

Elaine Anthony, MA, CVT

UA Workshop - Examination of Urine Sediment

This interactive session provides a review of principles and procedures for performing microscopic examination of urine samples. Emphasis is on identification of normal and common abnormal components of urine sediment. Attendees are provided an opportunity to practice identification of normal and common abnormal components of urine sediment.

Urinalysis: Physical and Biochemical Analysis

Physical and chemical testing of urine samples will be discussed as well as quality control procedures in urinalysis testing.

Urine Sediment Evaluation

This session provides a review of principles and procedures for performing microscopic analysis of urine sediment

Vicki Byard, CVT, VTS (Dentistry) and President, Academy of Veterinary Dental Technicians

Anesthesia and the Dentistry Patient

Since dentistry and anesthesia go hand-in-hand, this session will review critical anesthesia topics required to provide safe dentistry for all small animals.

Developing a Thriving Dentistry Department

This session will provide novel ways to market dentistry within your practice to enhance this valuable and often undervalued profit center.

Out of Sight Dental Radiology

This session will go over the importance of dental radiology, methodology, techniques and case review.

Vincent Centonze, DVM

Canine Heartworm Disease for Technicians

A review for technicians of canine heartworm disease basics, including information on life cycle/transmission, signs, diagnostics, prevention and treatment. Presentation is geared toward information useful for client education.

Feline Heartworm Disease for Technicians

A review for technicians of feline heartworm disease basics, including information on signs, diagnostics, prevention, and Heartworm Associated Respiratory Disease. Presentation is geared toward information useful for client education.

Review of Common Endocrine Diseases for Technicians

A review for technicians of common endocrine diseases focusing on hyperadrenocorticism, hypothyroidism, hyperthyroidism, and diabetes mellitus. Presentation is geared toward information useful for client education.

Lisa Centonze, DVM

Canine upper respiratory disease in shelters

Canine upper respiratory disease includes a complex of many pathogens. This session will discuss the different pathogens causing canine upper respiratory infection, along with how to diagnose, treat, and prevent these diseases, especially in a shelter environment.

Disaster preparedness

Is your practice prepared for a natural disaster? If so, will you stay open for boarding? This session will address these questions and provide tips for preparing your practice for a natural disaster.

How to increase save rates at shelters

Hillsborough County Animal Services in Tampa, Florida, has significantly increased its save rate over the last four years. This session will identify exactly how they went about doing it and will provide tips to decrease the euthanasia rate and increase the save rate at your shelter.

Veterinary forensics

Can you identify animal abuse? Are you obligated to report it? How do you go about documenting and reporting it? This session will help to answer these questions.

Markiva Contris, LVT

Complementary therapies overview: Aromatherapy and Essential Oils

An introduction to the use of essential oils to aid in stress relief and healing in animals.

Complementary therapies overview: Flower Essences

Flower essences are used to address stress and emotional imbalances in humans and in animals. Flower essences are 100% natural and safe to use in conjunction with other treatments. This session will introduce flower essences and discuss the common uses in animals.

Complementary therapies overview: Herbal Therapies- Chinese, East Indian, Native American, Folk

Herbal therapy is commonly used in human and veterinary medicine. This session looks at the history of herbal therapy and compares different herbal cultures (This session will not include dosages).

Complementary therapies overview: Acupuncture/Acupressure

Acupuncture and acupressure focus on meridians of energy that flow through a body. Based on the theory that energy blockages can lead to disease, acupuncturists use needles to unblock energy flow, therefore balancing the body and leading to better health.

Complementary therapies overview: Hands On Therapies -Massage, Reiki, Chiropractic

This session is an introduction and overview of the various "hands on" modalities being used in veterinary medicine. We will discuss chiropractic care, massage, and reiki.

Complementary therapies overview: Ayurveda

Ayurveda is an ancient holistic modality that originated in India over 5000 years ago. Ayurvedic principles translate well into veterinary care and can be beneficial to an animal's health.

