



THE COLLEGE OF  
VETERINARIANS  
OF ONTARIO

# UPDATE

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## President's Message



by *Michele Dutnall, DVM*  
*President*

As I approach the 25th anniversary of my graduation from the Ontario Veterinary College, I have been thinking about how much has changed in our dynamic profession since 1983: more women, more technology, more specialization, less on-call work, fewer full-time practitioners, and fewer working in mixed practice.

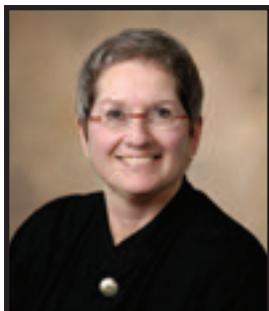
But no matter how much has changed, the core of our profession—people caring for animals—stays the same. What the public values most in their veterinarian is the sense of really caring about our clients and their animals. Our profession has enjoyed an excellent reputation for over a hundred years.

A perfect example of that is how “vet” vs. “doctor” are being used as slang verbs in every day English. To “vet” something is to evaluate or go over it thoroughly whereas to “doctor” something is to patch it up just well enough to get by. I think this speaks volumes about our professional reputation.

As a profession we need to continue to guard this reputation by always doing the best we can for our clients and their animals.

The CVO’s mandate is the protection of the public as we regulate the profession through policies, guidelines and regulations. I know many veterinarians have a lot of anxiety about the CVO and want to avoid all contact with their regulator. During my year as president I would like more veterinarians to become aware of what their peers on CVO council and committees actually do. We have the privilege of being a self-regulated profession and your Council works very hard to develop policies and standards that protect the public and make sense in our ever-changing world.

During the next few months, I will be trying to attend as many regional meetings as possible so I can put a “face” to CVO’s council. Please feel free to approach myself or the Registrar, Ms. Susan Carlyle, with any questions or concerns you have.



*by Susan J. Carlyle  
Registrar*

As you all know, the demographics of the veterinary profession have changed. Currently just over 50% of new graduates are women, and this percentage is continuing to rise across the country. In addition, both males and females of this younger generation are demanding a better “life / work balance.”

It is easy to understand that New Graduates (NGs) may not want to own practices until later in their careers, after the kids are born and well established. Meanwhile they want to work as veterinarians employed by others, in groups, and not as solo practitioners. They are happy to share after-hours shifts and to ensure there is coverage from within the practice for vacations, maternity, and other leaves. They like a ratio of veterinarians-to-auxiliaries that will keep everyone functioning well and effectively in their complementary roles within the veterinary medicine team.

The Seasoned Practitioners (SPs) who hire NGs are used to working alone, sometimes with one or two other veterinarians, but with few assistants. They are used to being a “professional,” and controlling all aspects of the practice from that perspective—as well as being the manager of all aspects of their business, from advertising and marketing, to competition and profit-making. They grew up with the expectation of long and demanding hours, sometimes with no time off for a period of literally years. Many of them lived life through their careers. For some, that lifestyle works; for others, not so well.

These are radical differences, and there are bound to be sharp edges as the practice styles of the current and future meet. At the College we hear about the issues from both sides. We hear SPs complaining that the NGs don’t want careers—just jobs. They don’t want to take ownership of practices; instead, they prefer to leave the problems of running a business to others. In other words, say the Seasoned Practitioners, the New Grads don’t want to work!

New Grads say they certainly do want to work, but not to the exclusion of everything else. They want to have a life, too. They want to find ways to make practice more efficient by harnessing the technology they have been brought up with. They have been taught the latest advances in veterinary medicine, and they have also

learned, very importantly, how to manage relationships with the new type of clients—the kind that is knowledgeable, unintimidated by professionals, and actively involved with their animals’ care. They have a lot to offer.

It is important to note that there are crucial areas in which you do come together. Both groups are passionately concerned about the role of veterinarians in global issues: zoonotic diseases, food supply and safety issues, and pandemic and other disaster situations that have consequences for animals as well as for humans. Both are dedicated to continuous learning and improvement of skills, knowledge, expertise. Both groups care deeply about animals and their welfare.

With this shift in personal perspective and professional goal-setting comes a shift in culture in the workplace. What have you, as members of this very exciting and somewhat unsettling changing of the guard, experienced so far? What do you think you can offer to help the other group understand your perspectives? What can you do to work with each other for the good of your individual clients and patients, and for the good of the public in general?

Tell us—we would like to hear from you.

# COUNCIL HIGHLIGHTS

In order to keep members and the public fully apprised of the business of the College, *Update* provides summaries of key items considered or heard by Council at its meetings. The following highlights are from the Council Meetings held on **November 21, 2007** and **February 6, 2008**.

## November 21, 2007

### Policy Reviews

The following documents/by-law amendments were reviewed, approved, or amended and approved by Council:

- The draft audited financial statements for the year ending September 30, 2007 were presented by the auditors BDO Dunwoody LLP.
  - Council passed a resolution that, effective October 1, 2006, it supported a change in accounting policies, that certain investments in money market funds and debt instruments be carried on the balance sheet at fair value with changes in fair value recognized in the income statement. These short-term investments are deemed to be held for trading.
  - The draft audited financial statements were accepted.
- The Position Statement “**General Principles for Delegation**” was amended and approved, in principle, and will be circulated to stakeholders for comment.
- The Position Statement “**Animal Rehabilitation in Veterinary Practice**” was reviewed and staff was directed to continue to draft a document on Alternative Veterinary Medicine.
- Amendments to the Introduction to the **CVO Policy and Procedures Manual and Section 3, Chapter 1 - Council Policies - Committee and Council Guidelines** were approved.
- Council supported the Ontario Disaster Animal Response Network concept of a provincial volunteer emergency support network for animal care in disaster situations and approved of CVO participating in an advisory capacity.

