






TUESDAY, OCTOBER 11, 2011

*All Educational and General sessions are 50 minutes in length and worth 1 CE credit

	TECHNICIAN Room: 303	TECHNICIAN Room: 302	TECHNICIAN Room: 301	MANAGEMENT/ FRONT OFFICE Room: 322	MANAGEMENT/ FRONT OFFICE Room: 304	WORKSHOPS Room: 321
8:00am	General Session Breakfast <i>in Hall A</i>					
9:00am	The Ins and Outs of the Anesthesia Machine <i>Kristen Cooley, BA, CVT, VTS (Anesthesia)</i>	Cats & Carbohydrates: Should All Cats be Fed Canned Food? <i>Kara M. Burns, MS, MEd, LVT</i>	Neutrophils: The Unsung Foot-Soldiers of Health <i>Joann Colville, DVM, BA, BS</i>	Little Hinges Swing Big Doors <i>Elise M. Lacher, CPA</i>	Tips for an Efficient and Effective Client Center <i>Nan Boss, DVM</i>	<p>WORKSHOP</p> <p>Feeding Tubes and Maintenance <i>Ann Wortinger, BIS, LVT, VTS (ECC, SAIM)</i></p> <p>9:00 - 11:50am *Pre-registration Required</p> 
10:00am	Monitoring Without Monitors <i>Kristen Cooley, BA, CVT, VTS (Anesthesia)</i>	Feline IBD: Pathophysiology, Treatment Goals & Client Communication <i>Kara M. Burns, MS, MEd, LVT</i>	Hematology Analyzers Have Not Made the Blood Smear Obsolete - Looks Can Be Deceiving <i>Joann Colville, DVM, BA, BS</i>	What Is Your Practice Worth? Managerial Valuations - What They are and How to Use Them <i>Elise M. Lacher, CPA</i>	Stress – Handling It with a Smile <i>Nan Boss, DVM</i>	
11:00am	On Impulse: Perioperative ECG Interpretation for Veterinary Technicians <i>Kristen Cooley, BA, CVT, VTS (Anesthesia)</i>	Canine Cognitive Dysfunction: You Can Teach an Old Dog New Tricks <i>Kara M. Burns, MS, MEd, LVT</i>	The Science Behind Dental Products <i>Mary L. Berg, BS, RVT, RLATG, VTS (Dentistry)</i>	Is Your Financial House In Order? <i>Elise M. Lacher, CPA</i>	Learning From Your Clients <i>Nan Boss, DVM</i>	
12:00pm	<p>Lunch in the Exhibit Hall 12:00 - 1:30pm</p> <p>Lunch with the Professor: <i>Elisa M. Mazzafarro, MS, DVM, PhD, DACVECC</i></p> <p>12:00 - 1:00pm Room: 306</p> <p>TICKETED EVENT - Pre-Registration required</p>					
1:30pm	Drugs: A Review and What's New <i>Kristen Cooley, BA, CVT, VTS (Anesthesia)</i>	Current Recommendations for Testing & Vaccination In Cats <i>Margie Scherk, DVM, AVBP (Feline)</i>	Gaining Home Care Compliance <i>Mary L. Berg, BS, RVT, RLATG, VTS (Dentistry)</i>	How to Get the Dogs & Cats Back <i>Karyn Gavzer, MBA, CVPM</i>	The Inside Story - Clinical Concepts of Animal Anatomy and Physiology, Part 1 <i>Thomas Colville, BS, DVM, MSc</i>	<p>WORKSHOP</p> <p>Tips, Tools, and the Technician's Role in Nutritional Cases <i>Kara M. Burns, MS, MEd, LVT</i></p> <p>1:30 - 4:20pm *Pre-registration Required</p> 
2:30pm	Blood Typing and Cross-Matching <i>Margi Sirois, EdD, MS, RVT</i>	Pain: Preventing, Recognizing and Treating it in Cats <i>Margie Scherk, DVM, AVBP (Feline)</i>	Dental Radiology Made Easy <i>Mary L. Berg, BS, RVT, RLATG, VTS (Dentistry)</i>	5 Steps to Constructive Conflict Resolution <i>Karyn Gavzer, MBA, CVPM</i>	The Inside Story - Clinical Concepts of Animal Anatomy and Physiology, Part 2 <i>Thomas Colville, BS, DVM, MSc</i>	
3:30pm	Diagnostic Testing for Human Drugs of Abuse <i>Margi Sirois, EdD, MS, RVT</i>	Mellow and Yellow: Treating the Cat with Lipidosis <i>Margie Scherk, DVM, AVBP (Feline)</i>	Block that Pain <i>Mary L. Berg, BS, RVT, RLATG, VTS (Dentistry)</i>	Achieve the 3rd Level of Client Engagement <i>Karyn Gavzer, MBA, CVPM</i>	What's So Bloody Important About That Blood Sample? <i>Joann Colville, DVM</i>	
4:30 - 6:00pm	Wine Tasting & Reception <i>in the Exhibit Hall</i>					

