attendees at events and at the ABVMA booth in the exhibit. Annual Council road trips take us to all corners of the province with events to meet and greet local members where we can provide updates and hear member ideas and perspectives. This year we are heading south! More details to come.

Numerous ABVMA committees operate with volunteers from the membership. Legislated standing committees include Hearing Tribunal, Complaint Review, Registration, and Practice Review Board and perform essential regulatory functions. Professional advisory committees are numerous and cover all aspects of the veterinary profession (animal welfare, companion animal, equine, EDI, human resources, member wellness, wildlife and ecosystem health).

The ABVMA is so much more than discipline and complaints. We are here to support all members. We also want to do better for you, our members, and if you see any gaps in what we do we would love to hear from you. Upcoming changes to improve how we do things include webinars on various topics such as the recent Complaints Process webinar, changes to our wellness program (Inkblot), and our communications (such as changes to our magazine and enhancing our communication team skills). Please consider reaching out to us, if you have questions, if you want to get involved, we would love to hear from you and start working together!

BY THE TIME THIS MAGAZINE COMES out, we will be well into Spring. It is by far one of my favourite times of year. The days are getting longer, the spring rains start and it is a refreshing time with hopes of renewal. This seems appropriate to me, as we work towards refreshing multiple initiatives at the ABVMA.

A new President and Council Members

THE ABVMA HAS BEEN VERY fortunate to have Dr. Natasha Kutryk serve as ABVMA President in 2023. To say she is ambitious and forward thinking would be an understatement, and it has been a pleasure getting to work with her over the past few months. Although we are sad to see Dr. Kutryk transition out of the Council President role, we are very excited to welcome Dr. Serge Chalhoub to the helm. His thoughtful and innovative ideas, his passion for veterinary medicine and his commitment to members and students will surely be an asset to the ABVMA and we look forward to where 2024 will take us under his leadership. We are also pleased to welcome Dr. Jodie Viste and Dr. Peter Lawson who will bring fresh energy, and new ideas and perspectives to the Council table. Bios for our new Council Members are published on page 8. A sincere thank you to outgoing Council Members, Dr. Daren Mandrusiak and Dr. Christy Leslie, for their dedicated service and commitment to Council and the membership.

A new member wellness program

EFFECTIVE APRIL 1, WE ARE EXCITED to announce that Inkblot by GreenShield+ will be the member assistance program service provider for the ABVMA. Feedback on pilots of this program indicate that Inkblot is better positioned to address the unique challenges faced by veterinary professionals, including compassion fatigue, in a way that allows for more personalized health and well-being support. The program will be available to registered members and their family, and employers will have the flexibility to add non-member staff to the program for a fee. Reach out to our office if you want to know more, if you would like an individualized session for your team or if you have feedback for us to take into consideration once you have had an opportunity to participate in the program.

New initiatives on the radar

COUNCIL HAS IDENTIFIED SOME strategic projects on the radar for 2024. Council will be looking to update the prescribing and dispensing standards and guidelines, and looking for opportunities to both establish a professional standard for medical records, while exploring where we may be able to ease the documentation burden of medical records while still ensuring continuity of care.

The ABVMA team also wants to continue to identify where we may be able



Megan Bergman, DVM
she/her
Registrar/CEO, Alberta
Veterinary Medical Association

to enhance transparency and share more information in various areas including complaints and discipline, understanding how to apply professional standards such as maximizing the use of your veterinary team by applying the Professional Standard for Delegation of Veterinary Medicine, and ensuring use of telemedicine is in alignment with ABVMA requirements. If there are topics you would like more information about, please don't hesitate to reach out to our office, as we want to develop tools and training opportunities that answer your questions and meet your needs as members.

I look forward to hearing from you, and hope that you see the ABVMA continue to evolve and adapt to the needs of our members and the public over the next year.



2024 CanWest – Save the Date

Oct. 19-22, 2024

Fairmont Banff Springs Hotel and Conference Centre

Full details coming this July at www.canwestconference.ca.

2024 ABVMA Council



BACK ROW – STANDING – L-R: Dr. Renate Weller, Dr. Jami Frederick, Dr. Megan Bergman, Dr. Navjot Gosal, Dr. Peter Lawson, Sarah Golinowski, RVT, Dr. Lisa Scott, Dr. Jodi Viste
FRONT ROW – SEATED – L-R: Dr. Natasha Kutryk, Leilani Mustillo, RVT, Dr. Serge Chalhoub, Dr. Kirsten Aarbo, Dr. Lindsey Kurach
NOT PICTURED: Dr. Chris Berezowski, Angela Denbow, RVT, Dr. Keith Lehman, Dr. Gillian Muir, Ross Plecash, Dr. Noel Ritson-Bennett



Leilani Mustillo, RVT Member of Council, South District

LEILANI IS A BORN AND RAISED CALGARIAN AND GRADUATED FROM THE OLDS College AHT program in 2009. She has worked in specialty and emergency medicine since graduating in both RVT and management roles. Her love for mentoring and training new veterinary professionals led her to spend many years instructing in Olds College’s Animal Health Department.

Leilani is committed to sustainability of the veterinary profession and advancement of RVTs and in October of 2020, she became CEO and Co-founder of Animal HealthLink, a veterinary teletriage company created to relieve the extreme pressure veterinary staff are facing and in turn promote sustainability of veterinary practices.

Leilani is dedicated to staying informed about industry trends, advocating for animal welfare, and promoting the highest standards of veterinary care and proudly joined ABVMA Council in 2022. Leilani also serves as RVT Liaison of the Veterinary Virtual Care Association (VVCA).

In her spare time, Leilani loves watching horror movies, as well as spending time with her friends and family which includes her husband, three children, two cats and chihuahua.

Council Highlights

Nov. 20-21, 2023 Leilani Mustillo, RVT Member of Council, South District

- Dr. Bergman’s first day was on Oct. 23, 2023.
- Dr. Forseille officially retired from her Assistant Registrar position Dec. 31, 2023. We wish her all the best and she will be greatly missed.

Financial Report:

- Steven Kim, Senior Portfolio Manager, RBC Wealth Management, RBC Dominion Securities, reviewed the ABVMA portfolio and presented to Council.

Council will consider adding an equity portfolio to ABVMA investments upon further consultation with Steven Kim.

Resolutions to 2024 AGM:

- Council amended the Continuing Professional Development Program (CPD) program to have ABVMA members report on the member portal rather than submitting as a PDF.
- Resolution 24-1 Resolution to Approve the CPD Program will be presented at the 2024 AGM.
- Resolution 24-2-A Resolution to Approve ABVMA Bylaw Amendments will be presented at the 2024 AGM.

- Council Competencies and Attributes Document will be presented to advisory committees for feedback.
- Council appointed Dr. Regan McLeod ABVMA Representative for the UCVM Admissions Committee.
- Council voted to transition from Homewood Health to Inkblot to provide more in-depth service to our members, including additional resources for veterinary practice entity leadership.
- This was Mick Howden’s last Council meeting as Public Member of Council. Council values, appreciates and thanks Mick for his service. Council is awaiting appointment of a new public members to Council and legislated committees.
- Council approved that Alberta Helping

Animals Society be permitted to provide services to clients with income low-income cut-offs (LICO) + 10%, and charge a fee, ensuring the fee is not prohibiting access to care by those who qualify financially. The small fee will be instituted for more time-consuming procedures, such as soft tissue and simple orthopedic surgery, dental procedures, medications and supplies.

- Council approved the Edmonton Humane Society's Keep Them Home program.
- Council endorses the CVMA Position Statement on Animal Welfare at Auction Marts and hopes the position statement will be a document that is also used by industry.

Jan. 15-16, 2024

Dr. Navjot Gosal

Member of Council, Edmonton Region

ABVMA COUNCIL HELD THEIR FIRST meeting of 2024 virtually.

Council received and reviewed reports provided by the President, Registrar, and our legislated and advisory committees, as well as updates from UCVM, CVMA and ABVTA.

Council also received correspondence from the American Association of Veterinary State Boards regarding Veterinary Technician National Exam policy changes which will allow for pre-graduate VTNE testing during the final semester of a CVMA or AVMA accredited program. A timeline detailing the implementation plan is expected in the near future.

A detailed report from the 2023 CanWest Conference was submitted to Council. It was a huge success, with a total of 1,028 participants.

Council reviewed and approved the upcoming Leadership Weekend program, which consisted of several exciting topics, discussions and renowned speakers.

Input from eight advisory committees was provided to Council for review and discussion in preparation for the next part of ABVMA annual strategic planning process. Further to this planning, ABVMA office will engage members via interactive sessions at Leadership Weekend.

Council reviewed the report from our government relations advocate, ABVMA is seeking direct, ongoing and transparent consultation with the Government of Alberta on development of the *Professional Governance Act* and its regulation. A realistic timeline and provision of resources to assist the ABVMA in management of the changes is also required.

Council addressed and approved the applications for permits to practice, membership renewals, transfers and cancellations.

The 2023 ABVMA final audit was completed in November 2023 by Kingston Ross Pasnak. After approval by the Audit and Risk Committee, the report was submitted to Council. The current balance sheet is showing a healthy overall gain in assets. The details will be shared with the membership at the Annual General Meeting (AGM) in February 2024.

Council also received and discussed a proposal from the Equity, Diversity and Inclusion Committee to include a new position in the ABVMA office for an Indigenous Liaison.

Council discussed and supported Resolution XXIII, 24-1 (CPD), 24-2, Draft of ABVMA Recruitment and Nomination Committee terms of reference and the updated ABVMA Council Competencies and Attributes - terms of reference to be presented for voting at the upcoming AGM in February 2024.



Dr. Navjot Gosal

Edmonton Region

DR. NAVJOT GOSAL WAS BORN IN

Punjab, India, where he grew up doing chores on his family's farm and caring for their livestock. He graduated from Punjab Agricultural University in 2003 with a bachelor's in veterinary medicine and animal husbandry and went on to complete his master's in veterinary pharmacology and toxicology in 2005. After graduation, he worked as a mixed animal practitioner in Punjab before moving to Edmonton in the winter of 2008. He obtained his license to practice in Canada after successfully passing his exams in 2010 and began working in a mixed animal rural practice in Alberta before moving to a small animal private practice in Edmonton.

For his meaningful contribution toward the advancement of the discipline of veterinary pharmacology, he was awarded fellow status by the American Academy of Veterinary Pharmacology and Therapeutics. He also received the Young Veterinarian of the Year Award in 2011 from the ABVMA, in recognition of emerging leadership in the veterinary profession.

In 2015, he opened his own small animal clinic in partnership and has since enjoyed growing his business by caring for the pet population and their humans in Edmonton and surrounding area.

Dr. Gosal has been a volunteer with the ABVMA since 2012, serving on advisory and legislated committees. He has also been part of the Edmonton Association of Small Animal Veterinarians, including past president. When he isn't busy with the clinic or his local and provincial associations, he enjoys camping and boating with family and friends.

Correction – Council Highlights published in Winter Issue

DR. ANNABELLE DENSON WAS INCORRECTLY LISTED AS DR.

Annabelle Dawson in the Council Highlights Winter Issue 2024. Our apologies for the error.



Peter Lawson, DVM

Welcome New ABVMA Members of Council

Peter Lawson, DVM

PETER GREW UP IN PRINCE EDWARD

Island and has deep family roots in the Maritime provinces. He received a Bachelor of Science in Agriculture with a major in Animal Science from Nova Scotia Agricultural College and Dalhousie University in 1989 and then attended the Atlantic Veterinary College in PEI and received his DVM in 1993.

Peter decided to be a vet at a very young age. After finding one of his uncle's dairy cows down in the mud, he got to witness a veterinarian administering calcium to the cow and the "miracle" that followed when the nearly dead animal jumped up and ran away! It was at that moment that Peter decided: "I want to be that guy!"

Peter practiced in Ontario for the first 11 years of his career as a practice owner of mixed animal practices and then moved to Alberta in 2004 with his wife and four children in an attempt to find a better work-life balance. Although Peter spent many years providing veterinary services to companion animals and equine patients in addition to his bovine work, cows have been the constant throughout Peter's career. Peter continues to practice in Lacombe, AB, and after many years of mixed animal practice, he has narrowed his practice scope to bovine almost exclusively.

Peter has been involved with the ABVMA for many years through committee work and chose to volunteer for a Council position to offer a food animal and rural mixed practice perspective at a time of continuing challenges for rural practice.

Peter's interests outside of the profession include enjoying the acreage life with his wife Stephanie, cycling, beekeeping, hunting and fishing.

Jodi Viste, DVM

JODI WAS A FARM GIRL RAISED IN THE

city, and it was on the family farm that she developed her love for veterinary medicine. Jodi is enthralled with cattle and loves working with them. That's how she ended up in mixed animal practice in Strathmore for the past 20 years.

Jodi is passionate about the role of the veterinarian in the community and finding the "fun" in practice every day. She loves working in a team, fostering community relationships and mentoring the future generation of veterinarians. Above all else, Jodi is blessed to have an amazing and supportive family with her husband Russell and their two kids, Jack and Raelyn (all die-hard flames fans!). Jodi's dream is to see all veterinarians practice without fear and anxiety and to embrace just how amazing we all are.



Jodi Viste, DVM

OUR VISION
Healthy animals and people in a healthy environment

OUR MISSION
Serving the public by regulating, enhancing and providing leadership in the practice of the profession of veterinary medicine in Alberta

OUR VALUES



Professionalism
Demonstrating ethics, fairness, responsibility and accountability



Integrity
Exemplifying honesty, trust and transparency



Leadership
Inspiring a path that is adaptable and visionary



Inclusivity
Fostering a safe, positive and collaborative environment



Respect
Interacting with empathy, compassion and dignity

RECENT STUDIES FOUND THAT 95% OF CATS AND 85% OF DOGS HAD BEHAVIOURAL PROBLEMS.^{1,2}



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References:

1. Tamimi, N., Malmasi, A., Talebi, A., Tamimi, F., & Amini, A. (2015). A survey of feline behavioral problems in Tehran. *Veterinary research forum : an international quarterly journal*, 6(2), 143–147.
2. Dinwoodie, I. R., Dwyer, B., Zottola, V., Gleason, D., & Dodman, N. H. (2019). Demographics and comorbidity of behavior problems in dogs. *Journal of veterinary behavior*, 32, 62–71.
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Complaints Director's Report



Phil Buote, DVM
he/him

Complaints Director/Deputy Registrar, Alberta Veterinary Medical Association

Complaint Case #23-08

A LETTER OF COMPLAINT WAS

received about a veterinarian from the owner of an 11-year-old cat. The cat was presented in August 2022 with a history of persistent urination outside of the litter box. Examination, CBC, blood chemistry and urinalysis were normal. The veterinarian provided advice on environmental enrichment, the option of referral to a behavioral specialist and a one-month prescription of amitriptyline was dispensed.

The owner contacted the practice in November complaining of the continued issues with the cat and the inappropriate urination and an appointment for euthanasia was scheduled. That appointment was cancelled because the owner could not go through with it.

Another appointment was scheduled for Dec. 19, 2022, for the euthanasia. The cat was dropped off at the clinic for an unattended euthanasia and communal cremation. At that appointment, the veterinarian determined the cat was in good health and that the inappropriate urination was behavioural. The veterinarian made the decision to not perform the euthanasia and rehome the cat.

A telephone message was left for the owner advising of the change in plan on Dec. 19, 2022. This was not received by the owner until Jan. 9, 2023.

The cat was rehomed, and the medical record was changed to indicate the name of the new owner on January 9.

The owner requested any forms that would confirm that they had agreed to rehoming the cat. None were available and no refund was issued to the owner.

An investigator was appointed to investigate the complaint. The report of the investigation was reviewed by the Complaint Review Committee (CRC), which made a decision that the matter be referred for a hearing. The veterinarian was served a Notice of Hearing that set out the allegations of unprofessional conduct along with disclosure of the investigation report.

The veterinarian entered into a consent discussion with members of the CRC which was ultimately successful.

The Hearing Tribunal accepted the Admission of Unprofessional Conduct and the Consent Order at a hearing held virtually on Jan. 31, 2024.

AGREED STATEMENT OF FACTS

1. At material times the veterinarian has been a veterinarian registered with the Alberta Veterinary Medical Association (ABVMA) since 2010.
2. At all relevant times, the veterinarian was the responsible veterinarian at the clinic.
3. The client was the owner of a 12-year-old domestic shorthaired black and white cat.
4. The client made an appointment at the clinic for euthanasia of the cat on Dec. 19, 2022.
5. The veterinarian did not perform the euthanasia as directed by the owner on Dec. 19, 2022.
6. The cat was subsequently rehomed without speaking or communicating with the client. The veterinarian did not obtain proper and/or appropriate consent to rehome the cat.
7. The veterinarian altered a medical record in that they cancelled a consent form signed by the client on Dec. 19, 2022.

AGREED FINDINGS OF THE HEARING TRIBUNAL

Consent:

1. That the veterinarian failed to perform euthanasia as directed by the owner on Dec. 19, 2022.
2. That the veterinarian failed to obtain proper and/or appropriate consent to rehome the cat.

Such conduct constitutes unprofessional conduct pursuant to s. 1 (n. 1)(i), (ii), (x) and/or (xi) of the *Veterinary Profession Act (VPA)*, R.S.A. 2000. c. V-2, as amended.

Medical Records:

3. That the veterinarian altered a medical record in that they cancelled a consent form signed by the client on Dec. 19, 2022.

Such conduct constitutes unprofessional conduct pursuant to s. 1(n. l)(i), (ii), (x) and/or (xi) of the VPA, R.S.A. 2000, c. V-2, as amended.

ACKNOWLEDGEMENT OF RESPONSIBILITY

It is acknowledged by the ABVMA and the veterinarian that their conduct as described above constitutes unprofessional conduct. The veterinarian has accepted responsibility for their conduct pursuant to s.35.1 of the VPA. The sanctions set out below are jointly agreed to and based upon, in part, the responsibility accepted by the veterinarian.

NO RIGHT OF APPEAL

The ABVMA and the veterinarian agree that there shall be no right of appeal from the Consent Order.

SANCTION OF THE HEARING TRIBUNAL

As a result of the Hearing Tribunal's acceptance of the Admission of Unprofessional conduct the Hearing Tribunal makes the following orders in accordance with s.41.1 of the act.

1. A written reprimand shall be issued against the veterinarian.
2. The veterinarian shall be required to successfully complete, at their own cost, within six months of the date of this Order, the following continuing education obligations (in addition to the annual required continuing education), as approved by the Complaints Director:
 - (a) five hours of continuing education relating to issues of informed consent and onboarding of the clinic staff regarding the learning.
3. Within 90 days of the date of this order, the veterinarian shall provide their Practice Protocol with respect to euthanasia which must be approved by the Complaints Director.

4. The veterinarian shall pay a portion of the costs in the amount of \$4,000 within one year of the date of this Order.
5. If the Complaints Director deems there to be a violation of this Order, the veterinarian, upon notice by the Complaints Director and/or the Registrar, shall be suspended from the practice of veterinary medicine pending a hearing into allegations or unprofessional conduct resulting from the breach of this Order. The Complaints Director/Registrar shall maintain this discretion until such time as all provisions of this Order are satisfied.
6. There shall be publication of this Order on a "without-names" basis.

COMMENTARY

The veterinarian raised the issue as to whether they could refuse to euthanize an animal. That is not the issue.

The issue here is with regards to informed consent. The owner made the appointment and dropped off the cat for euthanasia. There was a signed consent form for the euthanasia. Notwithstanding a message was left for the client, the veterinarian cannot unilaterally change the plan to euthanize the animal without consent.