### Presentations

- A **Policy Review Package** was presented by the Policy Manager:
  - Council passed a resolution that it is the intent of the College that Guidelines are provided to clarify the responsibility and role of

practitioners and over time may evolve into Practice Standards.

- Staff will develop details of the process by which this evolution could occur.
- Council assigned priority to policy development.

## February 6, 2008

### Policy Reviews

The following documents were approved, or amended and approved by Council:

- The Position Statement, “**General Principles for Delegation**,” was approved (enclosed in this issue of *Update*).
- A draft Position Statement, “**Alternative and Complementary Veterinary Medicine**” (formerly “Animal Rehabilitation”), was approved for circulation to stakeholders (the text of this draft can be found on the website under “Regulatory Consultations”).
- Council directed staff to combine two policies—“**Auxiliaries in Companion Animal Practice**” and “**Delegated Acts in Companion Animal Practice**”—into a single Position Statement (posted on the website under “Practice Guidance” tab).
- Discussion on two draft documents, “**Euthanasia and the Veterinary Profession**” and “**Veterinary Dentistry**,” was deferred due to a lack of time.
- Council considered the **Foreign Trained Veterinarians** policy and referred it to the Registration Committee.

### Reports

- A progress report on the 2007-2008 Business Plan was presented.
- The financial statements for 1st-quarter results were provided for information and reviewed by Council.

# Annual General Meeting



Twenty-five members attended the CVO Annual General Meeting held at Springfield Golf and Country Club in Guelph, on February 7, 2008. Drs. Kerry Lissemore and Steve Stewart acted as scrutineers and recorded the votes.

### President welcomes members

Dr. Michele Dutnall, president of CVO, welcomed members in attendance, introduced the new council for 2007/2008 and explained the voting procedure.

The members reviewed and accepted the minutes from the 2006/2007 Annual General Meeting and the 2007/2008 Report of Council. This report was included in the annual report, which was distributed with the December 2007 edition of *Update*.

Dr. Dutnall presented the audited financial statements for the fiscal year ending September 30, 2007. The members approved these statements and approved the firm of BDO Dunwoody LLP, as auditors for the CVO for the fiscal year 2007/2008.

### Question period

Dr. Dutnall opened the floor to members to present any new business.

Dr. Alec Martin asked about Note 5 to the Financial Statements regarding the College being named as defendant in two legal actions launched by a member. Ms. Susan Carlyle, Registrar, responded noting they were currently in the courts and the CVO therefore could not provide further details.

Dr. Michael Mogavero questioned this matter further and Ms. Carlyle responded that when the matter is settled, the membership will be advised of the outcome.

### In memoriam

Dr. Dutnall read the names of those members of the College who passed away during 2007, and asked members to pause for a moment of silence in remembrance.

She then offered congratulations to the members of the College who were granted Emeritus Status in 2007.

The meeting was declared adjourned.

## Members' Forum



The theme of the 2008 Members' Forum meeting held on February 7, 2008 was **“Live and Let Die: euthanasia and the veterinary profession.”**

Ms. Susan Carlyle, CVO Registrar, welcomed guests and introduced Dr. Clayton MacKay, who began the meeting with a PowerPoint presentation.

The format of the day consisted of five break-out tables, each of which was assigned a topic. A facilitator was assigned to each table and notes were taken to be shared at the end of the day with the whole group. The break-out sessions consisted of the following topics:

- Ethical Considerations (Dr. Cheryl Yuill)
- Personal Values (Mr. Jethro Forbes - OVC 2008)
- Professional Judgment/Responsibilities (Dr. Steve Stewart)
- Effective Communications (Dr. Peter Conlon)
- Regulatory Requirements (Dr. Alec Martin)

After lunch everyone gathered to discuss the commonalities across the groups, especially the emphasis by all on the importance of early and consistent communication with clients. Dr. MacKay moderated this portion of the Forum.

The College will be drafting a policy document on “Euthanasia” taking into account the feedback received at the meeting. The membership will be given the opportunity to review the draft document and forward any comments to the College.

Ms. Carlyle closed the meeting and thanked all of the guests for their contributions.

# INBOX ISSUES

“Inbox Issues” is a new feature of *Update*. Articles that explain answers to questions we have received from members or the public will appear here. The College welcomes suggestions for issues to explore in future editions of Inbox Issues, so please submit your ideas to [bready@cvo.org](mailto:bready@cvo.org) for consideration.

## Rabies Reporting and Vaccination Issues

In January, 2008, the sale of six puppies at a Toronto-area flea market resulted in extensive human rabies exposure. The College would like to provide members with a reminder of their duties and responsibilities for reporting all cases of possible rabies exposure.