[Joe Contris MA, LMHC](#)

Dealing with Difficult Coworkers

Provides techniques and direction for creating a better work environment and improving working relationships.

Recognizing Depression or At-Risk Behaviors (In coworkers and/or clients)

Provides common warning signs and indicators for people at risk for self/other-harm behavior.

Stress Management

Provides basic coping techniques and stress management suggestions for professionals in the veterinary field.

[Harold Davis, BS, RVT](#)

Canine CPR Lab

The participants will practice basic and advance cardiac life support techniques. This workshop covers CPR techniques, ECG interpretation of cardiac arrest rhythms and, drug selection.

Nursing Care Protocols for the Critically Ill

Nursing care protocols enhances patient care as well as ensures that a established level of care is delivered. Nursing care protocols utilized in the critical care unit will be the main focus of discussion. Partial list of protocols include: catheter care (intravenous, urinary, chest tube), blood transfusion administration and recumbent patient care.

Post Operative / Anesthetic Nursing Management of the Critically Ill Patient

The veterinary technician is often responsible for monitoring of the postoperative anesthetic recovery of the critically ill patient. This discussion will review monitoring techniques and potential causes for abnormal findings. General post operative / anesthetic complications and nursing actions will also be discussed.

Pre-anesthesia Emergency Nursing Management

At times it may be necessary to anesthetize an emergent or critically ill patient. Preanesthetic stabilization and management of the emergent patient may improve the outcome of the anesthetic procedure. This discussion covers patient assessment, and stabilization of the pulmonary, cardiovascular and neurological systems.

[Peggy Dorsey, BA, CVT](#)

[Richard B. Ford, DVM, MS, Diplomate, American College of Veterinary Internal Medicine](#)

[Greg Hanson, RVT, VTS](#)

Anesthesia Balancing Act

Patients with significant underlying diseases frequently require special attention during anesthesia. This presentation will discuss planning, monitoring and anesthesia support for the debilitated small animal patient.

Anesthesia Drugs for the Small Animal Patient

There are a variety of drugs and administration techniques used for anesthesia management in modern veterinary medicine today. This presentation will focus on anesthesia drug planning for the small animal patient.

Anesthesia for the Emergency Patient

Patients that present to veterinary clinics for emergency treatment often will require anesthesia to facilitate diagnosis and/or therapy. Strategies to safely anesthetize these patients will be presented.

Patient Monitoring during Anesthesia

This presentation demonstrates the various modes of physiological monitoring used to assess patients during anesthesia. What are the monitors telling you and when is the patient in trouble?

Debbie Hill, CVPM

Is it still casual day?

We all know that first impressions are important, but how do we communicate that to a widely diverse work force? When is personal expression acceptable and when is a professional team look necessary? This session will work through developing a dress code that can be easily implemented by all.

Managing Multiple Locations 1

As a manager, have you ever wondered how you might get everything done at your practice – everyday? Practice owners: Have you wanted to purchase another practice but the thought of two or more businesses seemed a daunting task? There are managers who have taken these challenges to a different level. Learn the basics on how owners and managers are striking deals to manage multiple practices.

Managing Multiple Locations 2

This session expands from the managing multiple locations orientation and shows some great resourceful ingenuity on specific time and cost saving methods to manage more than one practice. This session is not only for managers who manage more than one practice but especially helpful for teams who are trying to understand just where their support is and what they can/should do when the manager “is away”.

My Tech is Pregnant – Now What?

Successfully working with pregnant employees can be stress free with some advanced planning and good communication. This session will address the legal and practical aspects of working with pregnant employees. A safe workplace for all is the place to start.

QuickBooks in the Veterinary Practice

Whether you work with the financial side of the practice now or not, you need to be knowledgeable about this side of the business. Knowing the basics will make it easier for you to talk intelligently with the accountant. QuickBooks is the most widely used accounting software in our industry and we will look at ways to easily track your hospital to industry benchmarks using QuickBooks.