In this case, had the veterinarian decided against undertaking the euthanasia, it was incumbent on the veterinarian to contact the client and not take further action until informed consent was obtained.

A revised practice protocol for unattended euthanasia appointments that includes an examination, consultation with a veterinarian where informed consent is an expected outcome of this case.

A signed consent form cannot be altered after the fact, in this case cancelling a procedure without further discussion and informed consent from the owner. Similarly, a signed consent form cannot have additional procedures unilaterally added by the veterinary practice after the fact.

A medical record cannot be altered by changing the owners name on that record. If there is a new owner for an animal, a new record is created and the original record is maintained. The information from the original record may be copied to the new record with the original owner's consent.



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2023 Complaints Received, CRC Decisions and Hearings

Complaints Received

35 MEMBERS SUBJECT OF A COMPLAINT

4,267 REGISTERED MEMBERS

= **0.82%**

of REGISTERED MEMBERS were the SUBJECT OF A COMPLAINT IN 2023



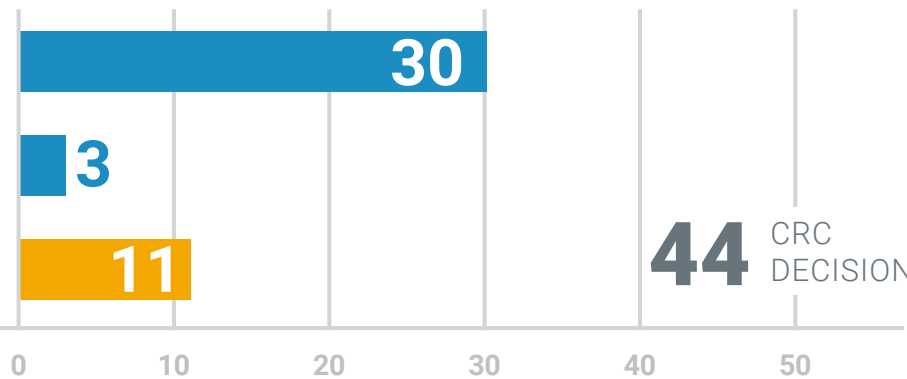
CRC Decisions

Dismissed due to insufficient evidence: **30**

Dismissed (trivial or vexatious): **3**

Referred to Hearings Director for a hearing: **11**

44 CRC DECISIONS



75% OF 2023 COMPLAINTS WERE DISMISSED BY CRC.

Number of Hearings

5 MEMBERS REFERRED TO A HEARING

4,267 REGISTERED MEMBERS

= **0.12%**

of REGISTERED MEMBERS were REFERRED TO A HEARING IN 2023



The complete Complaints and Discipline Report published in the ABVMA Annual Report 2023 can be accessed at: https://abvma.in1touch.org/document/6863/398437_ABVMA-AnnualReport2023_web%20version_FINAL_Feb_2_2024.pdf

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1. Kirkby Shaw K, et al. Vet Med Sci. 2015 Dec 21;2(1):3-9
2. Rausch-Derra L, et al. Am J Vet Res. 2015;76:853-859
3. Galliprant Canadian Product Label.
4. Rausch-Derra L, et al. J Vet Intern Med. 2016;30:756-763
5. Pye C, et al. J Small Anim Pract. 2022;63:721-738.
6. Kirkby Shaw K, et al. Vet Med Sci. 2016;2:3-9.

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Member Advisory

AGM Resolutions Passed Feb. 25, 2024

THE ABVMA CONTINUING PROFESSIONAL DEVELOPMENT

(CPD) Program Resolution 24-1, and Proposed Bylaw Amendments Resolution 24-2 were approved by the membership on Feb. 25, 2024, at the ABVMA Annual General Meeting.

Continuing Professional Development Program – Resolution 24-1

This is a key activity that supports the Strategic Direction – “Cultivate professionalism and responsible profession-based regulation to protect the public interest.” Ensuring members’ competence throughout their career span is a core component of regulation.

The process for development of the CPD Program included consideration of extensive feedback from ABVMA advisory committees, an online member forum and a post-AGM discussion in February 2023.

For the past year members have had the option to follow the existing Continuing Education Guidelines or the CPD Program. This allowed for the gradual implementation that was suggested by members. **The CPD program comes into effect immediately and reporting for 2024 will be required no later than the membership renewal deadline of December 31, 2024.**

With the CPD Program, members will be able to take advantage of unstructured learning activities, which may ease some of the burden in acquiring approved CPD activities.

The CPD Program is expected to provide flexibility for members who are stretched thin in practice and those in rural and remote areas who may have trouble accessing in-person CPD activities. The outcomes-based approach will provide relevant learning to support members in their practice.

The approved CPD Program, a list of CPD Program FAQs, a Sample CPD Plan and Report has been posted on the ABVMA member portal home page as well as under [Member Resources > Continuing Professional Development \(CPD\)](#). CPD plans and reports can now be uploaded to or entered directly into the member portal, and adjustments are currently underway to reflect the required 20 hours of CPD for all veterinary professionals, with a maximum of 10 unstructured hours, and a minimum of 10 structured hours of CPD.

Bylaw Amendments – Resolution 24-2

The approved bylaw amendments include:

1. Amendments to Registration Categories for Supervised Limited Practice Registered Veterinarian and Temporary Registered Veterinarians arising from the approval of Resolution XXIII-1 at the 2023 Annual General Meeting. This streamlines restricted supervised registration of veterinary graduates from non-accredited colleges and accommodates National Examining Board (NEB) candidates selecting the evaluated clinical year option when available.
 - a. Changes to Supervised Limited and Temporary category of registration including:
 - All members registered in Supervised Limited category will now be registered in the Temporary category of license.
 - Transition to a 12-month license term
 - ABVMA staff will work with affected members to prorate into the 12-month period at the end of a members current 3 or 6 month term to transition to the new Temporary registration.
 - member fees will also be prorated based on where the member is in their new 12-month cycle relative to the registration year.

- b. Possible change in supervision level
 - members who have passed the basic clinical skills examination (BCSE) will require immediate supervision
 - members who have passed the North American Veterinary Licensing Examination (NAVLE) and the BCSE may apply to reduce supervision to direct supervision
 - members who have completed the NAVLE, the BCSE, and the preliminary surgical assessment (PSA) and are eligible to sit the clinical proficiency examination (CPE) may apply for a reduced level of supervision to indirect after one year of direct supervision
 - please note, a member’s current required level of supervision will not be increased because of these bylaw amendments however there may be some cases where the level of required supervision may be reduced.

An updated Policy for Temporary Registered Veterinarians is under review by the ABVMA Council and the Registration Committee and will be provided to Temporary Registered Members and their supervisors as soon as it becomes available, in addition to posting on the ABVMA website.

2. Amendments Arising from Recommendations from the Governance Task Force, including:
 - a. Increased the term of Council Members elected to Council Executive with the position of President Elect to the Officers of the Council. This increases the size of the Executive team to share responsibilities and increases time on Executive without increasing the term of the President.
 - b. Removed the requirement for Members of Council to be selected based on geographical representation through regions and districts. The need to accommodate different practice types is not supported by the previous bylaws provision.
 - c. The requirement for Council to publish criteria for knowledge, experience and attributes that are desirable for members seeking election as a Member of Council. These are not restrictive but are intended to support diversity beyond geographical representation, including practice type.
 - d. A provision that nominations are submitted to the Nominations Committee and not to the Registrar.
 - e. Updates to Section 8, Continuing Education, to make attendance at Registration Day mandatory Continuing Professional Development (CPD) rather than a condition on registration. The Labour Mobility Act requires that any condition on a registration be satisfied in a reasonable time. To provide latitude to new members to be able to attend Registration Day over an 18-month period, the requirement for attendance at Registration Day will be considered mandatory professional development rather than a condition on registration.
 - f. Updates to Section 8, Continuing Education, to accommodate the CPD Program.
 - g. Review and update the document to use gender-neutral language.

Visit abvma.ca > [About the ABVMA](#) > [Legislation](#) > [ABVMA Bylaws](#) to review the newly approved ABVMA Bylaws 2024. Please feel free to contact the ABVMA office if you have any questions or concerns.



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- Dr. Sara Casebeer

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Keeping You Current

ABVMA Executive and UCVM Meeting with Government Officials: Dec. 7, 2023

The ABVMA President and Registrar along with the UCVM met with several key government officials at the Alberta Legislature to discuss issues and to continue building our collaborative relationship. Dr. Kutryk, Dr. Bergman, Dr. Weller and Dr. Davies appreciated the opportunity to meet with the following officials: Hon. Jackie Armstrong-Homeniuk, Parliamentary Secretary of Settlement Services and Ukrainian Evacuees; Hon. RJ Sigurdson, Minister of Agriculture and Irrigation; Sarah Amiry, Chief of Staff to Hon. Rajan Sawhney, Minister of Advanced Education; Jeremy Hexhan, Policy Advisor to the Minister; and MLA Nolan Dyck, MLA for Grande Prairie.

ABVMA Executive Meeting (Virtual) with Honourable Nate Horner: Dec. 21, 2023

Dr. Kutryk, Dr. Bergman, and Dr. Weller presented virtually to Honourable Nate Horner, President of Treasury Board and Minister of Finance. He was joined by Dana Hogemann, Assistant Deputy Minister, his Chief of Staff, and his policy advisor. Minister Horner provided additional meeting time and was highly engaged in the discussion, noting that he had been in discussion with Minister Sigurdson regarding the UCVM Diagnostic Services Unit.

ABVMA Executive attended Professional Governance Act (PGA) information sessions: Jan. 2, 10, 30 and Feb. 6, 2024

Dr. Bergman and Dr. Buote participated in Professional Governance Act information sessions hosted by Skilled Trades and Professions of the Ministry of Advanced Education. These sessions are intended to prepare the professional regulatory organizations that will be included under the umbrella legislation. Topics included a review of the legislative framework,



(L-R) Dr. Teryn Girard, Leilani Mustillo, RVT, AVMA Leadership Conference

identification of challenges and concerns, review bylaws and governing documents timelines, review the discipline process and provide an opportunity for affected professional regulators to ask questions.

AVMA Veterinary Leadership Conference: Jan. 4-6, 2024

ABVMA Council Member, Leilani Mustillo, RVT, and ABVMA 2023 Young Veterinarian of the Year recipient Dr. Teryn Girard attended the AVMA Veterinary Leadership Conference in Chicago, Ill., in January. The conference included some great speakers (including two Canadian DVMs, Dr. Marie Holowaychuk and Dr. Elaine Klemmensen) and covered many important and innovative leadership topics including DEI, burnout, imposter syndrome, governance, efficient meeting practices, building team trust and much more. The conference also provided fantastic networking opportunities to connect with our AVMA colleagues, and of course with the CVMA team as well!

ABVMA Member Webinar: Complaints 101: Jan. 9, 2024

The virtual session included a short presentation on select topics related to complaints and provided an opportunity for members to ask questions.

More information on the Complaints 101 Webinar is available on page 20.

ABVMA Registrar and UCVM Dean Meeting with Hon. Muhammad Yaseen: Jan. 25, 2024

ABVMA and UCVM met with the Honourable Muhammad Yaseen, Minister of Immigration and Multiculturalism, in Calgary. Dr. Megan Bergman and Dr. Renate Weller shared the importance of the micro-credential program at UCVM for internationally trained veterinarians and outlined the process of licensing for veterinary professionals in Canada and Alberta. Minister Yaseen was also invited to meet with internationally trained veterinarians who would provide perspective on the immigration and settlement challenges. Minister Yaseen committed to having veterinary representation on the Foreign Credential Advisory Committee Act expected to be passed in Spring 2024.

UCVM Awards Night: Feb. 6, 2024

Dr. Chalhoub and Dr. Bergman attended UCVM Awards Night and Dr. Chalhoub presented student Kaitlyn Lomsnes with the 2023 ABVMA Student Leadership Award.

ABVMA Webinar: Hiring an Internationally Trained Veterinarian: Feb. 7, 2024

As part of the current ABVMA Immigration Project, ABVMA hosted an in-depth discussion followed by Q&A with Immigration and Recruitment experts from SYMY. SYMY presented immigration options and processes for bringing an international professional to Canada.

Government engagement during Leadership Weekend: Feb. 23-25

Jackie Lovely, MLA Camrose attended the Membership Recognition Banquet on Saturday, Feb. 24, 2024, and brought greetings to the Annual General Meeting on Sunday, Feb. 25, 2024.

MLA Lovely has been a steadfast supporter of the ABVMA, ABVTA and UCVM and her attendance was appreciated.



Council Road Trip June 17-19, 2024

The ABVMA Council Road Trip is hosted periodically in different regions of the province to facilitate engagement with members and veterinary practices throughout the province, including those in rural or more remote areas.

This year, they will travel to southern Alberta, June 17-19.

More details to follow in Enews.



Striking a pose: office tour and lunch with the second-year AHT program at Northwestern Polytechnic

ON JAN. 18, 2024, THE SECOND-YEAR AHT PROGRAM AT NORTHWESTERN Polytechnic visited the ABVMA office for an information session, office tour and lunch. We look forward to seeing many again in the future as full registered members!

ABVMA Members in the News

Preventing a biosecurity breach

ABP - Jan. 22, 2024

Dr. Blake Balog mentioned in article.

Alberta ranchers feeding cattle nearly double during extreme cold

Global News - Jan. 13, 2024

Dr. Sydney Crosby mentioned in article.

Winter safety tips for dogs: Expert advice to keep them healthy and warm

CBC.ca - Jan. 11, 2024

Dr. Serge Chalhoub mentioned in article.

Calgary's Animal Services Centre gives animals new lives

The City of Calgary Newsroom - Jan. 10, 2024

Dr. Jagjit Cheema mentioned in article.

Pets and owners suffer amidst tough housing circumstances

DiscoverAirdrie.com - Jan. 8, 2024

Stacey Malone, RVT, and Tails of Help mentioned in article.



**Red Dress Day –
May 5, 2024**

RED DRESS DAY HONOURS the memories of missing and murdered Indigenous women and girls across Canada. Métis artist Jaime Black helped inspire the red dress movement, where red dresses are hung from windows and trees to represent the pain and loss felt by loved ones and survivors.

<https://www.alberta.ca/red-dress-day>

Make a Big Move

Attracting Internationally Trained Veterinarians to Alberta

Jocelyn Forseille, DVM (she/her)

MAKE A BIG MOVE CAMPAIGN IS making a big bid to encourage internationally trained veterinarians to come to Alberta and to encourage veterinary practices to hire internationally trained veterinarians. The ABVMA campaign encourages veterinarians from other countries to make a big move and build their future in Alberta. The campaign also encourages Alberta veterinary practices to make a big move with their next hire and consider recruiting from outside of Canada to build their team.

Immigration resources for both recruits and veterinary practices are available at MakeABigMove.ca.

The website includes a job board to facilitate interactions between internationally trained veterinary professionals and veterinary practices.

While the marketing campaign focuses on internationally trained veterinarians from accredited veterinary colleges, the job board will also accept inquiries from veterinarians who have graduated from non-accredited veterinary colleges and veterinary technicians/technologists/veterinary nurses who have graduated internationally.

The project is funded by the provincial government with in-kind contributions

by the ABVMA and UCVM. SYMY, an immigration consulting firm, has been contracted to build user-friendly resources for ABVMA members who are seeking a veterinarian as well as veterinarians considering immigrating to Alberta. Habit has been contracted to deliver the digital campaign.

The goal of the project is to increase the number of internationally trained veterinarians coming to Alberta to practice veterinary medicine.

Campaign objectives:

- immigration supports to ABVMA employers and veterinary practices in attraction, onboarding and retention of international talent
- toolkits and immigration supports for prospective professionals interested in immigrating to Alberta
- information to help immigrants acclimatize to their new communities once they arrive.

Veterinary practices add economic diversity and support sustainable economic growth in all communities where they are located. Certainly, the biggest need is in rural communities where sustainability is of particular importance as new residents expect the community to have access to veterinary services.

Please consider how immigration can help your veterinary practice, how your community can welcome new Albertans and how the diversity of our clientele is best reflected in our profession.





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1. Toutain CE et al Parasit Vect 2018 11 412 (v1.0) - vanillin and yeast flavor (p.2) The flavoring (yeast and vanillin) was specifically chosen for cats
 2. Chappell K Parasites & Vectors 2021; 14:127 (v1.0) - 99.5 % success in administration (p.2) Owners successfully administered 99.5 % of tablets to their cats
 3. Credelio Cat Product label
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Complaints 101 Webinar – Summary & FAQs

Phil Buote, DVM (he/him), Complaints Director/Deputy Registrar

Jan. 9, 2024, 7-8 p.m., via Zoom

THIS WEBINAR WAS HOSTED TO ADDRESS ISSUES RAISED

in member feedback on the report of complaint case #22-39 in the November/December 2023 *Members' Magazine*, and to increase awareness and understanding of the ABVMA complaints process in general.

A total of 69 attendees were noted at peak attendance. Council executive and Dr. Peter Lawson, Past Chair of the Complaint Review Committee (CRC) were in attendance. Dr. Lawson provided some perspective on how ABVMA members serving on the CRC make decisions on complaint cases and participate in consent discussions.

A brief presentation provided information on some key aspects of the complaints process, including the legislated authority, the objectives of the complaint process, privilege of self-regulation, support for members subject to a complaint, process of peer review, CRC decisions, consent orders and contested hearings. The objective was to provide information while keeping the presentation short to permit adequate time for questions.

In an effort to create a safe space where individuals were comfortable to attend and ask questions, attendees could remain anonymous and the webinar was not recorded.

There was excellent engagement of members with lots of thoughtful and relevant questions which were all answered live. Most of the participants stayed logged on the webinar until all questions were answered past the scheduled end time.

Webinar Q & A

(The following Q & A is adapted from the questions asked during the webinar and is provided for member reference.)

How do you decide who the eight vets are on the Complaint Review Committee?

Each year the ABVMA makes a call to ABVMA members for volunteers to fill vacancies on the various legislated committees including the CRC. Members who are interested are invited to speak with the Complaints Director so that they can get an understanding of the time commitment and the process. Members who volunteer then have their name put forward to Council for formal appointment to the CRC as set out in the *Veterinary Profession Act* (VPA). The entire CRC committee reviews the investigator reports for all complaints received and investigated during their term.

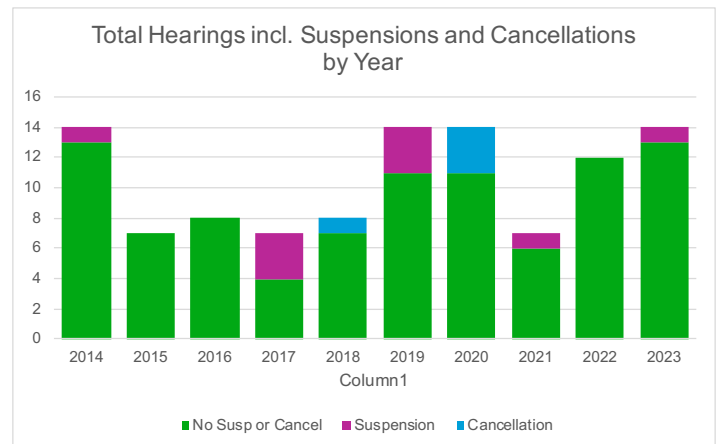
What is the reason for publishing names of veterinarians on the ABVMA website after the sentence is pronounced?

The objectives of sanctioning as a result of a discipline process are to protect the public interest, to protect the integrity of the profession, rehabilitation, deterrence (for the individual member and all members) and fairness (similar sanctions for similar cases). Member names are only published when the Hearing Tribunal has ordered a sanction of suspension or cancellation of a member's license. Publication of a member's name in these cases is required to notify the public that the member is no longer entitled to practice. A loss of license (suspension or cancellation) is rare and only happens in a very small number of disciplinary cases.