As per the Communicable Diseases regulations under the *Health Protection and Promotion Act* (Ontario), the following responsibility falls to veterinarians:

*A physician, registered nurse in the extended class, veterinarian, police officer or any other person who has information concerning any animal bite or other animal contact that may result in rabies in persons shall as soon as possible notify the medical officer of health and provide the medical officer of health with the information. (emphasis added)*

For the full text of the Regulation, please go to:  
[http://www.e-laws.gov.on.ca/html/regs/english/elaws\\_regs\\_900557\\_e.htm](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900557_e.htm).

A report of this nature is mandatory, and is not a breach of the confidentiality regulation under the *Veterinarians Act*, which provides an exemption as follows:

*17.(1) For the purposes of the Act, professional misconduct includes the following:*

6. *Revealing information concerning a client, an animal or any professional service performed for an animal, to any person other than the client or another member treating the animal except,*
  - ii. *when required to do so by law,*
  - iii. *to prevent, or contribute information for the treatment of, a disease or physical injury of a person,...(emphasis added)*

It is not enough to notify the owner of their own duty to report animal bites or contacts. The responsibility also lies with the veterinarian. Additionally, in any case where a member is presented with an animal for euthanasia (for illness or other reasons), members are responsible for obtaining a signed declaration from the owner that the animal has not bitten or scratched a person in the previous ten days. Members have a duty to be vigilant when obtaining these declarations to ensure that a client does not misrepresent such human contact. Any questionable contact should still be reported to the medical officer of health to make the final determination whether or not to either quarantine the animal, or to send it for testing.

For more information on rabies and public health, see [http://www.health.gov.on.ca/english/public/program/pubhealth/rabies/qa/rabies\\_qa.html](http://www.health.gov.on.ca/english/public/program/pubhealth/rabies/qa/rabies_qa.html).

**Q** *uestion:* Would it be permissible to administer a one-year rabies vaccine, and then issue a certificate for three years?

**A** *nswer:* Rabies vaccines are federally regulated, and further subject to the specific administration and certification requirements set out in the *Health Protection and Promotion Act*. Consequently, they should not be administered “off-label”. Issuing a certificate for a longer period than the manufacturer’s recommendation could be considered a falsification, which would be professional misconduct. Similarly, rabies titres are not a substitute for vaccination, and cannot be used as a basis to extend the time period on a vaccination certificate.

### Reminder: Rabies vaccination of pets for export

It has been brought to the attention of the Canadian Food Inspection Agency (CFIA) that some countries are receiving pets from Canada that are not being vaccinated for rabies according to the label directions.

These animals are being certified as vaccinated for 3 years following the initial vaccination, without having received a booster 1 year after the initial vaccination. The recommended use of rabies vaccines is described on the label of vaccines as follows: “Aseptically inject 1 mL (1 dose) subcutaneously or intramuscularly into healthy cats or dogs; 2 mL into healthy sheep, cattle, and horses. Inject 1 mL subcutaneously into healthy ferrets.

Revaccinate ferrets, cattle, and horses annually; cats, dogs, and sheep 1 year after first vaccination, then every 3 years.”

CFIA district veterinarians have been asked to be more diligent when reviewing the paperwork provided by private veterinarians who are certifying animals as vaccinated against rabies for export to ensure the animals are vaccinated according to labeled instructions. Rabies vaccines with a three-year duration of immunity require a booster 1 year after the initial vaccination, and then can be revaccinated 3 years after that.

## INBOX ISSUES

# Euthanasia and Pet Funeral Services

The College has recently become aware of several businesses which are advertising euthanasia services to the public, along with pet funeral and cremation services.

It appears that these businesses engage the services of a licensed veterinarian to actually perform the euthanasia, but the business arranges the service, charges the client, and pays the veterinarian for their services. The College is actively investigating these businesses, since it is an offence under the *Veterinarians Act* for a corporation to provide veterinary services to the public.

The College would like to strongly caution the membership that providing services to a corporation in this manner may violate the steering and soliciting regulations, among others, which would constitute professional misconduct.

## REMINDER TO MEMBERS HOLDING EMERITUS STATUS

The Registration Committee has had a number of requests from members who have been granted Emeritus Status to have their licence to practice reinstated.

A member emeritus does not pay annual fees, may not hold a veterinary licence, and may not practice veterinary medicine or hold himself or herself out as engaging in the practice of veterinary medicine. On the application for Emeritus Status, the member or former member declares:

*In accordance with section 35 of the by-laws, I, \_\_\_\_\_ being a registered member in good standing of the OVA/CVO for 25 years or more and being permanently and completely retired from the practice of veterinary medicine hereby make application for Emeritus Status in the College of Veterinarians of Ontario. I have not been found to be guilty nor are there any proceedings against me for professional misconduct or gross neglect or impairment by the college under section 17 of Part II of the Regulations.*

***I hereby undertake that I will not practice veterinary medicine in the future.***

Signature \_\_\_\_\_ Dated \_\_\_\_\_

Applicants who sign this declaration make a commitment that they will not practice veterinary medicine in the future. The Registration Committee took that commitment very seriously and therefore was not willing to reverse the Emeritus Status. The committee stated that to become eligible for a general licence, emeritus members would need to meet the current national board examination requirements for licensure.