Target Incentives for your Team

Is it bribery? Is it a reward? Is it necessary to get quality patient care? This session will explore the variety of incentives for your team; from department contests for lab work to outlining general profit sharing examples. Tools will be shared for organizing and tracking an incentive program.

Why do I need Job Descriptions?

Have you ever heard “everyone knows what they are supposed to do” and still no one got around to replacing the light bulbs? Clear expectations make for a productive and pleasant workplace. Good job descriptions offer solid backing for management decisions. This session will give you tools to develop customized job descriptions for each role in your practice.

Shelley Johnson, CVPM

Clients: Understanding Their Big Picture

Has customer service become a trickier business? Has the knack, talent or skill of customer care slipped our grasp? The reality is that our society has picked up pace in general and new challenges to customer service have gained momentum. Convert these challenges into opportunities to create positive experiences for each of your clients and future clients. Develop the People-Expert in you!

Getting Beyond Winging It with Communications

All members of the health care team can benefit by adding to or enhancing their communication skills. Communication has a critical role in your office and each team member has a responsibility to it. This presentation is designed for any employee who interacts with other people! In this presentation, participants will recognize and appreciate the basics of communication and will be inspired to improve their skill sets.

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Organizing Today to Have a Better Tomorrow

How do we take care of everything? Between patient treatments, client calls, staff conversations, reports to be filed and numerous other daily tasks, how can team members quickly assess the demands of their day and find the best path to get it all done in the manner it needs to be done? Learn how to recognize the patterns to each day to help you create a less stress environment and out the door on time.

TEAMBUILDING / MOTIVATION: Creating Synergy

Learning to provide the inspiration for your team, department and associates to get the maximum out of every day is possible. Inspired team members have potential to help your practice reach its goals. Motivated employees who are reaching performance goals are likely to provide better patient care and, in turn, inspire client compliance.

The Professional Development of You

What career path are you on? There is good reason to remind and emphasize teamwork through teambased development in veterinary practices. Imagine the strength and attributes your team will have if everyone is clear on developing the professional within them. We will explore how to plan and navigate career pathways for veterinary professionals that can blend into team development and individual success!

The Reality of Leadership in Your Practice

Your management and leadership picture is unique to the practice vision and the business strategies. The reality of who is leading whom in the practice has an impact on your bottom line. See how a leadership assessment in your practice may reveal previously unnoticed talents and keep your team on track to reaching their goals.

[Elise Lacher, CPA](#)

Financial Statements: The Lab Report for your Practice, Part I & II

Just like lab reports help you assess the medical health of your patients, correctly prepared financial statements help you assess the financial health of your practice. Learn how to read correctly prepared financial statements and understand what they are saying. Just like there are different lab reports in medicine, there are different kinds of financial statements. Which are best for you?

Financial Planning - What's It All About? Part I, II & III

Money has been a difficult topic for many in the veterinary profession to deal with. Yet how we deal with money issues can spell the difference between a future of security and comfort or a future of doubt and fear. In these sessions, we are going to explore the basic issues of what dealing with money is all about. How do I plan if I'm 34 vs. 54? What can my practice equity do for me? How do those retirement accounts work anyway?

[Ann P. McClenaghan, BS, CVT](#)

An Introduction to the Concept of Veterinary Hospice Care

This lecture will review the history of human hospice and palliative care and how these principles can be integrated into veterinary practice to assist clients with dying pets who wish to care for their animals at home. This lecture will demonstrate how pet hospice is beneficial to the client, their pet and to the growth of the veterinary practice.

Mourning the loss of a Pet and Patient: Understanding Grief and the Need for Support

Grief from the loss of a pet is not only experienced by the client but also the veterinary staff involved in the animal's care. This grief is not always understood by family, friends, or co-workers. In this lecture, the stages of grief will be discussed, methods to cope with grief, and how the veterinary staff can be instrumental in helping the client begin to heal from their loss.