Do you have any statistics on how many complaints/hearings result in suspension or cancellation of licensure?

The number of suspensions or cancellations are reported to the Minister each year in the ABVMA Annual Report. The statistics were not immediately available during the webinar and are presented here.

Out of 105 hearings held since 2014, 9 members were suspended for 30 days to one year and 4 members were cancelled.



- 2014: 1 member suspended 6 months
- 2017: 2 members suspended for 30 days and one member suspended for 6 months
- 2018: 1 member cancelled
- 2019: 2 members suspended for 30 days and one member suspended for one year
- 2020: 3 members cancelled
- 2021: 1 member suspended for 30 days
- 2023: 1 member suspended for 30 days (stayed)

Isn't publishing a veterinarian's name detrimental to the veterinarian and their family and what about their privacy?

Publication of disciplinary proceedings with a member's name is limited to cases where there is a loss of a member's license, either through suspension or cancellation. All professionals assume certain responsibilities and obligations when admitted to a regulated profession. This includes publication of their name and certain details of their practice in a public register. In that sense, registered professionals give up some privacy in the interest of informing the public of who is entitled to practice their profession.

You mentioned our profession is essentially trusted to be self-regulated. Is there any accountability with the provincial or federal courts?

ABVMA is held accountable by government to discharge our obligations set out in the governing legislation, the VPA. If the ABVMA were to not properly receive and determine complaints as set out in the legislation, we very well could lose the privilege of self-regulation.

In addition to being accountable to government through our Minister, the decisions made by the complaints and discipline

committees may be appealed to the courts and are subject to review by the Ombudsman. The decision of the Hearing Tribunal and Council on appeal may be appealed to the Alberta Court of Appeal and may also be appealed to the Supreme Court of Canada.

A decision that a complaint is dismissed by the CRC may be reviewed by a committee of Council and the Alberta Ombudsman at the request of a complainant.

Is it possible that the members of the CRC or Hearing Tribunal make the wrong decision?

A correct decision is one where the decision makers have adhered to the governing legislation, utilized their knowledge and experience, observed principles of fairness related to conflict and bias and made the determination of what would be expected of a reasonable practitioner given a similar set of circumstances.

There are instances where upon review or appeal, the subsequent decision maker will vary or overturn a decision of the previous committee or panel. This does not mean that the decision is wrong, it demonstrates that the process is working as it should.

It is to be expected that sometimes there will be differences of opinions among veterinary professionals on the outcome of a particular case.

Related to the publication of complaint case # 22-39, do we have a legal responsibility to provide services (after-hours or regular) even if we know we will not get paid for the work we provide?

There is no expectation that a veterinary practice must provide veterinary medical services at no cost. However, this must be balanced with the expectation that a veterinarian will not abandon providing care for an animal they are treating. These are both important factors to consider in complaint case 22-39.

There is a requirement set out in the Practice Inspection and Practice Standards (PIPS) Bylaw, Universal Standard 1: Leadership that a VPE must provide for continuity of care for their patients.

In the reported case #22-39, on the day prior to the events in question, the veterinarian examined the animal, prescribed symptomatic treatment and made a recommendation for further diagnostics if the puppy was not improving. The client paid for these services.

This was a subsequent emergent situation where the puppy's condition was deteriorating, the veterinarian made the decision to not even examine the puppy and the puppy died at home without care. The CRC and Hearing Tribunal determined that given the circumstances in this case, the veterinarian was expected to have seen the animal in this case.

This case does not establish a standard that veterinarians must see all cases when they know they will not get paid. The single issue of seeing clients that have financial constraints cannot be considered in isolation of other circumstances of the case.

With respect to complaint case 22-39, I found it confusing as a member on what could have been done differently. There is

admission of unprofessional conduct, but yet no specific recommendations of what could have been done in that specific case. Given the information of the case what would the decision makers want the veterinarian to have done?

The finding of unprofessional conduct in the reported case was:

Medical Management and Treatment

1. That subsequent to the great Dane attending at the veterinary clinic, the veterinarian failed to provide emergency care to the great Dane on Sept. 5, 2022.

The members of the CRC and Hearing Tribunal agreed that the veterinarian was expected to have examined and treated the case in the evening on the second day. The Hearing Tribunal noted that the veterinarian had established a VCPR and assumed responsibility for providing care for the dog and initiated treatment. In making the decision to not provide care for the pet on the second evening, the veterinarian did not uphold the expected professional standard.

Is the veterinarian-client-patient relationship (VCPR) not a two-way street? If someone is a no-show on an after-hours call, shouldn't that void the responsibility of the veterinarian to have to see them again in the same day?

Yes, there is expectation that an animal owner will follow the directions of the veterinarian. A single after-hours appointment "no show" would not normally constitute immediate termination of a VCPR. Terminating a VCPR should be a deliberate and thoughtful decision with clear communication to the client and documentation. ABVMA normally advises that a veterinarian should be thoughtful about terminating a VCPR when ongoing or emergent care may be required.

That is not to say that VCPR could never be terminated during the course of treatment, though there is risk. In the case #22-39, the expectation was that the veterinarian should have seen the case that evening, though this does not set out a standard to be met in all cases.

Is there a way the ABVMA can help or give some advice if there is a formal complaint against a member?

The ABVMA Complaints Director normally has a phone call with all members who are subject of a complaint at the outset. The intent is to fully inform the member about the process and to fully set out the expectations regarding the member's letter of response and the investigation. Information is also provided about the possible outcomes of a CRC decision to dismiss and referral for a hearing and what happens in each of those.

All investigated members are invited to contact the Complaints Director if there is any question about the process. The Complaints Director works to ensure a good rapport and an open line of communication with the investigated member.

The next complaints webinar is April 10 at 7 p.m. Additional webinars are planned for July and October. Watch your Enews for more information.

Do CRC members have an obligation to recuse themselves from cases if they know the ABVMA member involved in the complaint and does this ever happen?

Any member of the CRC, Hearing Tribunal or Council has an obligation to declare a bias or conflict. The issue of any conflict or bias is addressed by the CRC and Hearing Tribunal members prior to the review and any decision of any case.

A decision maker is not considered to have a conflict simply because they may know the member. The threshold for recusing oneself from participating in a decision is whether the decision maker is aware of any knowledge that will impair their ability to make an objective, impartial decision on the matter.

It is not unusual for a member of the CRC to recuse themselves from a decision because they have knowledge of a case or have a close relationship with a member that is subject of the investigation.

It seems like overall complaint numbers are low compared to # of animals examined per year. I am concerned that new members attending ABVMA Registration Day usually come back to practice, saying "it is not if, it is when" you have a complaint against you. They come away very frightened and I think this is an unfair stress added to new veterinarians.

It is acknowledged that the ABVMA invests a lot of resources speaking about complaints. It is reasonable to conclude given the low incidence that this might not be the best use of resources and may cause unnecessary alarm for members.

However, given the stress associated with being subject of a complaint and the advice ABVMA receives from members that often reflect misunderstanding about the process, the approach has been to communicate frequently about complaints. The objective is that the more ABVMA members know and understand about the process, the less stress there may be about being subject to a complaint.

We will also note that much of the information at ABVMA Registration Day is about avoiding complaints and dealing with complaints at the practice level before escalation to a formal complaint with the ABVMA.

ABVMA can always improve communication with members and we will continue to consider the best approach to inform a members about complaints, including frequency and type of communication. The Complaints 101 Webinar is an new approach to engage members on the topic.

When a complaint is dismissed due to lack of any evidence, has a member of public ever been warned as non legitimate complaints may still harm the reputation of the veterinarian and the practice.

Any person has the right under the VPA to submit a complaint.

Complaints by members of the public are frequently dismissed, including complaints that are dismissed as trivial or vexatious. 74% of the complaints reviewed in 2023 were dismissed.

There is no authority in legislation for the ABVMA to warn or otherwise sanction a complainant and any such action would risk the privilege of self regulation.

The written decision and reasons of the CRC when a complaint is dismissed are provided to the complainant and the investigated member. Dismissed complaints are not published since publication can be seen as a sanction against the member. This protects the identity and reputation of the member.

ABVMA acknowledges that complaints that do not progress to the ABVMA as a formal complaint may also be very stressful for members.

Are the complaint processes the same regardless if the person who makes the complaint is a civilian or a fellow ABVMA member?

Yes. Section 27 of the VPA:

Complaints

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

"A person" includes a member of the public or an ABVMA member. If a member files a formal written complaint against another registered member those will move through the same complaints process set out in the legislation.

Any member who has an issue or concern with another registered member is encouraged to contact the Complaints Director to discuss the matter. If appropriate, the member will normally be encouraged to communicate, professional to professional to resolve the concern.

This does not preclude a member from submitting a formal letter of complaint to the Complaints Director.

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- Genomics
- Parasitology
- Serology
- Virology
- Immunology
- Toxicology



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¹For dogs and puppies as young as 8 weeks or weighing greater than 1.4 kg

1. Rufener L, Danelli V, Bertrand D, Sager H. The novel isoxazoline ectoparasiticide lotilaner (Credelio[™]): a non-competitive antagonist specific to invertebrates γ -aminobutyric acid-gated chloride channels (GABA_ACl_s). Parasites & Vectors. 2017 Dec;10(1):1-5.
2. Elanco CVMP assessment report for Credelio Plus CA 2021

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CVMA Report



Dr. Kirsten Aarbo
she/her

Alberta Representative on
CVMA Council

Whenever and wherever you practice veterinary medicine and wherever you are in your career, the CVMA's advocacy and resources can help make you more successful. Please see the following update on the CVMA's recent activities and resources that benefit our members in Alberta and across Canada.

WE OFFER FIRST-CLASS CONTINUING EDUCATION AND NETWORKING OPPORTUNITIES

Join us in Calgary for the CVMA Convention

The CVMA is thrilled to offer our 2024 Convention in partnership with the ABVMA from June 26 to 30 in the cosmopolitan city of Calgary. Along with over 100 hours of CE, this convention will feature a Keynote Speaker who will discuss mental health awareness. A respected voice in his field, "master storyteller" **Anthony McLean** has delivered hundreds of inspiring talks across the world, rocking the stage at conferences, colleges and corporate events. Visit the Education and Events section of **CanadianVeterinarians.net** for more information. We can't wait to see you in Calgary!

The national and international voice for Canada's veterinarians, providing leadership and advocacy for veterinary medicine.

One Profession. One Strong Voice.



Canadian Veterinary
Medical Association
Association canadienne
des médecins vétérinaires

WE ADDRESS AND ACT ON NATIONAL VETERINARY ISSUES

March was National Tick Awareness Month (NTAM)

NTAM is a client-education initiative introduced in 2016 by the CVMA in partnership with **Merck Animal Health**. Recent research has shown that infection with tick-borne pathogens like *Borrelia burgdoferi* and *Anaplasma phagocytophilum* may make ticks more resilient, especially in our colder Canadian climate. These "fitter, better, faster, stronger" ticks can increase the risk for people and pets across Canada, especially at times of the year when ticks might not be top of mind. Visit the Veterinary Resources section of our website and **TickTalkCanada.com** to access resources you can use to educate your clients about tick awareness throughout the whole year.

Economic Impact Assessment

The CVMA has worked with MNP, a business advisory firm, to undertake an economic impact assessment of the veterinary profession across Canada to demonstrate its contributions to the gross domestic product, employment, tax revenue, and household spending from veterinary practices. In 2022/2023, veterinary practices in Canada generated the following economic impacts:

- \$15.7 billion in total economic output consisting of \$9.3 billion in direct output and \$6.4 billion in indirect and induced output.
- \$8.9 billion in total GDP consisting of \$5.2 billion in direct GDP and \$3.7 billion in indirect and induced GDP.
- \$1.7 billion in total revenue for all three levels of government consisting of \$696.1 million in direct government

revenue and \$1 billion in indirect and induced government revenue.

- 76,790 total full-time equivalent jobs consisting of 48,690 direct jobs and 28,100 indirect and induced jobs.

View the updated report under the Related Links section of the Veterinary Workforce Shortage page of the CVMA website.

POSITION STATEMENTS

The CVMA has released the following new and revised position statements:

- Responsible Breeding of Companion Animals
- Housing Systems for Laying Hens
- Safety of Raw Meat-Based Pet Food Products
- Artificial Intelligence in Veterinary Medicine

View all position statements under the Policy and Outreach page of the CVMA website.

WE PROTECT THE INTEGRITY OF YOUR PROFESSION AND HELP YOU ACHIEVE A BALANCED CAREER AND A SUCCESSFUL LIFE

CVMA and Wellness

Access professional resources such as **Togetherall** and **The Working Mind** program under the Veterinary Health and Wellness Resources section of our website.

Questions or Suggestions?

Contact CVMA at 1-800-567-2862, at admin@cvma-acmv.org, or contact your Alberta Council CVMA Representative: Dr. Kirsten Aarbo, at 403-690-3857 or kaarbo@hotmail.com.

ABVMA Student Leadership Award – UCVM

THE ABVMA IS PLEASED TO RECOGNIZE STUDENTS FROM UCVM AND WCVM with the 2023 Student Leadership Awards. The ABVMA recognizes one ABVMA student member at UCVM and one at WCVM in recognition of demonstrating interest and leadership in the professional organization of veterinary medicine by involvement with the ABVMA or other professional associations.

Congratulations to Kaitlyn Lomsnes, the recipient of the 2023 UCVM award. The 2023 WCVM award was published in the Winter 2024 Issue.

“Your active involvement and leadership have significantly contributed to enhancing the interaction between students and the ABVMA. I am particularly impressed by your initiative in attending a Council meeting at the CanWest Conference. This action has set a valuable precedent for future ABVMA student representatives and exemplifies the kind of proactive engagement we highly value.”

– Natasha Kutryk, DVM, 2023 ABVMA President



(L-R) Kaitlyn Lomsnes, Dr. Serge Chalhoub

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RVT Retention: Respect, Value, Trust

Antonia Laoutaris, RVT, VTS (Anesthesia/Analgesia), (she/her)

IT WAS APPROXIMATELY 20 YEARS ago when I decided that it was time to take a chance on a career that I honestly knew nothing about. Flipping through college program guides, a few years out of high school, navigating life as a young adult and soon to be mature student, the Animal Health Technology Program caught my eye. "Sure," I said to myself, "I love animals and am a bit of a math geek...let's go for it!" Little did I know that my original aspiration to gain employment at a zoo following graduation would evolve into a two-decades-long adventure as a registered veterinary technologist (RVT). Over this period, I was not only fortunate enough to become credentialed as a veterinary technician specialist (VTS) but have also gained several years of experience leading ER/referral teams and have travelled throughout North America teaching safer radiology practices utilizing hands-free techniques. All of which, in hindsight, would eventually lead to my current role as Director of Veterinary Technologist/Technician Learning and Development with VCA Canada.

Technologist longevity and retention has been, and continues to be, a hot topic in the veterinary community. How exactly does one manage to thrive, or even just survive, in a profession where employable RVT numbers have dwindled, and the average technologist career lifespan is approximately five years? For my journey, it began by obtaining my specialty with the Academy of Veterinary Technician Specialists in Anesthesia and Analgesia (AVTAA) and walking through the doors that this credential opened. Not just medically speaking though. I love nothing more than nerding out on advanced anesthesia techniques and providing the best possible care for my patients, alleviating pain while keeping them safe and comfortable during major surgical procedures or diagnostics. The opportunity to teach, train and mentor bright-eyed and bushy-tailed budding technologists in my former role and having the ability to expand the scope of RVTs I can reach in the profession has really been the icing on the RVT career cake for me.

Tech work is challenging – physically and emotionally. Burnout is a real thing. However, working as an RVT is also extremely satisfying and rewarding. Throughout my career, I have been fortunate to work in hospitals that view RVTs as valuable, contributing members within the medical care team. Veterinarians AND technologists working together for their patients. And for the loving, often worried pet parents those patients belong to. The two rigorous years it took to become a VTS in anesthesia provided me with a certain skillset, encompassing advanced knowledge that gave me an increased amount of responsibility in my position. The ability to help cultivate tailored anesthetic and pain management protocols, the trusted autonomy I have working on a surgical case and the continued support from the clinicians I worked with to further advance my career made me feel valued as a technologist. Any RVT out there will tell you that feeling valued is paramount when it comes to keeping us techs "tech-ing" long-term.

When I decided to embark on the adventure to make the move from Toronto to Vancouver in the fall of 2016, joining VCA Canada and the team at the Vancouver Animal Emergency and Referral Hospital, I didn't anticipate the challenges and opportunities I would encounter. While it was difficult to leave the hospital I had called home for so many years, I embraced the chance to move across the country and share my knowledge at a developing hospital, leading a team of talented and seasoned ER technologists as they entered the world of multidisciplinary emergency and referral medicine. When I was still in clinical practice, most days were spent managing and organizing various cases involving patients undergoing advanced imaging, surgery, endoscopy or sedation as well as nursing hospitalized critters, training and teaching every step of the way. Celebrating the achievements of my fellow RVTs when they successfully worked through a difficult calculation, performed their first epidural, captured diagnostic quality images using hands-free

techniques or placed an arterial catheter for invasive blood pressure monitoring were the moments that gave me an enormous amount of pride. It also illustrated the sheer magnitude of the skillset and medical knowledge that RVTs can bring to the table. This helped rejuvenate a career that I had previously been pondering whether I could remain a part of for another decade.

My RVT journey certainly did not take one direct pathway towards longevity. I found that writing articles, lecturing and training on site at local practices proved to be the dangling carrot on the career rope for me. Having the opportunity to visit hospitals or speak at continuing education events while interacting with professionals who have the desire to learn, and thus improve veterinary medicine within their local community, was so rewarding! I would become absolutely exhilarated by the end of a conference, after hosting an in-clinic workshop or following a speaking engagement. It was clear that momentum was required for me to personally preserve longevity in a career where the odds seemed to be stacked against sustainability. It's also around this time that I began to feel a need to influence the industry in a greater capacity, because if I could cultivate such a rewarding career as an RVT, why couldn't that be the case for others?

Now to that icing! The best part of the proverbial cake, in my opinion. All the hard work, all the experiences and all that trial and error combined with the tenacity to not give in to the shortened RVT career stigma culminated into the role I currently have, working in Medical Operations with VCA Canada, as Director of RVT Learning and Development. While I do sometimes miss the day-to-day of being in clinical practice, my motivation to bring a greater amount of pride to RVTs across Canada while working alongside industry pillars to help reshape veterinary medicine, improving upon RVT retention and sustainability, is what keeps my cup of career joyfulness overflowing.

So, what's the solution? How do we keep RVTs around for longer than a handful of years? Countless surveys taken by RVTs



My advice to all RVTs out there is to find your niche, discover what excites you and keeps you enchanted with the industry. Conduct yourself as professionals and continue to ensure that your voice is heard. Not only do we need to increase public awareness and recognition for who we are, but that recognition must also come from within the profession and, most importantly, from within ourselves.

across the country all echo the same sentiment: RVTs want to feel valued and appreciated. We encompass skills and knowledge that we want to nurture and watch flourish so we may continue to advance within the field, and we want to practice medicine as an equal component of the team. Veterinarians, I promise you that an experienced, well-trained technologist CAN and WILL make your job easier! Increased productivity increases profitability, and investing in RVTs means you are investing in your practice. Provincial and state regulatory bodies throughout

North America are beginning to explore shifts in how RVTs can contribute to the practice, expanding upon the scope of what an RVT can do so, supporting team-centric medicine while permitting each professional to work at the very top of their licenses. It's never been a more exciting time to be an RVT as we start to see these changes come to fruition!