*Members emeritus who are “consulting” would be in breach of their undertaking and practicing without a licence if they are required to be a veterinarian for the work that they are doing.*

## Student Corner

by Jessica Swan



As another school year at the OVC comes to an end, students in each phase prepare for their summer plans. For the class of 2008, this means starting their new lives, no longer as students, but as veterinarians; and for all members of the 2009 class this means starting their 8-week externship at a private primary care veterinary practice in order to experience being part of a team providing animal health care services to the public.

### Global Vets

For a small group of 12 second-year student veterinarians, their summer will consist of travelling with Global Vets to enhance working relationships and the exchange of ideas between Canadian veterinarians and their colleagues in developing regions of the world. In the fall, second-year students interested in participating in Global Vets must write proposals to visit specific countries. These proposals are then looked at by a selection committee, which evaluates the proposals and assists the teams in creating feasible projects. Each team is responsible for making contacts in the country they chose, raising sponsorship and developing their own itinerary. This year the Global Vets team consists of: Sean Colyer, Sherry Ekstrom, Taryn Ellis and Ann Nguyen as Team South Africa; Lindsay Davis and Kristy DesRoche as team East Africa (specifically Kenya, Uganda and Tanzania); Zee Leung, Tiffany Marchildon, and Mel Youngs as team South East Asia (specifically Thailand, Vietnam and Indonesia); and Megan Noyes, Adriana Pastor and Vlad Stefanescu as team Central America (specifically Honduras and Costa Rica).

### Symposium

One of the main highlights of this school year was the SCVMA symposium, which took place at the Ontario Veterinary College from January 16-19, 2008. As many as 300 students from all four of our nation's veterinary

colleges took part in this unique networking and career-building opportunity. The program was built around the theme "The Veterinarians of Today, The Leaders of Tomorrow" and included lectures on topics like ecosystem health, animal welfare and public health, as well as hands-on experience through wet labs with many of the college's leading clinicians and researchers. The program also included many social events such as tours, a scavenger hunt and a hockey tournament, all topped off with a formal gala at St. George Hall in Waterloo. Each year the SCVMA symposium is hosted by a different veterinary college in Canada, and next year's symposium will be hosted by Saint-Hyacinthe.

### College Royal

With the SCVMA symposium out of the way, the college is now preparing for the next big event, College Royal, which will take place across the entire University of Guelph campus on March 15-16, 2008. College Royal has been an annual tradition since 1925 and is the largest university open house of its kind in North America. The OVC offers events such as Teddy Bear Surgery, an exhibit on bacteria, parasites and viruses, live animal surgery and many other displays put on by the various clubs and organizations at the OVC. Other displays and exhibits located at various buildings around the campus to keep an eye out for include Food Science Milkshakes, Old Macdonald's New Farm and a Livestock Show, to name a few.

### Best Wishes

Since this is my last Student Corner article of the school year, I would like to take this opportunity to say good luck and congratulations to the graduating class of 2008. I know you will all be amazing in your new careers as veterinarians.

# QUALITY ASSURANCE: An Overview

**What is Quality Assurance (QA)?** The College of Veterinarians of Ontario (CVO) provides quality assurance across all of its activities—from registration of veterinarians to certification of facilities—in carrying out its mandate to protect the public and support excellence in the practice of veterinary medicine.

*Quality Assurance is at the core of the partnership between the College and our members.*

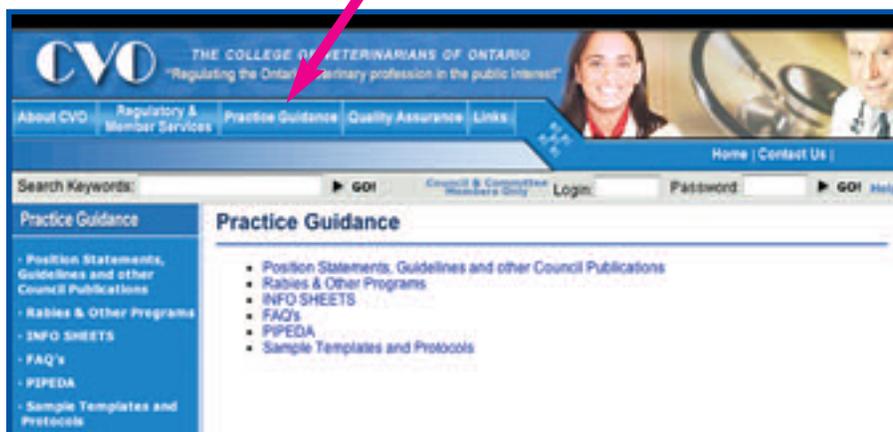
**What is the CVO's QA Program for Members?** The College's program for members comprises several components, and is available to all veterinarians in Ontario. The goal of the QA Program is to assist members in enhancing and maintaining exemplary veterinary practice, as one proactive means to assure public protection. To achieve this, the Quality Assurance Committee continues to develop and implement program components that are linked to quality care and excellence in practice. Current components include the following:

[Accreditation Inspections](#) Required for all veterinary facilities every 5 years, inspections are based on the *Minimum Standards for Veterinary Facilities in Ontario* and include a check of Medical Records kept in the practice.

[Practice Guidance](#) An important part of the CVO Quality Assurance Program is the development, publication, circulation, and assessment of policy documents including Position Statements and Guidelines.

Looking for Policies, Position Statements, Guidelines?