WEDNESDAY, OCTOBER 12, 2011

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	TECHNICIAN Room: 303	TECHNICIAN Room: 301	TECHNICIAN Room: 302	MANAGEMENT Room: 322	PRACTICE TEAM Room: 304	PRACTICE TEAM Room: 321	WORKSHOPS Room: 305
8:00am	 <p style="text-align: center;">General Session Breakfast <i>in Hall A</i></p> 						
9:00am	The Veterinary Behavior Team: The Role of the Technician <i>Beth L. Strickler, MS, DVM</i>	Hypothermia During the Intra-operative and Post-operative Periods <i>Tasha Mc Nerney, CVT</i>	The Lowdown on Parasites of Reptiles and Amphibians <i>Todd C. Huspeni, BA, MA, PhD</i>	Building a High Performance Team Culture <i>Charlotte A. LaCroix, DVM, JD & Lisa B. Bell</i>	Client Education that Works – Teaching Your Clients is Smarter, not Harder <i>Nan Boss, DVM</i>	Companion Animal Zoonoses - What Can Dogs and Cats Give us Besides Unconditional Love? <i>Joann Colville, DVM, BA, BS</i>	Dental Charting and Oral Pathology <i>Mary L. Berg, BS, RVT, RLATG, VTS (Dentistry)</i> 9:00 - 11:50am *Pre-registration Required
10:00am	Behavior Hints for the Exam Room <i>Beth L. Strickler, MS, DVM</i>	Brachycephalic Anesthesia <i>Tasha Mc Nerney, CVT</i>	What a Fluke: The Amazing World of Trematodes <i>Todd C. Huspeni, BA, MA, PhD</i>	Mysteries of Compensation <i>Charlotte A. LaCroix, DVM, JD & Lisa B. Bell</i>	Senior Care Begins at Birth – Lifetime Wellness Care Programs <i>Nan Boss, DVM</i>	Exotic Animal Zoonoses - What Risks Do Our Non-traditional Pets Pose? <i>Joann Colville, DVM, BA, BS</i>	
11:00am	Learning Theory 101: What's all that Psychobabble <i>Beth L. Strickler, MS, DVM</i>	EPM: Theories and Technologies <i>Deborah B. Reeder, BA, AS, RVT, VTS-EVN</i>	FLUTD: New Treatments for an Old Disease <i>Kara M. Burns, MS, MEd, LVT</i>	Staff Reductions: How to Legally Reduce Staff <i>Charlotte A. LaCroix, DVM, JD & Lisa B. Bell</i>	How to Deliver Wellness Care Effectively <i>Nan Boss, DVM</i>	Diagnostic Techniques for Blood Parasites in Dogs and Cats <i>Todd C. Huspeni, BA, MA, PhD</i>	
12:00pm	Lunch in the Exhibit Hall 12:00 - 1:30pm Lunch with the Professor: Nolie Parnell, DVM, DACVIM 12:00 - 1:00pm Room: 306 TICKETED EVENT - Pre-Registration required						
1:30pm	Puppy and Kitten Socialization <i>Beth L. Strickler, MS, DVM</i>	Equine Parasitology <i>Deborah B. Reeder, BA, AS, RVT, VTS-EVN</i>	Alternative & Raw Food Diets: What do We Know? <i>Kara M. Burns, MS, MEd, LVT</i>	Establishing Expectations for Performance Improvement or Discipline <i>Charlotte A. LaCroix, DVM, JD & Lisa B. Bell</i>	What is Breed-Specific Health Care? <i>Nan Boss, DVM</i>	Diagnostic Techniques for Gastro-Intestinal Parasites of Dogs and Cats <i>Todd C. Huspeni, BA, MA, PhD</i>	Monitoring with Confidence <i>Kristen Cooley, BA, CVT, VTS (Anesthesia)</i> 1:30 - 4:20pm *Pre-registration Required
2:30pm	Enrichment Techniques for Pets <i>Beth L. Strickler, MS, DVM</i>	Equine Office Procedures: Unique Challenges <i>Deborah B. Reeder, BA, AS, RVT, VTS-EVN</i>	Plush Pets: New Approaches to Managing Your Overweight Pets <i>Kara M. Burns, MS, MEd, LVT</i>	Family Medical Leave Act: How this Complex Law Can Affect a Practice <i>Charlotte A. LaCroix, DVM, JD & Lisa B. Bell</i>	How to Implement a Breed-Specific Wellness Program <i>Nan Boss, DVM</i>	The 15 Most Commonly Asked Questions About Parasites <i>Todd C. Huspeni, BA, MA, PhD</i>	
3:30pm	 <p style="text-align: center;">General Session for all Conference Attendees Canine Lyme Disease: Answers to Commonly Asked Questions <i>Richard E. Goldstein, DVM, DACVIM, DECVIM-CA</i> <i>in Hall A</i></p> 						 
4:30-6:00pm	“Oktoberfest” Reception <i>in the Exhibit Hall</i>						