My advice to all RVTs out there is to find your niche, discover what excites you and keeps you enchanted with the industry. Conduct yourself as professionals and continue to ensure that your voice is heard!

Not only do we need to increase public awareness and recognition for who we are, but that recognition must also come from within the profession and, most importantly, from within ourselves. Find employment that aligns with your career objectives and an employer that supports you to develop into the RVT you strive to be. We have a bright future ahead of us in an ever-changing industry, so advocate for yourself just like you would for your patients. The sky really is the limit. And despite the age old saying, you CAN have your cake (icing included!) and eat it too.

2024 Leadership Weekend, Feb. 23-25, 2024

Kathy Naum (she/her), Manager, Communications and Professional Enhancement

ANOTHER LEADERSHIP WEEKEND HAS come and gone and the ABVMA would like to take this opportunity to thank everyone who attended, particularly our dedicated volunteers for your participation and commitment to furthering the work of the association.

The weekend serves as a conduit between committee members and Council for the exchange of ideas that help inform future strategic planning and priorities. Highlights of the weekend included:

- Council activities session – with a Council panel update on work carried out this past year to support the Strategic Plan
- Committee meetings and training
- Keynote: Predicting is Hard, Especially about the Future – Jay Ingram
- Artificial Intelligence – Dr. Eli Cohen
- Mentorship – Dr. Addie Reinhard
- Antimicrobial Stewardship Champion Pilot Program – Dr. Phil Buote
- Marketing Activities Discussion – Dr. Megan Bergman

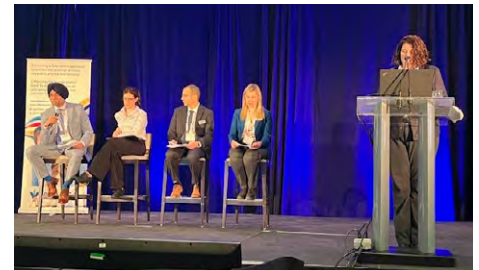
Thank you to Dr. Elaine Klemmensen for guiding us through many group sessions on Saturday.

More than 250 guests attended the Member Recognition Banquet Saturday evening. Official photos and speeches will be available in the magazine Summer Issue this July.

The first hybrid Annual General Meeting (AGM) took place on Sunday, Feb. 25, 2024, and included 87 attendees in person and 93 attendees online. Voting was facilitated through an online voting platform. Please see page 14 for the Member Advisory on the CPD and Bylaw Resolutions presented to the meeting.

Inspired by Leadership Weekend and curious about volunteering?

WATCH YOUR SUMMER ISSUE FOR AN official call for volunteers. In the meantime, please see the thank you to volunteers on page 29 or email: info@abvma.ca.



the EVOLUTION of VETERINARY Mentorship

WHAT IS MENTORSHIP?

- Traditional
- Peer
- Reverse

WHY Mentorship?

- 75% of early careerists experience **BURNOUT!**
- 90% felt they had a healthy method to deal with **STRESS**
- More likely to experience **WELLBEING**
- A tool for supporting **DIVERSITY**
- Workforce **RETENTION**

HOW TO MENTORSHIP?

- NEEDS ASSESSMENT**
 - Ask questions - LOTS!
 - Every group is unique
 - Co-create with everyone involved.
- CREATE STRUCTURE**
 - AAMA mentoring guidelines
 - It can be simple
 - Set expectations - CLEAR!
 - Have a formal agreement
 - Schedule regular time & make it a priority
- EVALUATION**
 - What will you measure?
 - When will you measure it?
 - How will you measure it?

CAUTION CHALLENGES!

- Time
- Failure to prioritize
- No evaluation
- Lack of preparation
- No plan for **CRAZY!**

IMPACT

- Leaders have an opportunity for **BIG** impact thru MENTORSHIP!

EXTERNAL MENTORS

- SUPPORT NETWORK
- THE VET TEAM
- CARE FOR ALL
- PROFESSIONAL DEVELOPMENT
- MENTAL HEALTH PROFESSIONALS

HOLISTIC MENTORSHIP

- mutually beneficial relationships to **SUPPORT** veterinary professionals throughout their **FUTURE** career
- in person
- virtual
- group

RESEARCH

- Mentees: Resilient
- Self-Care leaders
- Mentoring leaders
- Playa

CELEBRATE!!! Success

K.I.S.S. Keep it simple!

What works? What does good mentorship look like?

- If you don't measure it you don't know it!

How WHERE WHEN WHAT WHY WHO

MentorVet logo and Dr. Addie Reinhard & Cole Smith signature.

Thank You to ABVMA Committee Members and Volunteers

National Volunteer Week April 14-20, 2024

Every Moment Matters - the theme for National Volunteer Week highlights the importance of every volunteer and each contribution they make at a moment when we need support more than ever. The sharing of time, skills, empathy and creativity is vital to the inclusivity, strength and well-being of our communities.

Collectively, ABVMA Council and committee members contribute approximately 7,000 volunteer hours per year.

In addition to Council and committees, ABVMA members contribute to the *Members' Magazine*, Alberta Animal Health Source and numerous other ABVMA projects.

The most recent volunteer event was Leadership Weekend. Thank you to the 120 Council and Committee Members who participated.

The ABVMA appreciates past, present and future Council and committee members and volunteers! Your dedicated service helps to improve the association.

ABVMA committees:

- Animal Welfare Advisory
- Companion Animal Advisory
- Complaint Review
- Equine Advisory
- Equity, Diversity and Inclusion Advisory
- Food Animal Advisory
- Hearing Tribunal
- Human Resource Development Advisory
- Member Wellness Advisory
- Practice Inspection and Practice Standards
- Practice Review Board
- Registration
- Wildlife and Ecosystem Health Advisory

For a current list of committee members, visit: <https://www.abvma.ca/site/about/abvmamission?nav=mainsidebar>

For more information on volunteer week, visit: <https://volunteer.ca/nvw>

If you are interested in volunteering, please reach out to the office.

Magazine Naming Contest Update

It turns out naming a publication is hard to do.

The ABVMA put out a call for name suggestions for the magazine in January. When the contest closed on Feb. 2, 2024, we received nearly 150 suggestions from approximately 50 members. Thank you to everyone who submitted a suggestion.

Given the overwhelming response, the process for selecting a name has been extended.

A short list of possible names was reviewed by a focus group of members in March and the finalists go to Council in April.

Every member who entered a submission will be entered for a \$250 gift card. The member whose submission is selected for the new name will be offered the prize of their choice as published in the Winter 2024 Issue.

The new name and refreshed design will be rolled out in the Summer Issue.

Thank you for your patience and we look forward to sharing the new name with you!



In Memoriam

Dr. Andrzej (Andrew) Piotr Biernacki

Nov. 7, 1955 - Oct. 10, 2023

ANDRZEJ PIOTR BIERNACKI PASSED AWAY AT THE FOOTHILLS MEDICAL CENTRE ON October 10, 2023, at the age of 67 years. He will be lovingly remembered by his family and friends.

ABVMA WANTS TO ENSURE WE LEARN OF MEMBERS PASSING IN A TIMELY MANNER. IF YOU ARE AWARE OF THE PASSING OF A FELLOW MEMBER, PLEASE CONTACT THE OFFICE TO LET US KNOW.

On The
Cover



2024 ABVMA President

Dr. Serge Chalhoub, FMV 2004

GROWING UP IN BOISBRIAND, QUEBEC, JUST NORTH OF Montreal, I wanted to be a pilot. I was one of those kids who watched Top Gun and I was hooked on the dream: "I feel the need, the need for speed!" Reality came crashing down when I realized that you needed to have near perfect eyesight to be enrolled in flight school. So I started thinking about other career options (at the mature age of 12). Professional hockey player? I was a Montreal Canadiens fan and they had just won the Stanley cup in 1986 (sorry Calgary Flames fans) and I dreamed of goaltending like my idol Patrick Roy. Alas, I could stop pucks better in my dreams than in reality. Lifeguard? Spending summers with family in Myrtle Beach, South Carolina, gave me a love of beach and sun. As soon as I was old enough, I worked as a pool lifeguard for a summer only to realize that this may not be engaging enough for a lifelong career.

Fast forward to 1995 when I was an undergrad studying biology at Bishop's University. I had always been interested in medicine and science but wasn't sure which direction to take. Then my 11-year-old cat Gribouille developed a urethral obstruction. The veterinarian in my hometown explained what was happening and what the treatment options were. I was so impressed with the compassion and the medicine that I knew right then I wanted to be a veterinarian.

I started my DVM studies at the Faculté de Médecine Vétérinaire (FMV) de l'Université de Montréal in 1999. Near the end of my DVM program, I envisioned myself moving south and once again living near the beach and sun (funny considering where I live now). I knew I wanted to work with small animals (one Quebec mid-winter dairy cow ambulatory rotation with 2 am emergency farm surgeries made me realize I was not built for that lifestyle). After completing a rotating internship at FMV, I worked as an emergency doctor and general practitioner for two years in Montreal. I really enjoyed complex medical cases (cue chronic vomiting and diarrhea



patients) so I moved to New York City for my internal medicine residency at the Animal Medical Center (AMC). After a two-year residency, I stayed at AMC as a renal fellow and then as staff doctor for an additional two years. It's a pretty cool place because it is one of the largest veterinary hospitals in the world and it is also not for profit. One of my favorite memories of being a staff doctor there was teaching students, interns, and residents. Finally, the beach came calling and I moved to Charleston, South Carolina, to be the first internist in a brand-new specialty practice. The job didn't work out, but life sure did, I met my wife Jess.

I really missed teaching from my time at AMC, so in 2012 I applied for a professor position at a relatively new veterinary school in Calgary... 12 years later, the rest is history. I am now an Associate Professor of Teaching and I think everyone knows that kidneys are my favorite topic!

I can truly say I have my dream job as I absolutely love teaching and I also get to work with amazing colleagues all over the province.

I am passionate about community outreach and I coordinate the UCVM-CUPS Pet Health Clinic where our 3rd year students provide veterinary services to disadvantaged Calgarians. I also enjoy teaching initiatives outside the classroom such as "Shoot the Shit with Serge" and helping student clubs with learning opportunities such as our annual CPR competition. Outside of work, Jess and I love to explore the mountains with our two-year-old adventurer Serada.

I look forward to being your president, and please feel free to reach out to me any time.



Membership Matters

Council-approved transfers, reinstatements, cancellations and permit holders

Veterinarians | January 2024

Transfer General Practice Registered Veterinarian to Non-Practicing Veterinarian Member

Dr. Eiltje Holowaychuk, #658	Jan. 1, 2024
Dr. Emily Ames, #2890	Jan. 1, 2024
Dr. Jennifer Stock, #3089	Nov. 20, 2023
Dr. Samantha Foster, #3021	Dec. 31, 2023
Dr. George Long, #479	Jan. 1, 2024
Dr. Klaas Wiersma, #817	Dec. 1, 2023
Dr. Emma Jansen, #4050	Dec. 31, 2023
Dr. Kent Fruson, #1128	Dec. 4, 2023
Dr. Terrilynn Sipos, #3291	Dec. 5, 2023
Dr. Elizabeth Spady, #2361	Dec. 6, 2023
Dr. Shane Cowan, #4284	Dec. 8, 2023
Dr. Michael Wilson, #1777	Dec. 9, 2023
Dr. Kristine Gartner, #1515	Dec. 31, 2023
Dr. Sara Stewart, #4193	Dec. 12, 2023
Dr. Renae Zook, #3995	Dec. 13, 2023
Dr. Larissa Booth, #4076	Dec. 31, 2023
Dr. Satinder Pal Singh Saini, #3811	Jan. 1, 2024
Dr. Clara Stefanyshyn, #3640	Dec. 19, 2023
Dr. Gregory R. Benoit, #398	Dec. 31, 2023
Dr. Kenneth Lawrence, #1032	Dec. 31, 2023

Transfer General Practice Registered Veterinarians to Time Limited Registered Veterinarian

Dr. Tracey Henderson, #1569	Jan. 1, 2024
Dr. Erin Simmonds, #2801	Jan. 1, 2024
Dr. Heather Murphy, #3389	Dec. 11, 2023
Dr. Anika Mueller, #3497	Jan. 1, 2024
Dr. Jocelyn Forseille, #913	Jan. 1, 2024
Dr. Stephen Hess, #4136	Dec. 4, 2023
Dr. Hayley Kosolofski, #3405	Dec. 7, 2023
Dr. Mark Rubensohn, #1581	Jan. 1, 2024
Dr. Brenda Hymanyk, #1500	Jan. 1, 2024
Dr. Fiona Kilpatrick, #828	Jan. 1, 2024
Dr. Kimberly Fillmore, #3623	Jan. 1, 2024
Dr. Kathryn Kewish, #2084	Jan. 1, 2024

Transfer Time Limited Registered Veterinarian to General Practice Registered Veterinarian

Dr. Jessica Burn, #3146	Jan. 1, 2024
Dr. Nicole Zucchet-Mayotte, #3272	Jan. 7, 2024
Dr. Chantal McMillan, #2279	Jan. 1, 2024
Dr. Margaret Scuderi, #3337	Jan. 3, 2024
Dr. Angela Reynolds, #4290	Jan. 1, 2024

Transfer Time Limited Registered Veterinarian to Non-Practicing Veterinarian Member

Dr. Pamela Goble, #1227	Dec. 31, 2023
Dr. Joana Varga, #3761	Dec. 4, 2023
Dr. Robert Ostrander, #586	Dec. 13, 2023
Dr. Irene Phillips, #1160	Dec. 14, 2023

Transfer Non-Practicing Veterinarian Member to Time Limited Registered Veterinarian

Dr. Sumandeep Sharma, #3576	Dec. 11, 2023
Dr. Megan Macleod, #3628	Jan. 1, 2024
Dr. Kasara Toth, #3290	Dec. 1, 2023

Transfer Non-Practicing Veterinarian Member to General Practice Registered Veterinarian

Dr. Heather Loewen, #4117	Jan. 1, 2024
Dr. Jennifer Hay, #3375	Jan. 1, 2024
Dr. Erin Fierheller, #1823	Jan. 1, 2024
Dr. Charlotte Hemstock, #3651	Jan. 1, 2024

Transfer Supervised Limited Practice Registered Veterinarian to Temporary Registered Veterinarian

Dr. Muhammad Osama Azam, #4742	Dec. 11, 2023
Dr. Navjot Singh Sidhu, #4213	Dec. 30, 2023
Dr. Tiago Ribeiro Waselcoski, #4346	Dec. 26, 2023

Transfer Temporary Registered Veterinarian to General Practice Registered Veterinarian

Dr. Monika Marcakova, #4244	Nov. 10, 2023
Dr. Fayyhad Babiker Abdelrahim Mohammed, #4234	Nov. 16, 2023

Cancelled Supervised Limited Supervised Registered Veterinarian

Dr. Jasmeet Singh Khosa, #4288	Oct. 21, 2023
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Cancel General Practice Registered Veterinarian

Dr. Lillian Edwards, #1897	Nov. 13, 2023
Dr. Carina Beeksma, #4302	Dec. 31, 2023
Dr. Cassandra Lapham-Simpson, #4233	Nov. 29, 2023
Dr. Cajup Sulko, #2218	Dec. 1, 2023
Dr. Leah Morris, #4071	Dec. 31, 2023
Dr. Radu Mirescu, #2010	Jan. 1, 2024
Dr. James Ritchie, #4323	Dec. 8, 2023
Dr. Douglas Doyle-Baker, #4224	Dec. 31, 2023
Dr. Baillie Ericson, #3763	Dec. 1, 2023
Dr. Kimberly Christie, #3120	Dec. 31, 2023
Dr. Zora Smidova, #4296	Dec. 20, 2023
Dr. Vijender Singh, #3842	Dec. 31, 2023
Dr. Justin Hodgson, #4215	Dec. 31, 2023

Cancel Time Limited Registered Veterinarian

Dr. Brianna Thiemann, #3537	Dec. 31, 2023
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Cancel Unsupervised Limited Practice Registered Veterinarian

Dr. Tainor Tisotti, #4122	Dec. 31, 2023
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Cancel Non-Practicing Veterinarian Member

Dr. James Trent Fox, #2960	Dec. 30, 2023
Dr. Krissia Menjivar, #3007	Dec. 1, 2023

Reinstate General Practice Registered Veterinarian

Dr. Nicole Rose, #3046	Nov. 24, 2023
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Permit Holder Approval | January 2024

Northwestern Polytechnic (under Veterinary Profession General Regulation 11(1.2) – Northwestern Polytechnic AHT Program)	Nov. 10, 2023
2556484 Alberta Ltd. (Dr. E. Ann Lukey #2576)	Nov. 10, 2023
Lakeland College (under Veterinary Profession General Regulation 11(1.2) – Lakeland College Animal Hospital)	Nov. 15, 2023
Brust Veterinary Services Ltd. (Dr. Chantel Brust #2996)	Nov. 16, 2023
The Moore Veterinary Group Ltd. (Dr. Christopher Berezowski #2165, Dr. Jordan Cook #2674, Dr. Greg Evans #1956, Dr. Sima Fayyaz #1617, Dr. Jennifer Fowlie #2364, Dr. Shannon Lockhart #3157, Dr. Shawn Mattson #1633, Dr. Katherine McDonald #3260, Dr. Erin Shields #2889)	Nov. 24, 2023
Creekside Veterinary Service P.C. Ltd. (Dr. Luke Runion #3724)	Nov. 29, 2023
Granville Veterinary Clinic Ltd. (Dr. Amanda Hotke #2519)	Nov. 29, 2023
2552770 Alberta Ltd. (Dr. Martin Metzger #4094)	Dec. 6, 2023
Northern Alberta Institute of Technology (under Veterinary Profession General Regulation 11(1.2) - NAIT, AHT Program)	Dec. 6, 2023

2241535 Alberta Ltd. (2241534 Alberta Ltd.) Dec. 7, 2023
 Agri-Vet Alberta Inc. (Dr. Laura Macrae #3458) Dec. 12, 2023

Closed Permit Holder | January 2024

Medicine Hat Veterinary Clinic Ltd. (Dr. Kent Fruson #1128) Nov. 16, 2023
 1113048 Alberta Ltd. (Dr. Rupinder Khehra #1959) Jan. 2, 2023
 1006821 Alberta Ltd. (Dr. Joshua Lawrence #2468) Nov. 21, 2023
 Joemy Vet Services Ltd. (Dr. Joseph Waldman #1644) Nov. 2, 2023
 9th Avenue Animal Clinic Ltd. (Dr. Joseph Waldman #1644, Joemy Vet Services Ltd.) Nov. 21, 2023
 Cremona Veterinary Clinic Ltd. (Didsbury Veterinary Services Inc.) Nov. 22, 2023
 Didsbury Veterinary Services Inc. (Vetstrategy Alberta Inc., Reid Veterinary Services Ltd., Mencarelli Veterinary Services Ltd.) Nov. 22, 2023
 Langdon Veterinary Clinic Ltd. (Vetstrategy Alberta Inc., Dr. Miguel Moncayo #1636, Dr. Zulma Poveda #2327) Nov. 22, 2023
 Emil Veterinary Services Ltd. (EMCO Holdings Alberta Ltd.) Dec. 8, 2023
 Vision Veterinary Services Ltd. (Dr. Laura Major #2516) Dec. 21, 2023
 Zachar Investments Ltd. (Dr. Charles Zachar #337) Dec. 29, 2023
 Glamorgan Animal Clinic (2001) Ltd. (VCA Canada Ltd.) Dec. 31, 2023
 Vetcan Consulting Ltd. (Dr. Felipe Zeymer #3126) Dec. 31, 2023
 Glencoe Veterinary Services Ltd. (Dr. Kurt Weissenborn #286) Dec. 31, 2023
 Storch Veterinary Services Ltd. (Dr. Andrea Storch #3276) Jan. 1, 2024