Just click on the new “Practice Guidance” tab on our website:



## Continuing Professional Development

- ⇒ **Medical Records Workshops** Free sessions that take you through a review of the legislated requirements, outline best practices for improving medical records, and present real-life cases of medical records that include time-saving tips.
- ⇒ **Medical Records On-Line Learning Module** *Coming soon to our website!*
- ⇒ **Peer Review of Medical Records** A voluntary program that gives you the opportunity to obtain feedback from trained peer reviewers on the quality and efficacy of your medical record keeping practices.
- ⇒ **Continuing Education Listings** The CVO encourages active participation in ongoing learning and lists on its website some of the most popular sites where information about current offerings is available.
- ⇒ **Continuing Education Worksheet** Members of the CVO continue to report a high participation rate for continuing education activities. This worksheet helps practitioners track their annual learning activities and, by reviewing them, to make professional development plans for the next year. It is included in Annual Renewal packages.

Professionals' Health Program (PHP) The CVO endeavours to support its members in every possible way to maintain their professional excellence.

**What was the CVO's Quality Matters Survey for?** The answers to the survey sent to members in their annual renewal packages last fall provided the Quality Assurance Committee with important feedback on potential development of new QA Program components for members. See the **Quality Assurance Matters booklet** enclosed with this issue of *Update* for the results of the survey, which was completed and returned by 2100 CVO members.



Click on this tab on our website to learn more about each part of the QA Program



## Veterinary Skills, Training and Enhancement Program

### VSTEP - Year 3

On April 28th, 2008 the third cohort of the Veterinary Skills, Training and Enhancement Program (VSTEP) will begin classes. Dr. Alec Martin, the Program Manager, notes that the program is constantly evolving in response to feedback received and lessons learned from participants and instructors alike.

In May of 2006, the first cohort of 24 began their journey. Known as the 'guinea pigs,' this group dealt with the many challenges associated with being the first to blaze a new trail. For all intents and purposes, the program was created as it was being delivered. The administration, instructors and field placement practitioners learned along with the participants and, having survived all the developments and changes, the first iteration of VSTEP was complete in December of 2006.

The 2007 sessions saw the instructional modules of pathology, anesthesia, surgery, clinical communication, radiology, pharmacology, bovine, equine and companion animal medicine continued and improved, with some additional material in the form of business training and extra laboratory time added. The size of the cohort was increased and the pace of delivery intensified with the result that 40 participants of VSTEP 2007 experienced just over 400 hours of instruction in 18 weeks, a grueling feat to say the least. The 20 days of field placements occurred at a more leisurely pace throughout the months of September and October.

VSTEP 2007 also benefited from the timing of instruction in that they did not have to compete for the resources of the Ontario Veterinary College because the OVC undergraduate student population had largely dispersed for the summer months.

The class of VSTEP 2008 will enjoy all the benefits of a more experienced program. One of the new additions to the curriculum will be enhanced language training, thanks to the generous federal support of Citizenship and Immigration Canada. Also, in response to requests from previous cohorts, the scope of species instruction will expand to include small ruminants in addition to the original group of cats, dogs, cattle and horses.

The administration continues to listen to and act upon feedback from all vested interests in order to work toward the vision of making VSTEP “a new standard in retraining against which all others are measured.”

### Thank You to Field Placement Practitioners

The opportunity to put learning into practice is invaluable. The VSTEP participants benefit greatly from their mentors' experience and teaching. Some VSTEP participants have been hired by their host practitioners with a restricted licence following their placement. Thank you to all who have been a part of the program. We look forward to working with you in the future.

For information regarding the program please contact:

Dr. Alec Martin, Program Manager  
[amartin@vstepontario.org](mailto:amartin@vstepontario.org)

Ms. Jennifer Thurtell, Assistant Manager  
[jthurtell@vstepontario.org](mailto:jthurtell@vstepontario.org)

Ontario AgriCentre  
100 Stone Road West - Suite 204  
Guelph, ON N1G 5L3  
Phone: (519) 767-6564

Dr. Rashid H. Pirzada was the valedictorian of the VSTEP graduation class of 2007. Dr. Pirzada graduated with his DVM degree in 1993 from Sindh Agriculture University Tandojam, Pakistan, and with a Masters in Animal Reproduction in 1995. Following is Dr. Pirzada's valedictorian speech which he gave on November 14, 2007.



Dr. Elizabeth Stone, Dean of OVC, distinguished guests, colleagues, ladies and gentlemen. It is a great honour and privilege for me to speak on behalf of VSTEP's class of 2007 at our graduation ceremony today, November 14, 2007. We would sincerely like to thank CVO, OVC, and OVMA for designing a program that we all believe will be highly useful not only to achieve our goal of becoming licensed, but also to become successful veterinarians practicing in North America.

I would like to take this opportunity to thank the governments of Ontario and Canada for funding this program as well as many individuals, allowing us to benefit from this great program, the first of its kind in the history of Canada.

Our special thanks go to the Dean and other staff of the Ontario Veterinary College for allowing the use of their facility and making it possible for us to learn from world-class instructors and scientists in one of the best schools of veterinary medicine in the world. It is not possible to single out any individual teacher, because every one was just great and brought us a wealth of knowledge, expertise, and experience with their own unique way of teaching.

This was a great opportunity for building up professional relationships with OVC teachers and with veterinarians of Ontario. Consequently, the program has been a great help in terms of seeking jobs, and the result is that today some of our colleagues have successfully found jobs (working under restricted licenses) in Ontario—which was simply impossible without having first completed VSTEP.