THURSDAY, OCTOBER 13, 2011

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	TECHNICIAN Room: 304	TECHNICIAN Room: 303	TECHNICIAN Room: 317	MANAGEMENT/ FRONT OFFICE Room: 302	MANAGEMENT Room: 301	WORKSHOPS Room: 308
8:00am	 General Session Breakfast in Hall A 					
9:00am	Addison's Disease <i>Ann Wortinger, BIS, LVT, VTS (ECC, SAIM)</i>	VTS Panel Discussion <i>Mary L. Berg, BS, RVT, RLATG, VTS (Dentistry) Kara Burns, VTS, MS, MEd, LVT Kristen Cooley Deborah B. Reeder, BA, AS, RVT, VTS-EVN Margi Sirois, EdD, MS, RVT</i>	Diagnosis and Treatment of Common Disorders in Native Wild Birds <i>Stuart L. Porter, VMD</i>	It's a Dog Eat Dog World – Don't Get Caught Wearing Milkbone Shorts <i>Karen E. Purves, MA</i>	Practice Profitability: Foundation, Facts and Fallacies <i>Michelle Guercio-Winter, CVT, CVPM</i>	Performance Management Workshop: It is Not Just a Form but a Program with a Process <i>Charlotte A. LaCroix, DVM, JD & Lisa B. Bell</i>
10:00am	Diagnostic Ultrasound <i>Ann Wortinger, BIS, LVT, VTS (ECC, SAIM)</i>	Sighthound Anesthesia <i>Tasha McNerney, CVT</i>	Diagnosis and Treatment of Common Disorders in Native Wild Mammals <i>Stuart L. Porter, VMD</i>	Communicate with Strength - Key Words That Undermine Your Effectiveness <i>Karen E. Purves, MA</i>	Profitable Inventory Management <i>Michelle Guercio-Winter, CVT, CVPM</i>	9:00 - 11:50am *Pre-registration Required
11:00am	Plus and Minus of Electrolytes <i>Ann Wortinger, BIS, LVT, VTS (ECC, SAIM)</i>	Top 5 Myths of Veterinary Anesthesia <i>Tasha McNerney, CVT</i>	The Care and Treatment of Orphaned and Displaced Immature Wildlife <i>Stuart L. Porter, VMD</i>	Cat's got your Tongue? Staying out of the Communication Doghouse <i>Karen E. Purves, MA</i>	Are Your Clients Becoming Invisible? (Client Service Strategies) <i>Michelle Guercio-Winter, CVT, CVPM</i>	
12:00pm	Lunch in the Exhibit Hall 12:00 - 1:30pm Lunch with the Professor: <i>Claire Sharp, BSc, BVMS (Hons), MS, DACVECC</i> 12:00 - 1:00pm Room: 306 TICKETED EVENT - Pre-Registration required					
1:30pm	Refeeding Syndrome <i>Ann Wortinger, BIS, LVT, VTS (ECC, SAIM)</i>	Ouch! The Anatomy and Physiology of Pain, and How it is Managed <i>Thomas Colville, BS, DVM, MSc</i>	Restraint and Anesthesia of Native Wildlife <i>Stuart L. Porter, VMD</i>	Wag More, Bark Less - Reducing Negativity in the Workplace <i>Karen E. Purves, MA</i>	Aligning Practice Success with the "New Normal" <i>Michelle Guercio-Winter, CVT, CVPM</i>	Vascular Access <i>Kristen Cooley</i>
2:30pm	Indirect Blood Pressure Measurement <i>Ann Wortinger, BIS, LVT, VTS (ECC, SAIM)</i>	Monitoring Anesthetized Animals <i>Thomas Colville, BS, DVM, MSc</i>	Wildlife Under the Microscope <i>Stuart L. Porter, VMD</i>	How to Improve Sales for Your Hospital - Selling Differently to Men and Women <i>Karen E. Purves, MA</i>		1:30 - 4:20pm *Pre-registration Required
3:30pm	Conclusion of the 2011 Atlantic Coast Veterinary Conference <i>See You in 2012!</i>					 