Registered Veterinary Technologists | January 2024

Transfer General Practice Registered Veterinary Technologist to Non-Practicing Veterinary Technologist Member

Sarah Tyler, #2678 Nov. 8, 2023
 Stephanie Schalm, #3239 Nov. 9, 2023
 Shelby George, #3547 Jan. 1, 2024
 Emily Cook, #3904 Jan. 1, 2024
 Sydney McFadden, #4204 Dec. 31, 2023
 Sherrill MacKeigan, #2838 Nov. 21, 2023
 Dayna Fay McKay, #4385 Nov. 21, 2023
 Chelsey Greig, #2291 Nov. 26, 2023
 Karen Lesnick, #1178 Jan. 1, 2024
 Joanne Jones, #310 Jan. 1, 2024
 Krysta Montgomery, #2779 Nov. 30, 2023
 Kathrynn Penner, #3684 Dec. 3, 2023
 Anika Dirk, #3482 Dec. 3, 2023
 Mortisha (Tish) Lear, #3737 Dec. 31, 2023
 Nikola Corckett, #4214 Dec. 14, 2023
 Kayla McTeer, #3755 Jan. 1, 2024
 Deanna Koch, #4343 Jan. 1, 2024
 Jocelyn Lavoie, #3338 Dec. 9, 2023
 Opal-Jayne Payne, #2892 Jan. 1, 2024
 Amanda Joyce, #4426 Dec. 9, 2023
 Jennifer Klimochko, #1802 Dec. 10, 2023
 Brandee Fildey, #3792 Dec. 10, 2023
 Kevin Valdes, #3988 Jan. 1, 2024
 Daniella Froese, #2933 Dec. 12, 2023
 Amber Kostaskey, #3670 Dec. 12, 2023

Khalayla Cherney, #3626 Dec. 13, 2023
 Kelsey Connolly, #2938 Dec. 13, 2023
 Carly McArthur, #2842 Dec. 31, 2023
 Cassandra Woolman, #4725 Dec. 15, 2023
 Avery Wray, #4534 Jan. 1, 2024
 Jessica Willson, #4182 Dec. 16, 2023
 Melanie Iverson, #1238 Dec. 18, 2023
 Shannon Hagman, #2836 Dec. 18, 2023
 Brittney Rogers, #3044 Dec. 19, 2023
 Andrey Hynes, #2620 Jan. 1, 2024
 Victoria Hallam, #3937 Dec. 31, 2023
 Rosemarie Coutu, #3885 Dec. 19, 2023
 Cierra Berner, #4059 Jan. 1, 2024
 Joan Caulkett, #2352 Jan. 1, 2024
 Mona Pohl, #48 Dec. 19, 2023
 Stephanie McWhirter, #2590 Jan. 1, 2024
 Lonneke Nooijen, #3603 Jan. 1, 2024

Transfer Non-Practicing Veterinary Technologist Member to General Practice Registered Veterinary Technologist

Madison Sheppard, #3994 Oct. 23, 2023
 Chelsea Fletcher, #3664 Nov. 13, 2023
 Patrick Fuller, #4444 Nov. 10, 2023
 Shannon MacLean, #1553 Nov. 29, 2023
 Lorraine Serhienko, #2841 Jan. 1, 2024
 Nicole Payne, #3524 Jan. 1, 2024
 Quinn Facco, #3743 Dec. 11, 2023
 Cindy Scott, #1244 Dec. 19, 2023

Transfer Provisional Registered Veterinary Technologists to Limited Practice Registered Veterinary Technologist (Small Animal)

Kayleigh Tobola, #4056 Nov. 21, 2023

Transfer Provisional Registered Veterinary Technologists to General Practice Registered Veterinary Technologists

Taylor Pierunek, #4779 Nov. 17, 2023
 Samuel Krukowski, #4693 Nov. 17, 2023
 Elizabeth Barilko, #4818 Nov. 17, 2023
 Emily Heller, #4817 Nov. 17, 2023
 Wanda Jarvis, #4809 Nov. 17, 2023
 Heidi Lochhead, #4812 Nov. 17, 2023
 Kalle Price, #4800 Nov. 17, 2023
 Mikahla Rohl, #4797 Nov. 17, 2023
 Ashley Wickenheiser, #4805 Nov. 17, 2023
 Jenna Kell, #4742 Nov. 20, 2023
 Sydney Mercier, #4778 Nov. 20, 2023
 Bailey Pilgrim, #4676 Nov. 20, 2023
 Jenna Reinisch, #4798 Nov. 20, 2023
 Carly Lynch, #4776 Nov. 23, 2023
 Rebecca Lavalley, #4730 Nov. 27, 2023
 Laura Pope, #4801 Nov. 27, 2023
 Julie Edwards, #4803 Nov. 28, 2023
 April Garn, #4820 Nov. 28, 2023
 Carleen Alsop, #4772 Dec. 1, 2023
 Tina Krahn, #4787 Dec. 1, 2023
 Michael Perri, #4726 Dec. 4, 2023
 Tabitha Martin, #4692 Dec. 4, 2023
 Kaitlyn Klatt, #4808 Dec. 4, 2023
 Mollie Fleet, #4810 Dec. 4, 2023
 Rong Chen, #4752 Dec. 4, 2023
 Jordan Hopfe, #4722 Dec. 5, 2023
 Lacy Sondrol, #4822 Dec. 8, 2023

Membership Matters (Continued)

Summer Kozel-Meadows, #4650	Dec. 8, 2023
Mykenzie Price, #4799	Dec. 8, 2023
Shelbi Wakefield, #4783	Dec. 13, 2023
Tara Rozka, #4780	Dec. 13, 2023
Sasha Miller, #4741	Dec. 13, 2023
Shauna Kelliher, #4672	Dec. 13, 2023
Madison MacKenzie, #4802	Dec. 13, 2023
Rhys Jones, #4775	Dec. 13, 2023
Kayla Bullis, #4821	Dec. 13, 2023
Jessica Neufeld, #4814	Dec. 13, 2023
Courtney Greene, #4824	Dec. 15, 2023
Maegan Dollete, #4788	Dec. 19, 2023
Jodie Moores, #4791	Dec. 19, 2023
Kaylee Seles, #4781	Dec. 19, 2023
Kassidy Urichuk, #4750	Dec. 19, 2023

Cancel General Practice Registered Veterinary Technologist

Christine Borkowsky, #1294	Dec. 29, 2023
Rebecca Gregory, #2905	Dec. 31, 2023
Sandra Munnings, #2118	Dec. 31, 2023
Amy Honeychurch, #2300	Dec. 7, 2023
Sheila Simonin, #2486	Dec. 31, 2023
McKayla Sorgen, #4246	Dec. 31, 2023
Gina Winquist, #3746	Dec. 31, 2023
Erin Tellier, #4359	Dec. 20, 2023

Cancel Non-Practicing Veterinary Technologist Member

Abigail Culleton, #2342	Nov. 21, 2023
Chantelle Nelson, #927	Dec. 1, 2023
Erin Young, #367	Dec. 29, 2023
Pamela Bowyer, #2435	Dec. 29, 2023
Ashleigh Gardiner, #4298	Dec. 31, 2023
Carissa Ward, #4081	Dec. 31, 2023
Josee Marcoux, #2885	Dec. 31, 2023

Cancel Provisional Veterinary Technologist

Heather Schellenberg, #4651	Nov. 24, 2023
Emily Pugsley, #4469	Dec. 30, 2023
Abree Caseley, #4586	Dec. 9, 2023
Shania Rice, #4556	Dec. 13, 2023
Shelby McFarlane, #4635	Dec. 19, 2023
Ashley Schrauwen, #4621	Jan. 2, 2024

Cancel Limited Practice Registered Veterinary Technologist (Small Animal)

Alexa Aubry, #4172	Nov. 27, 2023
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Re-instated General Practice Registered Veterinary Technologist

Breanna Daubert, #2913	Nov. 29, 2023
Katelyn Benoit, #3983	Dec. 4, 2023

Veterinarians | February 2024

Transfer General Practice Registered Veterinarian to Non-Practicing Veterinarian Member

Dr. Kurt Weissenborn, #286	Jan. 1, 2024
Dr. Hristina Gadzheva, #2439	Dec. 22, 2023
Dr. Kavunkal Georgekutty, #2403	Jan. 1, 2024
Dr. Kristina Wicks, #2615	Jan. 1, 2024
Dr. Matea David-Steel, #4020	Dec. 29, 2023
Dr. Katie Graves, #3288	Jan. 1, 2024
Dr. Mejid Ayroud, #1006	Jan. 1, 2024
Dr. Janet Anderson, #951	Jan. 6, 2024

Dr. Vahid Jafar, #3065	Jan. 4, 2024
Dr. Krishna Bhatt, #4005	Jan. 24, 2024
Dr. Shannon Perz, #1626	Jan. 24, 2024
Dr. Tamara Quaschnick, #2666	Jan. 26, 2024
Dr. Patrick Higgins, #728	Jan. 31, 2024
Dr. Kristina Wicks, #2615	Nov. 11, 2023

Transfer General Practice Registered Veterinarians to Time Limited Registered Veterinarian

Dr. Terrie Faber, #1125	Jan. 1, 2024
Dr. Tara Landsbergen, #3648	Jan. 1, 2024
Dr. Jennifer Enzie, #3390	Jan. 1, 2024
Dr. Georgina Hill, #1782	Jan. 1, 2024
Dr. Anneliese Heinrich, #3471	Jan. 1, 2024
Dr. Julia Keenlside, #1407	Dec. 28, 2023
Dr. Vanessa Mocanu, #3428	Jan. 1, 2024
Dr. Catherine Kerr, #1604	Dec. 29, 2023
Dr. Colleen Pollock, #1839	Dec. 30, 2023
Dr. Andrea Storch, #3276	Jan. 1, 2024
Dr. Ella Fulmes, #4415	Jan. 2, 2024

Transfer Time Limited Registered Veterinarian to Non-Practicing Veterinarian Member

Dr. Andrew Bronson, #964	Dec. 21, 2023
Dr. James Rhodes, #564	Dec. 21, 2023
Dr. John Neufeld, #824	Dec. 31, 2023
Dr. Glenn Merth, #1412	Dec. 31, 2023
Dr. Teresa Brannen, #1226	Jan. 1, 2024
Dr. John Scholten, #822	Dec. 31, 2023

Transfer Non-Practicing Veterinarian Member to General Practice Registered Veterinarian

Dr. Katarina Weber, #4137	Jan. 4, 2024
Dr. Megan Johnsen, #3264	Jan. 25, 2024

Transfer Supervised Limited Practice Registered Veterinarian to Temporary Registered Veterinarian

Dr. Ninoska Pereira, #4374	Jan. 20, 2024
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Transfer Temporary Registered Veterinarian to General Practice Registered Veterinarian

Dr. Nakiska Van Bergen, #3848	Jan. 25, 2024
Dr. Muhammad Osama Azam, #4272	Jan. 25, 2024
Dr. Jismol Jose, #4119	Feb. 2, 2024

Transfer Supervised Limited Practice Registered Veterinarian to General Practice Registered Veterinarian

Dr. Manpreet Dhaliwal, #4274	Feb. 1, 2024
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Cancel General Practice Registered Veterinarian

Dr. Felipe Zeymer, #3126	Dec. 31, 2023
Dr. Alix Nelson, #4116	Jan. 2, 2024
Dr. Jason Johnson, #3737	Dec. 30, 2023
Dr. Walid Awad, #3573	Dec. 27, 2023
Dr. Diana Montano Reynoso, #4128	Dec. 31, 2023
Dr. Gregory Wideman, #3680	Dec. 31, 2023
Dr. Nallely Paez Nunez, #3717	Jan. 1, 2024
Dr. Cameron Hughes, #4195	Dec. 31, 2023
Dr. Shaylee Albert, #4207	Dec. 31, 2023
Dr. Abigail Picyk, #3901	Jan. 4, 2024
Dr. Shauna Gavin, #4110	Jan. 1, 2024
Dr. Danilo Franco Jimenez, #2825	Dec. 31, 2023
Dr. Kerry Dyson, #4138	Jan. 10, 2024
Dr. Claudette Theriault, #1908	Jan. 1, 2024
Dr. Jerrica Swim, #4167	Dec. 31, 2023
Dr. Melissa Herman, #3906	Dec. 28, 2023

Cancel Time Limited Registered Veterinarian

Dr. Artur Cegielski, #1842	Jan. 1, 2024
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Dr. Jeffrey Brooks, #1186
Dr. Rebecca Bezugley, #3275
Dr. Julie DeCubellis, #3201

Cancel Non-Practicing Veterinarian Member

Dr. Jane Mahon, #1024
Dr. Mohammad Iqbal, #4239
Dr. Vanda Ulici-Petrut, #2527
Dr. Stephen Lee, #1705
Dr. Lisa Bradstock, #1137
Dr. Stephanie Wong, #3778
Dr. Rob Nixon, #1640
Dr. John Berezowski, #1278
Dr. Justene Tedder, #2492
Dr. Ahmed Abousamra, #2593

Dec. 22, 2023
Dec. 27, 2023
Jan. 1, 2024

Jan. 1, 2024
Dec. 30, 2023
Jan. 1, 2024
Dec. 27, 2023
Dec. 31, 2023
Jan. 7, 2024
Jan. 1, 2024
Jan. 1, 2024
Jan. 1, 2024
Jan. 1, 2024

Permit Holder Approval | February 2024

2552332 Alberta Ltd. (Dr. Kate Lupton #2895)
2427846 Alberta Ltd. (Dr. Tara Shearer #3668)

J & E Vet Services Inc.
(Dr. Erin O'Brien #2758, Dr. Joanna Pytko #1820)
Veterinary Home Care Services Inc.
(Dr. Matthew Hejazi #1973)
Serenity Veterinary Services Inc.
(Dr. Alyssa Coulombe #3408)
Zuran Veterinary Services Ltd.
(Dr. Manzoor Ahmad #4121)

Jan. 5, 2024
Jan. 5, 2024
Jan. 13, 2024
Jan. 13, 2024
Jan. 17, 2024
Jan. 17, 2024

Closed Permit Holder | February 2024

Chris Berezowski Holdings Ltd.
(Dr. Christopher Berezowski # 2165)
Rocky Mountain Veterinarians Inc.
(Dr. Michelle Cutler #2603)
Moore Equine Veterinary Centre Ltd.
(Chris Berezowski Holdings Ltd.,
Evans Equine Services Inc.,
Mattson Veterinary Services Ltd.,
Dr. Erin Shields #2889, Dr. Jennifer Fowlie #2364,
Dr. Shannon Lockhart #3157, Dr. Jordan Cook #2674,
Dr. Katherine McDonald #3260)

Dec. 27, 2023
Dec. 12, 2023
Dec. 1, 2023

Registered Veterinary Technologists | February 2024

Transfer General Practice Registered Veterinary Technologist to Non-Practicing Veterinary Technologist Member

Caren Lee, #2594
Brittany Tisdale, #3353
Eve Coers, #4013
Siana Young, #3964
Brooke Magnuson, #3821
Melody Hubich, #2414
Erann Niles, #3521
Shyloe Delorey, #3301
Tiara Wiseman, #4705
Makayla Morgan, #3971
Denise Allison, #2402
Rhonda Danyluk, #1696
Fallon Racette, #3469
Kaitlan Boothby, #3018
Kim Thomas, #1668
Yasin Demirtas, #4477
Sheri Raknerud, #1370
Shauna Huber, #3358
Sheena Pearson, #1652

Jan. 1, 2024
Dec. 21, 2023
Dec. 31, 2023
Jan. 1, 2024
Jan. 1, 2024
Dec. 31, 2023
Dec. 27, 2023
Dec. 28, 2023
Dec. 27, 2023
Dec. 27, 2023
Dec. 28, 2023
Dec. 28, 2023
Dec. 29, 2023
Dec. 29, 2023
Dec. 29, 2023
Dec. 29, 2023
Dec. 30, 2023
Dec. 30, 2023
Dec. 31, 2023

Danika Poirier, #4339
Leanne Worsdall, #3365
Natalie Taylor, #4029
Anne Richards, #1181
Katrina Van Es, #4374
Brittney Harris, #3083
Gabrielle Kiewning, #3591
Breanne Boychuk, #4330
Alisa Lund, #4643
Katey Johnston, #2229
Allison Hetherington, #2112
Ashtyn Maki, #4593
Bailey Nadeau, #3396
Debra Bishop-Lane, #165
Kelsey Ross, #3243
Natasha Borys, #2536

Dec. 31, 2023
Dec. 31, 2023
Dec. 31, 2023
Jan. 1, 2024
Dec. 31, 2023
Dec. 31, 2023
Jan. 1, 2024
Jan. 4, 2024
Jan. 4, 2024
Jan. 4, 2024
Jan. 6, 2024
Jan. 7, 2024
Jan. 15, 2024
Jan. 17, 2024
Jan. 21, 2024
Jan. 3, 2024

Transfer Non-Practicing Veterinary Technologist Member to General Practice Registered Veterinary Technologist

Erica Posteraro, #3797
Janie Weger, #867
Yejin Lee, #3544
Chelsey Wood, #4370

Jan. 1, 2024
Dec. 31, 2023
Jan. 1, 2024
Jan. 8, 2024

Transfer Provisional Registered Veterinary Technologists to Limited Practice Registered Veterinary Technologist (Small Animal)

Katherine Hall, #4607

Jan. 17, 2024

Cancel General Practice Registered Veterinary Technologist

Nicole MacPherson, #3051
Susan L. Smith, #126
Mandy Crawford, #1597
Molly Seaton, #3827
Cori-Lynn Haskell, #4553
Robyn Makarowski, #1360
Shauntelle White, #3170
Shae-Lynne Smith, #4629
Rebecca Peters, #4121
Pnina Wilson, #3117
Meghan Eggertson, #4642
Krystal Laferriere, #1950
Kaylea Resch, #4470
Nicole MacPherson, #3051
Kendall Bettin, #2588
Courtney Webber, #3539
Kendra Wurtz, #3055
Kristen Boeve, #4320
Samantha Law, #4194

Jan. 1, 2024
Dec. 21, 2023
Dec. 28, 2023
Jan. 1, 2024
Jan. 1, 2024
Jan. 3, 2024
Jan. 1, 2024
Jan. 1, 2024
Jan. 10, 2024
Jan. 10, 2024
Jan. 1, 2024
Jan. 18, 2024
Jan. 19, 2024
Jan. 1, 2024
Jan. 26, 2024
Jan. 29, 2024
Jan. 1, 2024
Jan. 1, 2024
Dec. 31, 2023

Cancel Non-Practicing Veterinary Technologist Member

Amanda McDonald, #3373
Kassandra Huculak, #2088
Alejandro Vargas, #3852
Anita Sheppard, #521
Jayme Smith, #691
Melanie Iversen, #1238
Mortisha (Tish) Lear, #3737
Amy Field, #3525
Sevanne Cameron, #1944
Christine Skirrow, #2225
Kathleen Bergeron, #2600
Monica Williams, #3616

Dec. 29, 2023
Dec. 24, 2023
Jan. 1, 2024
Jan. 3, 2024
Jan. 1, 2024
Jan. 1, 2024
Dec. 31, 2023
Dec. 31, 2023
Jan. 8, 2024
Jan. 11, 2024
Jan. 12, 2024
Dec. 31, 2023

Membership Matters (Continued)