In discussions with our colleagues, we strongly feel a big and positive change in how we make diagnoses of medical problems. We are now more systematic and scientific compared to how we approached things before the start of VSTEP.

Through VSTEP we had a chance to do hands-on work in one of the best schools of veterinary medicine in the world. During our clinical field placements, we had the opportunity to experience the practical world of veterinary medicine before the start of our career, and it was a great chance to have direct communication with the clients.

Communication is key to the success of any kind of business or profession in general, but veterinary medicine in particular. We always want to get as much information as possible from the clients to help their pets and livestock, and we believe that the communication skills we gained during VSTEP will help us tremendously in the start of our careers as veterinary practitioners in North America.

On this occasion, I would like to assure the CVO, OVMA, governments of Ontario and Canada and also the public of Canada that we internationally trained veterinarians will utilize our knowledge, expertise and experience that we brought from our native countries and also the knowledge and training we got through VSTEP for the wellbeing and proper care of the pets and livestock here in Canada, and around the world.

To close, on behalf of our class I would like to especially thank two people who have always listened to our queries or issues with patience and due attention, and tried to solve them. It took all their efforts to make this program successful and very well organized. These people are Jennifer Thurtell and Dr. Alec Martin.

During this program we realized that it was intensive, tough and challenging, but due to our hard work, dedication, enthusiasm and by always keeping in mind that “nothing is impossible but nothing is temporary” we successfully did it.

Ladies and gentlemen, thank you for your attention.

# CASE STUDIES

In “Case Studies,” we summarize complaints outcomes, Mutual Acknowledgement and Undertakings, and reported matters investigated by the College that are now considered public knowledge. A new regular feature in *Update*, “Case Studies” is an educational tool that members should find of interest regarding both (a) their responsibility to uphold professional standards, and (b) the College’s responsibility to respond to issues that come to its attention.

## Complaints Case

### Inappropriate vaccine site - lack of communication...

Ms. A purchased a 2½-year-old Cornish Rex that had been spayed and vaccinated at the ABC Animal Hospital by Dr. X.

Twelve days later Ms. A noticed a lump along the cat’s belly in the vicinity of a nipple and arranged for an examination by her veterinarian, Dr. Y, of the XYZ Animal Hospital. Because of the location of the lump and concerns that it may have been some form of cancer in the mammary gland, Dr. Y scheduled surgery to remove the lump in five days’ time.

Ms. A contacted the ABC Animal Hospital to discuss the lump with Dr. X, but her call was not returned until the day of the scheduled surgery. Dr. Y also tried unsuccessfully to contact Dr. X.

The lump was removed, sent for histopathology, and found to be a vaccine reaction.

In the letter of complaint received by the College, Ms. A alleged that:

(a) Dr. X inappropriately vaccinated her cat in her nipple area, which resulted in unnecessary surgery to remove a lump that had formed in the area; and

(b) Dr. X refused to take responsibility for the stress caused by her improper action.

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*“the Committee had significant concerns with Dr. X’s conduct in respect of her choice of vaccine injection site.”*

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#### Reasons for Decision

The Committee reviewed the medical records of the ABC Animal Hospital and the XYZ Animal Hospital. In addition, the Committee reviewed written

submissions from Ms. A, Dr. X and Dr. Y.

The Committee had significant concerns with Dr. X’s conduct in respect of her choice of vaccine injection site. The evidence provided appeared to indicate that Dr. X failed to take the time following the cat’s surgery to roll her patient into lateral recumbency so that she could vaccinate the cat in a more typical location such as the neck, shoulder or hip. If the vaccine had been administered in any of these locations, Dr. Y would more likely have considered the cause of any swellings or lumps that might have developed to be a vaccine reaction, and opted for monitoring the lump’s progression rather than booking surgery.

The situation was aggravated further by Dr. X’s delay in responding to Ms. A’s legitimate concern. Had Dr. X promptly contacted the complainant, she may have remembered administering the vaccine in this area and advised Ms. A accordingly. Instead, Dr. X just

faxed the record, which failed to document the vaccination site. Dr. Y, for her part, had been equally unsuccessful in obtaining any meaningful and relevant history prior to performing surgery on the cat. According to the submissions provided, Dr. Y was put on hold for 45 minutes after which her call was disconnected. Faced with a rapidly growing swelling in the mammary area and no plausible explanation, Dr. Y opted for surgical removal.

After the lump was determined to be a vaccine reaction, Ms. A again contacted Dr. X. During the conversation, Ms. A stated that Dr. X commented inappropriately about Dr. Y's approach to managing the cat's case, suggesting that

performing a fine needle aspirate would have been preferable to surgical removal of the lump. In the Committee's opinion, Dr. X's comments served only to further inflame the situation and a simple acknowledgement and apology by Dr. X would have been more appropriate.

Dr. X submitted to the Committee that she had apologized repeatedly for any stress caused by the situation and insisted that she did not refuse to accept responsibility. Dr. X also emphasized that she had learned a great deal from the events.

Ms. A acknowledged Dr. X's expressions of regret but found them lacking in sincerity. The

Committee was unable to substantiate the veracity of Dr. X's apparent remorse.

### Decision

The Committee weighed all of the information before it and the options available to it.