Candice Adam, #2799 Jan. 14, 2024
 Ceanna Tannas, #3276 Dec. 31, 2023
 Hilma Busz, #694 Jan. 16, 2024
 Tracy Dickey, #1373 Dec. 31, 2023
 Hailey Trainer, #3278 Jan. 1, 2024
 Andrea Almhjell, #4032 Jan. 1, 2024
 Amanda Ransome, #3295 Jan. 5, 2024

Cancel Provisional Veterinary Technologist

Madison Conrad, #4595 Jan. 15, 2024

Reinstated General Practice Registered Veterinary Technologist

Ruth Thomson, #2122 Feb. 7, 2024

Permit Holders Not Renewed & Cancelled | February 2024

1602513 Alberta Inc. (Dr. Koshy George Palathumthalackel #2307)
 Aurora Veterinary Clinic Ltd. (Dr. Leslie Powell #2088)
 Daniel Katz Veterinary & Surgical Corp (Dr. Daniel Katz #3434)
 Maclean Veterinary Services Inc. (Dr. Gagandeep Singla #3556)
 NEBO Holdings Ltd. (Dr. Darko Mitevski #2202)

Members Cancelled For Non-Payment | February 2024

General Practice Registered Veterinarian

Dr. Madison Anderson, #4031
 Dr. Kelsey Chapman, #3526
 Dr. Katrina Cheney, #4395
 Dr. Catherine Dick, #2297
 Dr. Tehal Gill, #2263
 Dr. Wing Chi (Gigi) Lin, #4301
 Dr. Belinda Lowes, #3191
 Dr. Tanveer NA, #4095
 Dr. Leslie Powell, #2088
 Dr. Walker Watt, #3176

Suspended Non-Practicing Veterinarian Member

Dr. Sean Archibald, #1437

Unsupervised Limited Practice Registered Veterinarian

Dr. Nicola Cribb, #3673

Time Limited Registered Veterinarian

Dr. Andrea Lam, #4281

Non-Practicing Veterinarian Member

Dr. Tathiana Lima Anacleto, #3363
 Dr. Michelle Oakley, #2766
 Dr. Shannon Perz, #1626

General Practice Registered Veterinary Technologist

Justine Attwell, #3167
 Reanna Bala, #4561
 Leanne Barker, #1079
 Katrin Baron, #3733
 Vanessa Bastura, #1324

Alyson Brad, #3639
 Charlene Corbett, #953
 Madison Dahl, #2259
 Sarah Davis, #4415
 Tyra King, #4369
 Kelly Kozevnikov, #4596
 Shelby Lomsnes, #4028
 Alannah Morton, #4543
 Alysha Poudrier, #4110
 Jacqueline Priest, #3880
 Paige Ruecker, #4481
 Mackenzie Sawchuk, #4516
 Taralee Semashkewich, #3953
 Chantelle Van Eecke, #2999

Non-Practicing Veterinary Technologist Member

Marcee Andrews, #4058
 Cindy Beecher, #826
 Melanie Bull, #2283
 Samantha Friesen, #2937
 Haley George, #3408
 Tatiana Hendriks, #4337
 Heather Kamieniecki, #3824
 Rebecca Kennedy, #3590
 Jolene Klotz, #883
 Nikki Krecmar, #1815
 Sherrill MacKeigan, #2838
 Bailey Nadeau, #3396
 Emily Navickas, #3578
 Katie Ness, #3587
 Erica Noga, #3169
 Alexandra Pattison, #3397
 Candace Pritchard, #3847
 Stacey Schlichter, #3118
 Heidi Silver, #3974
 Victoria Spalding, #3125
 Carly Sullivan, #4213
 Jodine Ure, #207
 Erin Wozney, #3897

Provisional Approval of New Veterinary Practice Entities (November 9, 2023, to February 16, 2024)

The ABVMA publishes the names of provisionally approved veterinary practice entities (VPEs) in the ABVMA magazine. Provisional approval is granted once a VPE has passed the pre-opening inspection.

Practice Name	Location
Northwest Animal Hospital	Calgary
Bark & Bridle Veterinary Services	Wheatland County
Sarcee Trail Animal Hospital	Calgary
All Your Heart Veterinary Services	Edmonton

WorkPack

A Professional Retention Toolkit

Chapter 5: Psychological Safety

What is Psychological Safety?

A **psychologically** safe work environment is when “workers feel able to put themselves on the line, speak up to ask questions, seek feedback and report mistakes in a mutually trusting and respectful way.”^{1, 2, 5}

The concept was derived in the 1960s based on the theory that psychological safety was necessary for people to adapt to organizational challenges and change.⁷

Psychological Safety Basics

Using an occupational health and safety (OHS) lens, the concept of psychological safety can be viewed as the perceived degree of risk that an employee has when being exposed to factors or hazards in the workplace which can result in mental harm. There are a variety of different hazards, depending on the work environment, that can put an employee’s psychological health and safety at risk if not prevented or managed. In the veterinary workplace, these factors can include excessive work demands and pace, shift work, exposure to traumatic events and critical incidents, ethical and moral dilemmas, violence, bullying and harassment.

The higher the perception of risk is, the greater the likelihood that an employee has been experiencing a mental injury or mental strain that can negatively impact their mental health and overall health.

The more everyone in the veterinary work environment learns and understands what psychological health and safety is, the more they will see how they can have an important role in protecting themselves and each other from harm.

References

1. Edmondson, A. (1999). Psychological safety and learning behavior in work teams. *Administrative science quarterly*, 44(2), 350-383.
2. Edmondson, A. C., & Lei, Z. (2014). Psychological safety: The history, renaissance, and future of an interpersonal construct. *Annu. Rev. Organ. Psychol. Organ. Behav.*, 1(1), 23-43.
5. Hansen, O. (2021). Psychological Safety, Work Engagement and Staff Retention in Swedish Home Care.
7. Schein, E., & Bennis, W. G. (1965). *Personal and organizational change through group methods: The laboratory approach*. New York: JohnWiley and Sons. Inc.



Why is it Important to have a Workplace Psychological Health and Safety (PHS) Program?

Retention of competent veterinary employees is of paramount interest along with avoiding additional costs in recruiting and retaining new employees.

Research with human health care professionals show that intention to stay in a job is greatly affected by the psychosocial work environment and has been related to a positive and supportive work environment such as trust, feedback and support, recognition and development opportunities.

For example, in a study with home health care workers, there was a positive correlation between psychological safety and intention to stay at current workplace ($r=0.472$), intention to stay in the industry ($r=0.346$), the psychosocial factor of work engagement was positively correlated to intention to stay at current workplace ($r=0.552$) and intention to stay in the industry ($r=0.559$).⁵

Research shows that PHS programs decrease voluntary turnover related to mental health issues and in turn, reduces costs related to hiring and training new employees³ while lowering productivity losses by up to 30%.

Other benefits of a workplace PHS program include enhanced organizational effectiveness, innovation and continual improvement, improved retention and recruitment with reduced turnover and absenteeism, higher rates of motivation and morale (proven buffers against burnout), reduced workplace conflict and grievances and lowered disability and injury rates and associated costs (from [CCOHS: Assembling the Pieces Toolkit](#) and Fransen et al., 2020).

Learn more here: workpack.abvma.ca/ (login required).



New ABVMA Member Assistance Program: GreenShield+

AT ABVMA, WE ARE COMMITTED TO SUPPORTING OUR MEMBERS' MENTAL HEALTH AND WELL-BEING. WE ARE THRILLED to share that on April 1, 2024, we launched a new member Wellness Program through GreenShield+ aimed at providing you with access to an ecosystem of services to support the health of you and your family.

Our new program includes access to the following services:



Counselling

WHETHER YOU'RE FACING MENTAL health challenges such as stress, anxiety or depression – or navigating the everyday complexities of life – our new mental health offering, available through GreenShield+ will provide accessible and personalized care across the health spectrum for five hours each of individual and couples counselling for you and your dependents.

GreenShield Health provides ongoing access to secure support from the counsellor who best suits your needs and experts who can help you reach your total well-being goals. Accessing support is simple and convenient. Therapy sessions are easily booked online and delivered through GreenShield Health's secure and encrypted GreenShield+ platform by video phone, or in-person.

GreenShield Health's program is confidential, voluntary and accessible at your convenience.



Internet-Based Cognitive Behavioural Therapy (iCBT)

ICBT BY GREENSHIELD HEALTH IS A digital program that uses Cognitive Behavioural Therapy (CBT) to help people with mild to moderate anxiety and depression achieve their wellness goals. Our interactive learning modules, tools and coaching help you develop positive coping strategies and reduce life-disrupting symptoms without waiting. Regular in-app reminders and guided coaching ensure you stay motivated on your iCBT journey to reach your mental health goals.



Digital Pharmacy

THE HEALTH DEPOT IS A DIGITAL pharmacy offering personalized clinical services to help you manage your prescriptions, health and pharmacy needs from the comfort of your home. The digital pharmacy allows you to connect with a pharmacist easily and provides fast and free medication delivery anywhere in Canada. You also have access to caregiver tools and chronic disease management.

To access the program: call 1-833-707-4747 or login at app.greenshieldplus.ca.

If you have questions about this new program offered by ABVMA, please contact: kathy.naum@abvma.ca, 780-784-5233, or megan.bergman@abvma.ca, 780-784-5230.



Good mental health comes with enough challenges.



Finding the right support shouldn't be one of them. We match you with a qualified therapist best-suited to your needs through your GreenShield Health's MAP Program.



Mental Health Counselling

Confidential virtual or in person therapy. We match you with a qualified therapist whenever you need to talk.

- Individual Counselling
- Couples Counselling

Work, Health and Life Services

We know it takes more than just therapy to live and stay well. Our registered nurses, dietitians, coaches and trained professionals are here to help you navigate all aspects of life and achieve your personal goals.

- Work and Career
- Health and Nutrition
- Legal and Financial
- Life Transitions

Scan the QR code below or go to app.greenshieldplus.ca
Create your GS+ account using Organization Code: **ABVMA**
Speak with the customer care team via live chat on the GS+ platform or call 1-833-707-4747

* GreenShield means, collectively, Green Shield Canada (GSC), Green Shield Association, and Green Shield Holdings Inc., which is the primary company that houses health services and benefits administration businesses, including Inkblot Therapy, Tranquility, NKS Health Canada, The Health Depot Pharmacy, Benecaid, Honeybee, BCH Consultants and Computer Workware Inc. Green Shield Holdings Inc. is a wholly owned subsidiary of the not-for-profit Green Shield Association.





Volunteer UCVM alumni veterinarian from a VetStrategy clinic in Canmore helping with surgeries at the preventive care clinic in November 2023.

UCVM and Stoney Nakoda Animal Health Program

UCVM Communications Team

THE UNIVERSITY OF CALGARY, FACULTY OF VETERINARY Medicine (UCVM) has a strong commitment to community engagement and is making a positive impact, one paw print at a time.

Since 2008, UCVM has worked with the five Sahtu Settlement Area communities in the Northwest Territories. These remote communities are reachable only by winter roads for a brief six weeks each year, making access to veterinary care extremely challenging. Community concerns about dogs prompted the initiation of an innovative community-based clinical rotation for fourth-year veterinary medicine students that provides preventive veterinary services in the communities each February. Over the years this program has had positive impacts on the health and welfare of dogs in the communities and on community concerns around safety, dog over-population and negative dog encounters. It has also had many benefits for participating veterinary students, including supporting their development of cultural humility, teaching them how to practice in a resource limited setting along a spectrum of care and fostering communication skills across a diversity of clients.

Building off the experiences and outcomes of the Sahtu program, and to provide opportunities for more veterinary students to develop relationships with Indigenous partners, UCVM initiated



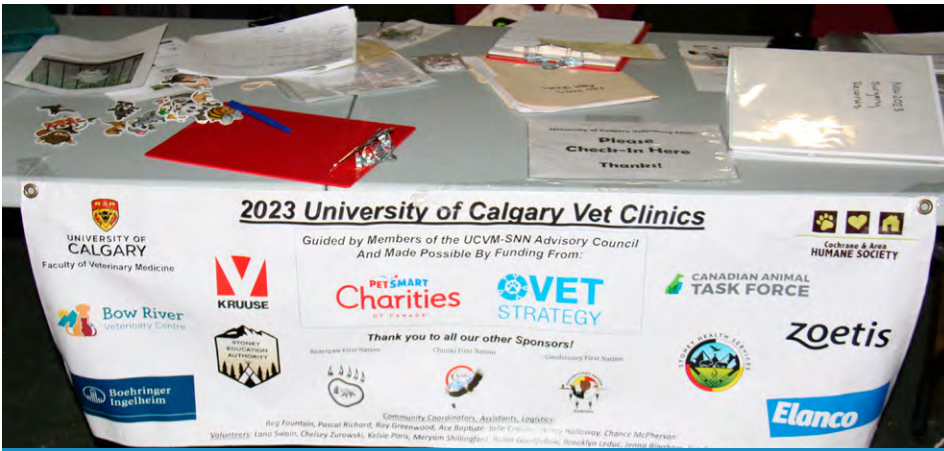
UNIVERSITY OF CALGARY
FACULTY OF VETERINARY MEDICINE

the Stoney Nakoda Animal Health Program in partnership with the Stoney Nakoda First Nation. In 2016, UCVM was put in touch with a member from the Stoney Nakoda First Nation community and initial discussions began about a partnership around animal health. Since then, this partnership has been built with an advisory council comprising Elders and knowledge keepers from the community. These conversations emphasized four key priorities:

1. enhancing Indigenous youth exposure and pathways to health sciences careers,
2. integrating Nakoda language and Indigenous knowledge into UCVM activities,
3. facilitating reciprocal learning opportunities between the Stoney Nakoda community and UCVM, and
4. improving community access to vital veterinary services.

From this guidance, a program that spans all four years of the DVM program at UCVM has been created.

In first year, veterinary students view the documentary, titled "Ahomapénî; Relations and Rez Dogs," which was created by the Nakoda Audiovisual (AV) Club <https://www.nakodaavclub.com/rez-dog> and explores community perspectives on dogs and how dogs are viewed and interacted with by outsiders. The screening is followed by guided discussions with AV Club members and



Sponsor banner displayed at the November 2023 preventive clinic event. The whole Stoney Nakoda Animal Health Program is dependent on support from many sponsors.



Fourth-year students and alumni work together to provide care at each preventive veterinary clinic event.

These clinics are a testament to the effectiveness of teamwork and shared dedication to the well-being of the community's furry companions.

community Elders. This experience is a great way of introducing the students to different community perspectives on the role of dogs and animal health.

The second-year veterinary students deliver the interactive, hands-on outreach sessions about veterinary medicine and health sciences to Nakoda youth in the schools. The sessions are an opportunity for a two-way exchange of knowledge, with UCVM students sharing their knowledge about veterinary medicine and animal health, and youth, Elders and teachers from the community sharing their knowledge about traditional relationships with animals and animal health.

Students from the fourth-year class participate in a two-week clinical rotation through a pop-up clinic on the Stoney Nakoda reserve. There, students deliver preventive veterinary services, including sterilization surgeries, health exams, deworming and vaccination services, as well as other minor procedures. These clinics are held twice annually. Still in the

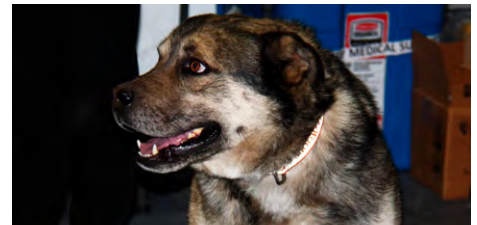
planning stages, the third-year class will participate in the delivery of wellness appointments during future clinic events. They will provide health exams and vaccines to dogs and cats in the community and discuss animal health and care with the animals' guardians.

The first preventive veterinary clinic event took place in the community in March 2023 – a collaboration uniting fourth-year students, alumni, UCVM vets and techs, nearby veterinary practices, donors and the community. This clinic served over 130 clients and 318 dogs and cats. The most recent community clinic took place in November 2023. Over six clinic days, nearly 100 clients were served, with 210 dogs and cats examined, 194 vaccinated, and 66 spay and neuter procedures performed. These clinics are a testament to the effectiveness of teamwork and shared dedication to the well-being of the community's furry companions.

The program has garnered immensely positive feedback from participants at UCVM and community members alike.



Youth learning how to suture during a hands-on outreach session about veterinary medicine and health sciences in the local high school.



A patient getting ready to receive preventative vet care at the preventive care clinic in November 2023.

Maintaining the financial sustainability of the Stoney Nakoda Animal Health Program is paramount for UCVM to foster a lasting partnership with the community and to provide ongoing animal care and a shared learning environment. The program is dependent on the support of many sponsors. A generous one-time grant from PetSmart Charities of Canada was essential to helping UCVM develop and implement the animal health program with the community and funding from VetStrategy has supported the clinic event in November 2023 and will support the upcoming event at the end of March 2024. We believe that by building partnerships with our First Nations neighbours and working together to provide consistent and culturally appropriate veterinary services, we will improve animal and community health and welfare, while at the same time improving DVM learning outcomes so that graduates feel better equipped to work respectfully and effectively with Indigenous populations. Through this, we hope to have long-term impacts on improving access to, and acceptability of, veterinary care for a diversity of clients.

If you would like more information about this program please contact Sarah Parker, the Director of Development at UCVM (sarah.parker1@ucalgary.ca).



PAID LEAVE

Investing in Employee Health and Well-Being

Part Three: Moving from inaction to action – implementing paid leave in practice

Dr. Kathy Keil

IN OUR FINAL INSTALLMENT OF THIS series, here are some tips for those in a supervisory role when managing longer-term sick leaves.

Supportive workplaces, teamwork, organizational culture and clear supervisory/managerial direction are essential elements to manage workplace absences in a respectful and coordinated manner. Relational coordination, as described in Chapter 3 of the WorkPack, and interdependent team training are essential to help supervisors and managers develop a plan to schedule and cover for workers who are on sick leave and cultivate a supportive work culture where team members are willing to pitch in.

- It may be helpful to have some staff who are not full time and may be happy to increase their hours where they can earn a little extra income while avoiding burnout in full-time employees. This will require thoughtful a priori cross-training and/or work-sharing and team members who are willing to share information on task demands to coordinate coverage. Give workers the opportunity to set their own flexible schedules if they are willing to take on additional tasks, responsibilities or shifts. If possible, provide them with the options to work remotely from home. For more information on how relational coordination can be accomplished in vet med, see Chapter 3.

- Although it is essential to respect the privacy of the employee who is on sick leave and sharing too much information could violate privacy laws, it is important to keep staff united and part of the solutions to come up with scheduling options and task coverage to best satisfy everyone's needs. Studies show that coworkers see themselves as a potential resource in workplace resource planning as they have the best on the ground knowledge of the job.¹
- As described in Chapter 3, the Veterinary Professional Workforce Project report revealed that 63% of veterinary technologists reported working below their scope of practice. Sick leave coverage is an opportunity to improve workplace culture while fully engaging team members who have the professional competence to do the task, want to do it and help retain them as satisfied employees. Those in supervisory roles should:
 - Review the responsibilities of the absent coworker so that you can fairly delegate their tasks.
 - Meet regularly with team members who are taking on additional tasks, ask them questions to verify everyone understands new responsibilities and any new goals that have been implemented due to coworker's absence to ensure they are handling the additional responsibilities well. Ask if they need any additional support and provide guidance as necessary to prioritize and ensure work is of a suitable nature for all.
- Lead open conversations about how feeling invincible or guilty to take time off can contribute to presenteeism, worsening health and contribute to individual and organizational burnout and even unsafe work conditions. These conversations reduce stigma and judgment about taking and covering sick leaves and pays off in terms of health and economic gains for employers, team members and overall clinic operations while enabling a more sustainable, healthy and productive team and culture.
- Supervisors/managers could provide additional paid time off, bonuses, or gift cards for those team members who are willing to take on more tasks to help keep the clinic operational and to support their coworker in their time of recovery. Get creative with your incentives!
- Allow greater flexibility in work schedules and at homework arrangements, so workers can adapt their hours at work to fit the demands of their health-related caregiving responsibilities.
- Change corporate cultures to make sure workers feel comfortable using their paid sick leave time to promote workers' own health outcomes, avoid spreading diseases to co-workers and minimize employers' overall absence rates.