Dr. X was advised by the Committee of the Committee's concerns regarding her conduct as it related to administering a vaccine in an inappropriate injection site.

It was the decision of the Committee that the actions and conduct of Dr. X did not warrant a referral to the Discipline Committee or the taking of any further action.

## Hiring a New Graduate or Someone New to Ontario?

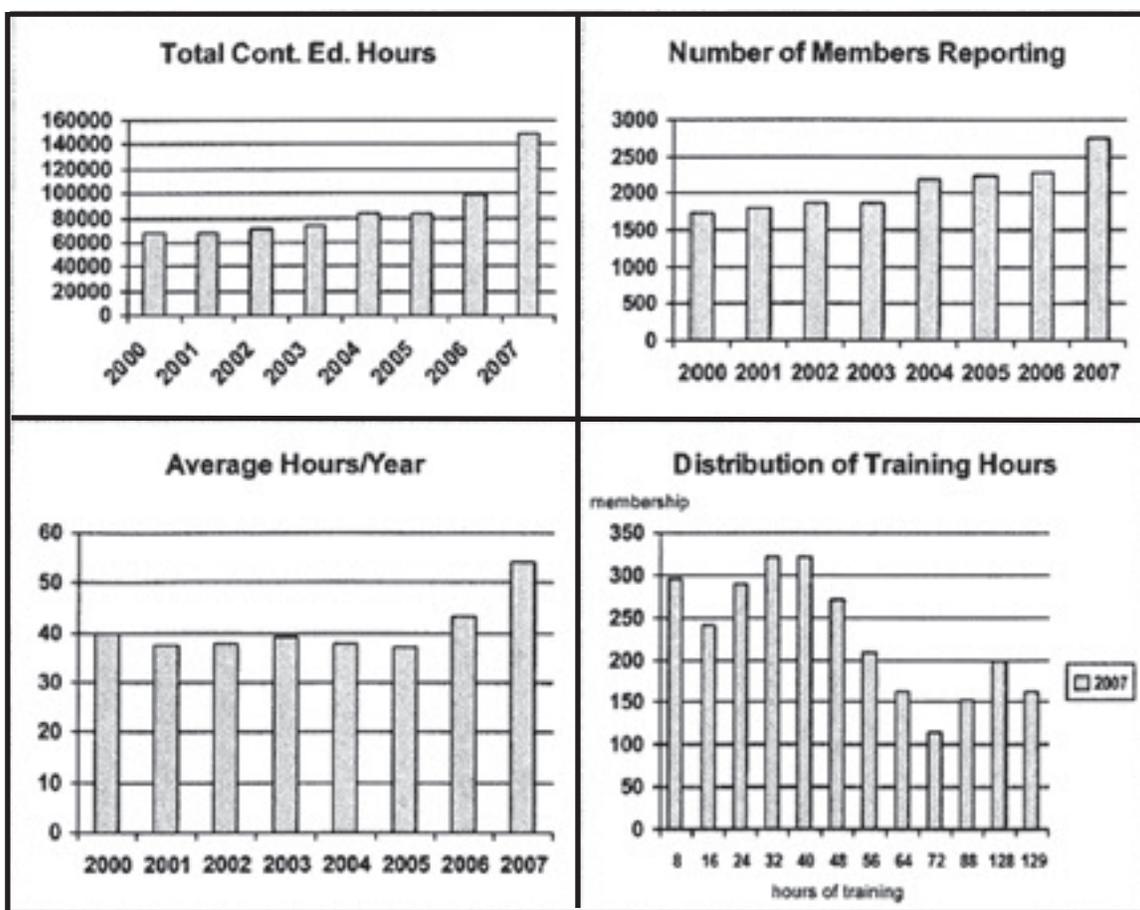
To ensure that the veterinarian you plan to hire is licensed with the CVO,  
please check with the CVO office at:

(519) 824-5600 ext. 2228 / toll free (Ontario) (800) 424-2856

or email Ms. Karen Gamble  
[kgamble@cvo.org](mailto:kgamble@cvo.org)

## Fast Facts

### Reporting on Continuing Education Activities for General License category



Average hours of CE/member reported went up from 42 in '06 to 54 in 2007

Percentage of membership that reported less than 20 hours/year went from 25% in '06 to 22% in 2007

# REGISTER UPDATES

*The College welcomed the following new registrants between November 8, 2007 and February 1, 2008. The list also indicates licence type as follows:*

*G = General    GNR = General Non-Resident    E = Educational    R = Restricted    A = Academic  
PGR = Postgraduate and Resident Licence    PS = Public Service*

Dr. Allen Aarabi	G	Dr. Shammi Dhawan	G	Dr. Manavdeep Khakh	G
Dr. Rajiv Arora	G	Dr. Venkata Draksharam	R	Dr. Kirsten Mochan-Carberry	G
Dr. Kristopher Chandroo	G	Dr. Galina Hayes	PGR	Dr. Bharatkumar Patel	G
Dr. Karsan Chaudhari	G	Dr. Reza Imamidoost	R	Dr. Senta Peltekoff	G
Dr. Mandeep Chaudhary	G	Dr. Shervin Irannejad	G	Dr. Matthew Yerxa	G
Dr. Javaid Chaudhry	G	Dr. Kamran Jahangir	R		
Dr. Eva Chung	G	Dr. Ajay Kaler	G		