- Inclusivity, respect and civility are concepts discussed in Chapter 3 and are important as managers and supervisors consider how to reintegrate staff into the work environment and team after longer-duration sick leaves. Ensure clear, practicable and organized return-to-work arrangements with coworkers. That supports a culture where team members, and those coming back to work, feel part of the workplace and have a sense of belonging and positive emotion. Those are all important elements of PERMA-H, which is a positive psychology workplace well-being model discussed in Chapter 9 of the Workpack. Research shows that proactive, involved supervisors, good communication and a cooperative climate of respectful coworker relationships contribute to a successful return to work.⁷

Fourth, some actionable next steps:

- Check to see if your employer provides paid sick days, what those days cover (e.g. short-term illnesses, staying home to care for sick children, elder care, to visit the doctor), how many days of coverage and whether a doctor's note is needed.
- Ask your employer what mandatory and non-mandatory benefits are provided. Here is a list of benefits that are mandatory and protected by Canadian Federal Labour Standards. Non-mandatory are also called employer-sponsored benefits plans.
- Evaluate current paid sick leave and if needed, expand it. Suggestions by HR and OHS specialists include:
 - Add wage replacement to unpaid sick leave policies.
 - List out authorized uses of paid sick leave.
 - Enable workers to use their paid sick leave to care for their sick loved ones.
 - Allow use of paid sick leave for workers' and family members' routine medical care.
 - Extend paid sick leave programs to cover workers during their probationary period.
- Start a paid sick leave policy so every worker has paid sick leave. Talk with a benefits provider for more information and guidance on items like best practices on duration of employer-paid sick days and waiting periods to transition to short-term and long-term disability. As Chapter 3 of the WorkPack points out, policies are important to set norms and expectations and create a veterinary workplace where employees know they are psychologically and physically safe. See more in Chapter 3 about creating and refining policies.
- A paid sick leave policy is an excellent way to improve the organizational culture as it reduces presenteeism and withdrawal behaviours (reduced effort, intent to quit and turnover), strengthens workplace social relationships (interpersonally and organizationally) and improves attitudes towards the work (job satisfaction, sense of meaningful work and commitment to the workplace). All in all, this builds a physically and psychologically safe workplace and contributes to a high performing, healthy team. For more information on the organizational culture and psychological safety, see Chapter 3.
- Take the time now to create a plan, as part of employee wellness programs, on what will be expected when there are absences and how to best implement coverage to keep the clinic operationally streamlined and productive and avoid last-minute stress.

Conclusion

EVERYONE IS VULNERABLE TO ILLNESS AND INJURY. AND

all of us benefit when employees have employer-paid sick leave to get better – from the employees themselves, to the employers, colleagues, family members, clients, the patients we serve and society at large. Employer-paid sick leave is an excellent prescription for vet med to support retention and for a productive and satisfied workforce, and healthy employees and families.

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2. There Are Significant Business Costs to Replacing Employees - Center for American Progress. Accessed Sept. 20, 2023.
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6. DeRigne, L. (2023). Is paid sick leave bad for business? A systematic review. *American Journal of Industrial Medicine*, 66(6), 429-440.
7. Boštjančič, E., & Koračin, N. (2014). Returning to work after suffering from burnout syndrome: perceived changes in personality, views, values, and behaviors connected with work. *Psihologija*, 47(1), 131-147.

Resources:

Six strategies to help when colleagues are covering sick leaves: <https://hbr.org/2018/10/what-to-do-when-youre-covering-for-colleagues-and-cant-keep-up#:~:text=Your%20colleagues%20need%20to%20take,meeting%20to%20communicate%20this%20information>. Accessed Sept. 20, 2023.

The Canada Labour Code currently provides employees in federally regulated industries with 10 days of sick leave: [Sick Leave Across Canada | Canadian Labour Congress](#). Accessed Sept. 20, 2023.

Description and details of five leaves related to personal illness or injury for employees in federally regulated industries: [Amendments to the Canada Labour Code to provide ten days of paid sick leave - Canada.ca](#). Accessed Sept. 20, 2023.

List of job-protected (non-paid) leaves under the Alberta provincial employment standards rules: [Employment standards rules – Job-protected leaves | Alberta.ca](#). Accessed Sept. 20, 2023.

Example of a policy for medical staffing for UK physicians: <https://www.solent.nhs.uk/media/2783/hr20-policy-for-medical-staffing-acting-down-and-covering-absent-colleagues-v4.pdf>. Accessed Sept. 20, 2023.

Inclusion Made Simple



Equality is everyone getting the same hat.



Diversity is everyone getting different types of hats.



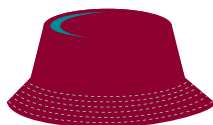
Equity is everyone getting the hat that fits and is right for them.



Acceptance is understanding that everyone wears different types of hats.



Belonging is wearing any hat you want, without fear of being judged.



Justice is fighting to make sure everyone has access to hats.

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Pride Season

PRIDE MONTH GATHERINGS FIRST STARTED IN CANADA IN THE 1970s when demonstrations took place in Ottawa and Vancouver. By 1973, pride events were being held in numerous Canadian cities across the country.

Pride month has evolved over the decades and is now referred to as Pride Season¹ by the Canadian Government, featuring events that run from June through September, although June is often host to many of the pride events that take place.

How can you support Pride Season?

You do not have to identify as a member of the LGBTQ2S+ community to support Pride.

Download the Government of Canada's Pride Season Toolkit² to display your support for pride.

Pride at Work Canada³ – a non-profit that empowers employers to build workplaces that celebrate all employees regardless of gender expression, gender identity and sexual orientation. Pride at Work Canada has published several reports⁴ for employers and employees including Lead With Pride: Best Practices and Know Your Right, a Guide for LGBTQ2+ Employees, and more. These reports are available on their website.

Find an event near you. Edmonton, Calgary and central Alberta all have websites that list various pride events. Check your local municipality's website for information on events in your area.

Resources:

1. <https://women-gender-equality.canada.ca/en/pride-season.html>
2. <https://women-gender-equality.canada.ca/en/pride-season/toolkit.html>
3. <https://prideatwork.ca/>
4. <https://prideatwork.ca/programs/resources/>

ABVMA Poster Campaign

IN 2023, ABVMA INCLUDED PRIDE

Month window clings for practices to identify their spaces as safe spaces for clients. This year, we are pleased to provide a poster that features two unique posters with similar messaging. While these posters do support Pride Month, they also support the elimination of discrimination of all kinds in the workplace at any time of the year.

Located on the following page, this double-sided poster is removable so you can use it in your work space.

This year's poster is intended to support practice employees and communicate to clients that discrimination is not welcome in your practice. ABVMA encourages practices to display these proudly and to create a culture where discrimination of any kind is not tolerated in your practice.



Animals don't discriminate
– *neither should we*

We foster an atmosphere of acceptance –
acts of verbal abuse or discrimination will not be tolerated here.



Animals and people are welcome here
– *discrimination isn't*

We foster an atmosphere of acceptance –
acts of verbal abuse or discrimination will not be tolerated here.



PIPS Tip: Continuity of Care and Emergency Services

VETERINARY PRACTICES IN ALBERTA

face unique challenges when it comes to emergency services. As guardians of animal health and well-being, veterinarians and registered veterinary technologists (RVTs) play a crucial role in ensuring continuity of care after hours and during emergencies. The responsibility goes beyond routine appointments and scheduled procedures, requiring a proactive approach to handle after-hours and emergency veterinary services.

Establishing clear and effective emergency and after-hours protocols is the first step towards maintaining continuity of care. Veterinary practices should develop a comprehensive plan that encompasses communication strategies, resource allocation and possible collaboration with other local veterinary practices.

During the 2022 Annual Veterinary Practice Entity (VPE) renewal, information was collected from practices regarding after hours emergency services for their clients and patients.

Results were as follows:

Of the 573 VPEs in Alberta in 2022:

- 433 advised they refer their patients to another VPE for after-hours emergency care.
- 202 advised they offer after-hours emergency care and 371 advised their VPE does not.
- 303 advised that they have an agreement with another VPE for after-hours emergency care.

For further explanation, 371 VPEs refer all after-hours cases and 202 offer some emergency services and also refer to another VPE dependent on veterinarian availability and type of case.

There are 371 VPEs that advised they offer no emergency services and 303 have an agreement with another VPE. This leaves a gap of 68 VPEs that may not be meeting the PIPS Bylaw.

The ABVMA PIPS Bylaw Universal Standard 1: Leadership, page 6, #4 states:

Every veterinary practice entity must ensure continuity of care for patients and clients by provision of out-of-

hours emergency services, either by a designated on-call registered veterinarian or referral to an alternate facility with which a documented agreement (verbal or written) exists.

It is expected that the voice mail message used for VPE after hours will list a specific telephone number(s) for the on-call registered veterinarian or referral VPE. A generic message such as "travel to another veterinary practice" does not meet the intent of the PIPS Bylaw.

Some practices may assume they don't need a documented agreement with a local larger practice or 24-hour facility. It is a leadership responsibility to have such an agreement. As stated in the guiding principle for Universal Standard 1: Leadership "The goal is to provide the public with the assurance they wish and the protection they need in regards to the delivery of veterinary health care procedures in the province. Provision of professional leadership and clear practice standards through these bylaws are essential in meeting this goal."

While 24-hour facilities are more common in urban centres, these facilities are experiencing a higher-than-normal number of visits from clients, which is causing increased wait times. This leads to overworked staff, which potentially contributes to staffing shortages, causing some 24-hour practices to close overnight.

Practices located in more rural areas often do not have access to any designated 24-hour or emergency facilities and are faced with even more challenges when it comes to continuity of care. Some of the increased workload in urban 24-hour facilities is a result of more rural practices referring small animal cases to urban centres when they don't have capacity for clinical cases.

The ABVMA has suggestions for practices to consider in providing the best possible care for their patients and clients 24/7:

- Work with other practices in the area to create a call sharing agreement. Historically, call sharing has been problematic mainly because of concerns

about losing clients to a competitor. In the current climate of practices being overextended, perhaps this is prime time to consider a call sharing strategy for your area of the province. In a University of Alberta Capstone study,² 55% of respondents believed that a shared on-call delivery model for emergency services makes the most sense and 61% of respondents indicated they had a collegial relationship with the surrounding practices that offer emergency services. Veterinary practices that do not offer after-hours emergency care should consider the impact on neighbouring practices that do, and should consider working collaboratively to share the load. Creating a network of support ensures that resources can be shared, and expertise can be accessed promptly, ensuring the best possible care for every patient.

The **ABVMA WorkPack Tool Kit** Chapter 8 on Practice Viability and Sustainability has a complete list of discussion points to initiate a conversation with veterinary practices in your area: workpack.abvma.ca/ (login required).

- Consider where technology and telemedicine can be used to provide services to existing clients that can be followed up with the next day. Processes such as these can help make out-of-hours work more manageable.
- Using a tele-triage company or hiring an RVT to provide after-hours tele-triage services could significantly reduce the impact on the "on-call" veterinarian. The use of tele-triage would also help the public understand what situations would require the veterinarian's immediate attention. This would limit the number of after-hours cases that could have waited until regular hours and ease the emergency workload.²
- Investigate the possibility of alternative models of practice, such as retainers or minimum spending levels to access out-of-hours services. This may allow investment in a better work-life balance for vets, without dramatic increases in the cost of emergency calls to the client.³

- Allot more time during the workday for emergency appointments, this will decrease the number of patients that would need to be referred and practices can tend to their own patients' emergencies.
- Provide educational materials to clients on what constitutes a true emergency and on emergency preparedness. Practices should be considered the best resources for clients and provide and guidance on recognizing signs of distress, creating a pet emergency kit and understanding when to seek professional help.

Each VPE has professional and ethical obligations to ensure continuity of care for their patients and clients. By proactively addressing the challenges unique to the region, establishing comprehensive protocols, fostering collaborative networks, embracing technology and educating pet owners, veterinary practices can uphold their responsibility to provide care. In doing so, they not only safeguard the health and well-being of their patients, but also strengthen the bond of trust between the veterinary community and animal owners in our province.

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3. How can we create a sustainable future for farm animal veterinary practice? VET RECORD, Nov 2021, 189(9), p371-372.



GO GREEN!

Opting out of the paper magazine

If you would like to opt out of receiving a printed copy of the ABVMA *Members' Magazine*, please contact **Lee Anne Winter** at leeanne.winter@abvma.ca.

The digital version of the magazine is sent out in the first Enews of the month of each issue, and is available to download at abvma.ca under the **CLASSIFIED ADS/CPD/LIBRARY/EVENTS** tab.

If you are not receiving your ABVMA Enews, please contact the ABVMA office.

ABVMA COMMUNICATION TO MEMBERS

Members' Magazine

The ABVMA *Members' Magazine* and the Enews are the primary sources for distributing information to ABVMA members.

It is the member's responsibility to stay informed of association activities and requirements of licensure. To ensure that you stay informed, please update the ABVMA office of any changes to your contact information.

Contact details can be updated online under your profile at www.abvma.ca (login required). Click on My Account, then Update Profile.

Email Communications (Enews and Database)


ABVMA emails sent by the database, including Enews and membership-related communications are sometimes flagged as spam/junk because of the number of recipients to which the email is being distributed.

The ABVMA would like to remind members to check their spam/junk folder regularly. If ABVMA emails are ending up in your spam/junk folder, we recommend adding ABVMA to your safe-senders list through your email service provider.

If, after checking your spam/junk folder, you are still not receiving regular communications from the ABVMA, please contact the office at 780-489-5007.



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**Renate Weller, Dvvetmed, PhD,
MScVetEd, FHEA, NTF, ECVSMR,
ACVSMR, MRCVS**
she/her

Dean, University of Calgary,
Faculty of Veterinary Medicine (UCVM)

EXCITING PROGRESS IS UNDERWAY

as we expand our facilities to accommodate more students. The excavation for the new building was completed in early 2023, and we are now actively engaged in the construction phase, with foundation walls taking shape. Simultaneously, the development of new curriculum structure is in full swing, and the team is now working on the assessment strategies. Thanks to everyone who provided input. I am excited to report that we are on track for the September 2025 intake of 100 students.

Earlier this year we hosted our annual Awards Night. This event recognizes our outstanding colleagues, including DVM students, graduate students, postdocs, staff and faculty for their excellent achievements in 2023. An amazing evening where all our faculty came together to celebrate. We would like to thank all sponsors, including the ABVMA, who supported this event. A special shout out to Kaitlyn Lomsnes who won the ABVMA Student Member Leadership Award and the two Distributed Veterinary Learning Community (DVLC) clinics who won the Award of Excellence in Teaching: Dawson Creek Veterinary Clinic and Taber Pet Clinic. Without our partner practices in the DVLC there would not be a veterinary faculty!

March saw the celebration of VetBall, a cherished tradition organized by students. This gala evening fosters relationships among students, faculty and future colleagues. Thank you to all the dedicated students who were involved in making VetBall a success.

Recently our UCVF researchers have garnered awards from institutions such as the Canadian Institutes of Health Research (Barkema, Gilch & Trang), the International Council for Veterinary Assessment (Legge), the Agriculture Funding Consortium (Barkema, Cobo, De Buck & van der Meer), Alberta Innovates (Gilch & Schaetzl) the American Society for the Prevention of Cruelty to Animals (Baker) and more. I am impressed by our researchers' continued dedication and contributions to advancing knowledge and making a difference in human and animal health.

May and June are months of transition and reflection as we bid farewell to our graduating class. Witnessing the DVMs cross the stage at the Convocation Ceremony is always a moment filled with pride, excitement and a little bit of sadness as it marks our students "flying the nest." We are proud to welcome them to the veterinary profession and excited to witness the impact they will undoubtedly make in the field.

This spring also marks the 10th anniversary of the graduation of UCVF's third class – the Class of 2014. To commemorate this milestone, UCVF will be hosting an alumni celebration on June 14. For more information, please reach out to ucvfevents@ucalgary.ca.

Thank you for your continued support. I am always open to learning from you, so please send me an email (vetdean@ucalgary.ca) or visit me for an ice cream as we head into the warm summer months.

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IT'S AN EXCITING TIME FOR THE

Western College of Veterinary Medicine (WCVM), and as part of my report, I want to briefly update Alberta's veterinary community about the college's future plans.

During the 2022-23 academic year, the WCVM was very fortunate to gain increased financial support from its three provincial funding partners, which is allowing the college to explore new opportunities for its future. Over a year ago, the WCVM launched a feasibility study to determine all the resources required to support a future increase in the number of Doctor of Veterinary Medicine (DVM) students admitted each year.

Any increase will require some type of expansion in space and resources since the college has reached its maximum capacity (88 students) for class size. Findings from the feasibility study as well as a space optimization study will guide the college's leadership team as we consider key decisions about the scale of a class size increase and the cost.

The following news briefs highlight some of the latest achievements by members of our WCVM community.

WCVM researchers receive provincial livestock health funding

In January 2024, WCVM faculty received over \$1.75 million in financial support from Saskatchewan's Agriculture Development Fund (ADF) for livestock-focused research projects. The new grants, which will target health issues in beef cattle, poultry and swine, will be conducted at the WCVM, Prairie Diagnostic Services and the Vaccine and Infectious Disease Organization (VIDO) on the University of Saskatchewan (USask) campus.

The research grants are part of a \$6.85-million funding commitment announced on January 23. The national and provincial research funding will support 30 livestock and forage research projects in Saskatchewan and Western Canada, supplemented by an additional \$478,597 from five industry partners.

Researcher earns top prize at equine symposium

Dr. Nathalie Reisbig's research on an often-overlooked part of the equine anatomy earned the WCVM veterinarian a top prize of \$10,000 at the Calgary International Equine Symposium in September 2023. The annual event, which is hosted by the University of Calgary's Faculty of Veterinary Medicine, showcases equine sports medicine research from around the world and provides cash awards for the best presentations.

Reisbig's platform presentation covered her research team's recent work on the equine temporomandibular joint (TMJ), which is often ignored as a potential pain source. Reisbig and her research colleagues investigated the effect of acute TMJ inflammation on rein tension and horse movement when horses were long-reined on a treadmill. Their findings were published in *Frontiers of Veterinary Science*. Her research team included scientists from the WCVM and the USask College of Kinesiology as well as an equine researcher at the University of Zurich in Switzerland.

WCVM alumnus appointed to Order of Canada

Dr. Lorne Hepworth, a 1971 graduate of the WCVM, was named a member of the Order of Canada in recognition of his contributions to agriculture and research. Hepworth was among 78 appointments that were announced in December 2023. Originally from Saskatchewan, Hepworth practised veterinary medicine for a decade before becoming a member of Saskatchewan's Legislative Assembly for the Progressive Conservative party. Hepworth spent nine years in provincial politics and held several portfolios including Minister of Agriculture.

After leaving politics, one of Hepworth's key achievements was helping to create CropLife Canada — the national plant science industry trade association. Hepworth retired in 2014 after serving



Gillian Muir, DVM
 she/her

Dean, Western College of Veterinary
 Medicine (WCVM)

as CropLife's chief executive officer and president for 17 years. He has served as chair of Genome Canada and the USask Global Institute for Food Security and has been involved with numerous agriculture institutions and organizations at the national level. Hepworth was inducted into the Canadian Agricultural Hall of Fame in 2017 and received the Saskatchewan Order of Merit in 2020.