*The following is a list of new and name change corporations:*

## New Corporations

Adnan El-Korchi Professional Corporation  
 Adrian Miltenburg Professional Corporation  
 Allen Equine Services Professional Corporation  
 Alyson Clark Professional Corporation  
 Champlain Animal Hospital Professional Corporation  
 Charlton Veterinary Professional Corporation  
 Colborne Street Pet Hospital Professional Corporation  
 Cornell Animal Hospital Professional Corporation  
 David Callahan Professional Corporation  
 Dr. Allan Donais Professional Corporation  
 Dr. John Wilson Professional Corporation  
 Dr. Shawn Bruch Professional Corporation  
 Durham Veterinary Clinic Professional Corporation  
 Embrun Pet Professional Corporation  
 Embrun Veterinary Professional Corporation  
 Fairmont Animal Hospital Professional Corporation  
 Ferguson and Walsh Veterinary Professional Corporation  
 Harnack Veterinary Professional Corporation

Harwood Pet Hospital Professional Corporation  
 Jim Garven Veterinary Professional Corporation  
 Kapuskasing Veterinary Hospital Professional Corporation  
 Kawartha Animal Hospital Professional Corporation  
 Maitland Veterinary Professional Corporation  
 Marsig Veterinary Professional Corporation  
 Morris Veterinary Hospital Professional Corporation  
 Omemee Veterinary Hospital Professional Corporation  
 Saini Veterinary Professional Corporation  
 The Cat Hospital Professional Corporation  
 Tillsonburg Veterinary Centre Professional Corporation  
 Verzijlenberg Veterinary Professional Corporation  
 Wilkinson Veterinary Professional Corporation

## Name Change

Templeton Veterinary Professional Corporation  
 (formerly Maitland Swine Services Professional Corporation)

# REGISTER UPDATES

*The following is a list of new, closed and relocated veterinary facilities:*

## **New Facilities**

Dr. C. Wayne Robison

Embrun Veterinary Services

Greenwood Park Animal Hospital

Millwood Mobile Veterinary Services

Paris Equine Services

## **Relocated Facilities**

Alberton Veterinary Services

Dr. A. J. Hackett

Dr. Melanie Bonder

Matthews Animal Clinic

Otonabee Animal Hospital

Verzijlenberg Veterinary Services

Walkerton Equine Clinic

## **Closed Facilities**

Bastian Veterinary Hospital

Dr. Lyn Dickinson

Green Bay Pet Hospital

Millcroft Veterinary Services

Scott Anderson D.V.M.

Stevens Mobile Veterinary Services

Thamesford Swine Veterinary Services

## REGISTER UPDATES

*The following veterinarians are no longer licensed in Ontario:*

Dr. Rajinder Aujla	Dr. Surinder Gandhara	Dr. Michelle Mason
Dr. Laura Bassel	Dr. Michiko Gehrig	Dr. Kim McCallum
Dr. Earle Benson	Dr. Tamara Goff	Dr. Lisa McCrea Hemphill
Dr. Isabelle Berube	Dr. Robin Herman	Dr. Ahmed Mutalib
Dr. Ludovic Boure	Dr. Simone Hinz	Dr. Kantibhai Patel
Dr. Charles Briggs	Dr. Katharine Hope	Dr. Henryk Przybylak
Dr. Gordon Bull	Dr. Alison Jones	Dr. Mark Quinnell
Dr. Marco Cervi	Dr. Paula Katavolos	Dr. Douglas Riddle
Dr. Amrit Chahal	Dr. Kenneth Lawson	Dr. Angela Robinson
Dr. Ken Cockwill	Dr. Sandra Lefebvre	Dr. Darcie Sharp
Dr. Robin Cuming	Dr. Manta Loster	Dr. Todd Shury
Dr. Lolita Dalpiaz	Dr. Lynsey Makkreel	Dr. Neelkanth Upadhyaya
Dr. Sylvie Dansereau	Dr. Rachel Malamed	Dr. Robert Veitch
Dr. Christopher Enright	Dr. Christoph Mans	Dr. Kyla Wuhr

*If you note any errors in the preceding lists or believe someone may be practising without a licence, please contact Ms. **Karen Gamble** at extension 2228 or e-mail [kgamble@cvo.org](mailto:kgamble@cvo.org).*

### ***In Memoriam***

*The council and staff of the CVO were saddened to learn of the following deaths and extend sincere sympathy to their families and friends. In memory of deceased members, the CVO contributes an annual grant to the Ontario Veterinary College Alumni Trust.*

**Ceccarelli**, Alejandro (Argentina 1984)

**Elliott**, George Stanley (OVC 1941)

**Jou**, Pedro (Colombia 1986)

**Leitch**, Christopher (OVC 1975)

**Smith**, Douglas Chapman (OVC 1950)

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## CVO e-news

Have you signed up for the CVO electronic newsletter? To sign up go to the CVO website  
[www.cvo.org](http://www.cvo.org).

## Professionals Health Program

Confidential toll-free line:

1-800-851-6606

[www.phpoma.org](http://www.phpoma.org)

*Update*, the official publication of the College of Veterinarians of Ontario, is the principle means of communication between the College and its members. It is the primary means of informing the membership on regulatory issues, with the expectation that members will govern themselves accordingly. *Update* is charged with the responsibility of providing comprehensive, accurate and defensible information.

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