If you have questions about the WCVM, please contact me (gillian.muir@usask.ca; 306-966-7448). Visit wcvmtoday.usask.ca for more WCVM news.



Hasse van der Kamp

WCVM Class of 2025
ABVMA Student Representative
2023/2024

TO ROUND OFF THE END OF MARCH, the WCVM held their annual hockey tournament, Purina Cup. This event is hosted at a local hockey rink, and this year we were able to bring back the post-tournament gathering at a local hall later in the evening. The event had a great turnout from all years!

As we approach April, we also approach finals season. First-years finish up their year-long classes, including anatomy and physiology, and are exposed to their first-ever Objective Structured Clinical Examinations (OSCEs). These are often nerve-racking, but being exposed to them early on truly allows for better preparation and understanding of requirements in the following years. Second-years are eager to complete one of the most exam-heavy years they will face, with five finals remaining. These students will also complete a round of OSCEs, mostly focusing on more medical and surgical skills as they prepare for their third-year spay labs. At this point third-years are cruising. With electives during this last term, the number of exams will vary depending on the classes each student has selected, but the majority only face two to three finals – making for an exciting end of year. Third-year students also face a round of OSCEs, but this time they will be working through a real, stimulated case and performing physical exams on a variety of species to ensure they are ready for what will be expected of them in fourth year. During the summer, third-years are also able to start rotations for their fourth and final clinical year. Fourth-years are celebrating their victory of graduating and receiving their degree in Doctor of Veterinary Medicine. Many of these students will have made post-graduation plans made well before this time, but now comes the opportunity to enter the workforce and practice alongside their mentors and role models, who will have now become industry colleagues. An exciting but also daunting time, they are now the veterinarian instead of the student.

A big congratulations to these students as they have completed a very difficult but rewarding program!

May and June are full of sunshine and no school, meaning students head home, travel or find work for the summer and WCVM student life gets put on hold for a few months. The school continues to be a home for a handful of students who will have taken summer student positions at the Veterinary Medical Centre on campus. Others take positions at hometown veterinary clinics, while some try to branch out by taking positions elsewhere in the country, or even around the world. These summer positions allow students to gain hands-on experience in the profession. Experiences are varied and widespread, often including catheter placement, prepping patients for surgery, monitoring patients during procedures, taking histories and doing physical exams in appointments. Those in upper years often get opportunities to scrub in and be of assistance or perform elective or emergent surgeries under veterinary supervision. These experiences are very beneficial to students. Students have the opportunity practice and apply everything they have learnt during their time in the program and work on their hands-on skills. Throughout these positions, students are also able to seek mentorship from someone whom they trust and desire to learn from out in the field. Clinicians may also have differing opinions about how certain procedures are done and how different cases are managed. The basic principles are the same, but being exposed to different ways to approach cases or surgeries is very beneficial for students as they can develop their own desired approaches and ways of practicing. On behalf of WCVM veterinary students, I would like to thank all the clinics that were willing to accept summer students from the WCVM; these experiences are integral to our learning!

Welcome back to another UCVM Update!

THE WINTER SEMESTER FLEW BY IN

the blink of an eye! As a school we have successfully navigated through another exam season with the invaluable support of our families, friends, peers, professors and support staff. We are immensely grateful for the supportive atmosphere that surrounds us. As students, we consistently prioritize checking in on our peers to ensure everyone's well-being during these demanding times. With the conclusion of yet another exam season, we find ourselves one step closer to realizing our dreams of becoming veterinarians. Reflecting on my three-year journey, I am struck by how quickly time has passed. The connections forged with my peers and professors are enduring and will undoubtedly last a lifetime.

The third-year class at UCVM launched a transformative initiative this year: the UCVM-CUPS Fund. This pioneering charity is instrumental in supporting the ongoing free pet clinics in collaboration with the Calgary Urban Project Society (CUPS). Members of CUPS, primarily low-income Calgarians, bring their pets into the clinics throughout the year, providing them with accessible veterinary care. These clinics, held in the basement of VCA Canada Western Veterinary Specialist and Emergency Centre, are hosted by dedicated students and faculty. The impact of these clinics is two-fold: they provide access to veterinary care for those who otherwise could not afford it, and gives students an invaluable learning opportunity to apply hands-on skills and knowledge.

VetBall 2024 was truly an unforgettable evening! With the theme of enchanted forest, our venue, the upscale Rooftop YYC in downtown Calgary, provided the perfect setting. Adorned with lush natural greenery and stunning decorations, the ambiance was nothing short of spectacular. What made this event even more special was

that all proceeds went directly to our very own UCVM charity: the UCVM-CUPS Fund. But beyond the glitz and glamour, VetBall is about coming together as a community. It's a time to reflect on our collective achievements throughout the academic year and to rally behind a noble cause. Together, we celebrated our successes while making a meaningful difference in the lives of others.

During the summer break, first- and second-year students seize the opportunity to advance their clinical skills and knowledge while broadening their perspectives on what opportunities lie within the veterinarian community. Some students will work in referral hospitals or become involved in research projects. This time also presents an opportunity for students to actively participate in community service and outreach initiatives. Summer offers a valuable opportunity for students to recharge and pursue personal interests before returning to the demanding academic schedule that awaits them.

The Class of 2025 has embarked on the first block of rotations within the Distributed Veterinary Learning Community. Throughout these rotations, students will immerse themselves in the reality of veterinary practice, applying the knowledge accumulated over the past three years. With the guidance and support of experienced veterinarians, they will navigate through real-life cases, consolidating their understanding and honing their skills in clinical settings.

I wanted to send a sincere congratulations to the Class of 2024 on your graduation! On behalf of all the lower years, I want to extend our heartfelt gratitude for your unwavering support and mentorship over the past few years. We are incredibly proud of your achievements and eagerly anticipate the bright futures that lie ahead for each of you.

As always, us students would not be where we are without the unwavering support of the entire faculty and support



Kaitlyn Lomsnes

UCVM Class of 2025
ABVMA Student Representative
2023/2024

staff at UCVM. We students owe an immense debt of gratitude to the dedicated faculty and support staff at UCVM. Their unwavering commitment has been instrumental in our academic journey, fostering not only learning but also meaningful relationships. As we near the end of another academic year, the words "thank you" feel inadequate to convey the depth of our appreciation for their tireless efforts in making this year not just successful but truly memorable. We look forward to carrying the lessons they've imparted into our future endeavours with profound gratitude. I will be back with one more update from UCVM! Until next time, ABVMA community.

ABVTA President's Report



**PROFESSIONAL,
KNOWLEDGEABLE,
COMPASSIONATE
ANIMAL HEALTH CARE.**



Angela Denbow, RVT
she/her

President, Alberta Veterinary
Technologist Association

2024 IS SURE SHAPING UP TO BE A memorable year! This year promises to be nothing short of exciting, with many exciting plans on the horizon.

Our new board of directors met together for the first time in person since the AGM in January. I would like to extend an official welcome to our new and incoming directors: RVTs Shelby Bennett, Shea Lee, Jade Maser, Karen Melnyk and Treena Barnett-Ritcey. During this meeting, I also had the pleasure of appointing directors to executive positions, and would like to extend my congratulations to Karen Langtved, Vice President, Shea Lee, Treasurer and Karen Melnyk, Secretary. We have a great leadership team this year and I am excited to see what we can accomplish.

In the spirit of leadership, it brings me joy to extend recognition to our members who have demonstrated leadership within our community and profession. The ABVMA/ABVTA Member Recognition Banquet served as an occasion for our profession to celebrate the achievements of these outstanding individuals - veterinary professionals who have not only demonstrated a commitment to advancing care for their patients but have also made significant contributions to our entire profession. I invite you to join me in congratulating the following 2023 ABVTA award recipients:

- **Technologist of the Year:**
Tracy Tee, RVT
- **Meritorious Service Award:**
Brienne Bellwood, RVT, VTS (Clinical Pathology) and Kelsey Gray, RVT
- **Appreciation Award:**
Courtney Ziegler, RVT
- **Lucille Landals Emerging Leader Award:** Candace Olive, RVT
- **Honorary Life Membership:**
Dr. Jocelyn Forseille

The impacts of the contributions of these individuals serve as an inspiration to us all. As we approach the summer, we will once again be opening the call for award nominations for 2024. Nominating a peer for an award provides an opportunity to celebrate our achievements and recognize the exceptional talents of our profession.

As we celebrate the achievements of the 2023 award recipients, it brings me immense joy to shift our focus towards another extraordinary milestone – the ABVTA's 45th anniversary! This journey underscores the incredible evolution of our profession over the past four and a half decades.

In the early years, veterinary technologists (animal health technologists), were tasked with more routine practice assistant and kennel attendant duties that provided invaluable support for the practice. Now as we commemorate this milestone, it's inspiring to witness the transformation of our profession – veterinary technologists have become registered professionals and are now able to practice nearly all facets of veterinary medicine. They can specialize in various areas of interest and have earned the respect they rightfully deserve as members of the profession. We have come so far!

Registration for our 45th Anniversary Conference is now open, and we hope to see many of you there. Exclusive member pricing is available but must be accessed through the special link provided in the ABVTA Member Portal.

The conference has a stellar lineup of speakers across all three learning tracks. Additionally, we're hosting a CPR certification workshop and offering off-site tours at the Edmonton Valley Zoo. A highlight of the event will be "Saturday Night Fever" - our 45th Anniversary Party. We invite all attendees to dress up in your best 70s inspired attire! It's a celebration of not only our anniversary but also the achievements of our entire profession. I am excited to see many of you there as we celebrate together and look ahead to a future filled with continued growth and success of our profession.

Meet ABVTA's Newest Directors

Vanessa George, RVT (she/her), ABVTA Executive Director

After the 2023 AGM in November, the Board welcomed several new and returning directors for 2024.



Shea Lee, RVT – Treasurer

Shea graduated from the NAIT VMA program in 2013 and the NAIT AHT program in 2015. She has been working full time in shelter medicine while maintaining a part-time position in private practice since graduation. Passionate about advocating for homeless and neglected animals, Shea takes a special interest in creating fear-free environments for them. She and her husband share their home with an Australian Cattle Dog named Riggins, a Domestic Short Hair named Dill, and a Bumblebee Dart frog. When not working or volunteering, Shea enjoys trying new foods, hiking, cross-country skiing, and kayaking.



Karen Melnyk, RVT – Secretary

Karen, a graduate of NAIT over 25 years ago, has devoted the majority of her career to supervising the medical team at the City of Edmonton Animal Care and Control Centre, where her unexpected passion for aiding homeless and abused animals flourished. Despite grappling with compassion fatigue in 2016, Karen remains ardently committed to mindfulness and supporting others. Serving another term on the ABVTA Board of Directors, she contributes to the association's progress and enjoys camping while juggling her role as a dedicated hockey mom, braving cold rinks for the love of the game.



Treena Barnett-Ritcey, RVT – Director at Large

Treena is a seasoned RVT with a wealth of experience, primarily in emergency care, and has had the privilege of collaborating with exceptional surgeons. Currently thriving in the industry, she finds immense fulfillment in supporting clinics from a different perspective. Treena's love for all creatures is evident in her bustling household, where she cares for her three 'Foster fail' cats, three Chinese Cresteds, and a Rescue Doggo. Additionally, she tends to her birds, dragon, and newly adopted hamster. Beyond her vibrant home life, Treena is enthusiastic about contributing to the ABVTA team.



Jade Maser, RVT – Director at Large

Since graduating from NAIT in 2011, Jade has navigated through general practice, research, and emergency medicine before finding her niche in internal medicine, specializing in oncology. Her experiences in the ICU and later, Internal Medicine, equipped her with diverse skills, from CT scans to chemotherapy. In early 2022, she took time off and became a mental health advocate for RVTs. While continuing part-time work at a specialty hospital, she serves as the ER Training Coordinator for an RVT-based tele triage company, supporting her colleagues and striving to enhance working conditions in the veterinary profession.



Shelby Bennett, RVT – Director at Large

Shelby, initially worked in a Bovine Practice post-graduation from Olds College, engaging in cow/calf and feedlot care. Transitioning to a mixed practice, where she tended to animals of all sizes, boosted her confidence as an RVT. Driven by a specific career goal, Shelby returned to her passion in sports medicine at an Equine Practice, finding her niche and anticipating a promising future. Beyond her professional endeavors, she enjoys hiking, fishing, and exploring Alberta with her husband, son, and three dogs. Shelby also embraces the thrill of barrel racing and partakes in mountain pack trips with her horses.

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2023 ABVTA Award Recipients

Vanessa George, RVT – ABVTA Executive Director

THE ABVTA WOULD LIKE TO EXTEND OUR HEARTFELT CONGRATULATIONS TO THE 2023 AWARD RECIPIENTS WHO WERE honored at the annual ABVMA/ABVTA Member Recognition Banquet in February. For a glimpse into the extraordinary accomplishments of these recipients, we invite you to read a summary of the original award presentations below. These summaries aim to capture the essence of each recipient's remarkable achievements and contributions. We celebrate their dedication and success in making a positive impact to the health and welfare of animals and in the veterinary profession.



Technologist of the Year

Tracy Tee, RVT

Nominated by: Dr. Rienske Mortier

TRACY HAS MADE AN INDELIBLE mark in the livestock industry over her impressive 10-year career. Serving as the sole technologist for seven veterinarians at Prairie Livestock Veterinarians in Red Deer, Tracy's exceptional ability to unite and lead the team stands out. Despite facing a significant workload, Tracy's integrity, and unwavering kindness shine through, especially during challenging times like the avian influenza outbreak in the past two years. Her dedication to timely lab results, conducting necropsies, and on-call sample collection exemplifies her commitment to the well-being of both poultry and swine teams. Tracy's determination to excel extends to acquiring new skills, as demonstrated by her innovative approach to blood collection from wild boars. Moreover, Tracy's commitment to building strong connections within the rural community, fostering relationships with food animal producers and staff, showcases her genuine passion for the industry. Her role in training students and new veterinarians further underscores Tracy's invaluable contributions.



Appreciation Award

Courtney Ziegler, RVT

Nominated by: Treena Barnett-Ritcey, RVT

COURTNEY HAS PROVIDED exceptional contributions during her tenure on the ABVTA Board of Directors and Continuing Education Committee. She has been instrumental in expanding large animal programming for technologists over the past four years which demonstrates her commitment to enhancing support provided to members by the ABVTA. Serving as ABVTA Secretary during her 2-year term on the Board, Courtney played a crucial role in various projects and task forces, showcasing her dedication to advancing the veterinary technology profession. Additionally, her international perspective and ongoing Master of Science dissertation project, focused on assessing the onboarding practices of Canadian veterinary clinics, highlight her commitment to advancing the profession.



Meritorious Service Award

Breanne Bellwood, RVT, VTS (Clinical Pathology)

Nominated by: Kim Eremko, RVT

GRADUATING FROM OLDS COLLEGE IN 2002, Brienne's journey began in private practice, later transitioning to teaching at Lakeland College where she discovered her passion for laboratory procedures. In 2016, she achieved the remarkable feat of becoming the first RVT in Canada to obtain a VTS in Clinical Pathology, a distinction she holds to this day. Brienne's diverse interests extend to dog agility and stock dog work, leading to her certification in 2017 as a Canine Rehabilitation Veterinary Nurse. Undeterred by challenges, she earned a Masters of Advanced Practice in Veterinary Nursing from the University of Glasgow in 2021, concurrently assuming the role of chair of the Agricultural Science department at Lakeland College. A true trailblazer and leader in her field, Brienne's accomplishments make her a truly deserving recipient of this award.



Meritorious Service Award Kelsey Gray, RVT

Nominated by: Courtney Ziegler, RVT

AS AN INSTRUCTIONAL ASSISTANT and contract Instructor at Olds College, Kelsey's commitment to mentoring aspiring RVTs is evident through her tireless patience and support. Volunteering with a local animal rescue and serving as President of the Board for the New Chapter Animal Rescue in Red Deer, reflects her dedication to the humane treatment of animals. Kelsey's leadership extends to her role as the 2023 ABVTA Continuing Education Committee Chair and her participation in the 2022 ABVTA Mentorship and Retention Working Group, demonstrating her passion for supporting industry re-entrants and students. A creative and supportive leader, Kelsey embodies the excellence, professionalism, and dedication celebrated by the Meritorious Service Award.



Lucille Landals Emerging Leader Award Candace Olive, RVT

Nominated by: ABVTA Board of Directors

CANDACE STANDS OUT AS A remarkable recipient of the Lucille Landals Emerging Leader Award, acknowledging her exceptional contributions to the ABVTA Board. Joining the board only two years ago as a recent graduate, Candace disrupted the norm by bringing fresh perspectives and an undeniable passion for advancing the veterinary technology profession. From the first meeting, her enthusiasm illuminated the room, leaving an indelible mark with insightful ideas and a wealth of life experience. Despite managing a demanding schedule, which includes pursuing further education at the University of Calgary, Candace remains steadfast in her commitment to the board's vision for the future of veterinary technologists. Additionally, she takes on the responsibility of serving on the ABVTA Member and Public Relations Committee, actively engaging with the Alberta RVT community. Candace's nomination for the Emerging Leader Award is evidence of her drive and determination to make a lasting impact on the profession.



Honorary Life Membership Award Dr. Jocelyn Forseille

Nominated by: ABVTA Board of Directors

JOCELYN SPEARHEADED INITIATIVES that have significantly shaped the veterinary technology profession. Known for her kind mentorship, patience, and innovative teaching methods, she leaves an indelible mark on everyone she meets. Championing programs crucial to RVTs, has shown her commitment to improving the careers of technologists, increasing practice standards, and advancing animal welfare. Her profound understanding of the challenges faced by RVTs has significantly influenced pivotal policies and regulations affecting RVTs. This award acknowledges her tireless efforts, unwavering commitment, and unparalleled leadership in shaping the landscape of veterinary technology.

For more information about the award recipients please visit www.abvta.com.



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AHT PROGRAM UPDATE

Welcome to Spring at NAIT!

THE NAIT AHT PROGRAM HAS STREAMLINED THE admissions process by removing the interview requirements starting fall 2024. NAIT accepts 40 students into the AHT program and 40 students into the VMA programs each year.

NAIT is implementing its AHT co-op program beginning the summer of 2024. Veterinary practices and students are currently being connected for spring 2024.

The Canadian Animal Blood Bank (CABB) continues to be an important part of our AHT and VMA programs inviting participation from all students in this interprofessional experience. The AHT and VMA programs have integrated a self-paced Aboriginal Health Education course into our Interprofessional course as part of NAIT's focus on the Equity, Diversity and Inclusion (EDI). International WIL (practicum experience) has been a NAIT focus for some time now. Unfortunately, the Guatemala trip as part of WIL will not happen this year due to lack of funding. We hope to continue working on these types of opportunities.

NAIT has recently signed an articulation agreement with St. Matthews University, that states NAIT's AHT program fulfills the admission criteria for St. Matthews University's Doctor of Veterinary Medicine program in the Cayman Islands. It's a fantastic chance for our students to pursue further education if they're inclined to do so.

NAIT wishes to thank our off-site partners for their continued support in offering valued experiences to our AHT and VMA students! Students provide positive feedback from these experiences.

The AHT & VMA programs are excited to welcome two new DVM instructors this year as well as two new educational technologists. Dr. Dayle Poitras-Oster, Dr. Ashleigh Allen, Rosanne Bartoszyk and Kelly Robertson have joined the team. NAIT AHT/ VMA says farewell to Dr. Christina Osborne as she moves on to other opportunities.





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