Veterinary Hospice Care in Practice

This lecture will give the veterinary technician and staff the tools necessary to implement a prosperous pet hospice program in their practice. Topics to be discussed include training caregivers to provide palliative care at home, managing pain and income generating pet hospice support services to offer clients. The veterinary technician will learn how pet hospice care takes them to the next and final level of compassionate care.

[Jennifer Panko, RVT, CCRP](#)

In Hospital Rehabilitation Protocols for Post-Surgical Patients

A combination of case studies and theory will be used to provide participants with safe, effective, simple in hospital rehabilitation protocols for orthopedic and neurologic patients. Surgical discharge instructions will be reviewed with an emphasis on home exercise programs.

Rehab – It's Out There! Bring It To Your Practice!

This fast paced informative workshop will prepare you to begin implementing simple, low cost, rehabilitation protocols into practice. Topics include:

- Who should be rehabilitating canine patients
- What patients require rehabilitation
- What patients you should be rehabilitating in your own practice.
- What patients you should be referring to a rehab centre.

- Low Cost Supplies
- Getting Started - Bring Rehab to YOUR PRACTICE!
- The Rehab Team....Team Work = SUCCESS!
- The Rehab Business Plan
- How to Make Rehab Work for YOUR PRACTICE!

Therapeutic Exercise for the Canine Patient

This 'how-to' session will introduce participants to the key concepts of therapeutic exercise for the canine patient. Assessment, goal setting, protocol design and outcome measurement will prepare veterinary professionals to create therapeutic exercise programs for their patients. Participants will leave with a 'toolbox' of exercises, ideas for low-cost equipment and supplies, and protocols.

Wellness Programs for Obesity and Arthritis

Rehab is not just for knees! This session will provide participants with the tools to recommend and implement safe rehabilitation programs for hospitalized patients, weight management programs, and programs for patients with arthritis. Case studies will be used to illustrate key concepts.

[Jill A. Richardson, DVM](#)

Common Household Poisons

Presentation of common household items that may or may not be dangerous to pets.

Guide to Rodenticides

Learn about the most common types of rodenticides, their mechanism of action, effects, and recommendations for treatment.

Managing Poison Emergencies

Learn the steps involved with handling poison exposures in pets with an emphasis on decontamination steps.

[Philip J. Seibert, Jr., CVT](#)

10 Steps to Promoting Any Service or Product

The world of veterinary practice has changed. Clients are more informed about choices and the competition for the expendable income of the family has become more intense. Learn how to let your clients know what services or products you offer and improve the pet's health at the same time. This seminar focuses primarily on using the existing client base of the practice to educate client and promote a particular product or service.

Are Brochures and Newsletters Effective?

Bonding the client to the practice is the goal of every hospital, and written literature is one of the tools that can help make that happen. Practice-specific brochures and newsletters can go beyond the traditional "here's who we are" pieces and actually become educational and promotional tools. In this seminar we'll look at how to make in-house newsletters and brochures easily and affordably. We'll also look at ways to increase client compliance with recommendations by using pre-printed materials.

Developing a Staff Handbook and Training Manual

Every business needs to have written staff policies and instructions yet few take the time to complete a personnel policy handbook. Likewise, we all know that staff turnover decreases productivity and increases costs for the practice, but fewer still take the time to write down procedures. The result is a staff that must "rediscover" all the answers each time someone new joins the team. In this seminary we'll show that it's easier than you thought to develop a policy manual to prevent misunderstandings. We'll also show how having a procedures manual will decrease the time it takes for a new staff member to become proficient in any position.

Marketing, Advertising and Public Relations

What's the difference between advertising and marketing? How about public relations? You can get your message out to the public and still maintain a high degree of professionalism at the same time. Learn inexpensive and easy-to-do techniques to increase the public's awareness of general pet health needs as well as what's available at your practice.

Regulations you need to know: Drugs

Just what are the FDA guidelines that veterinary practices must follow for prescribing and dispensing? What about compounding? Can we fill a prescription written by another practice? When are over-the-counter sales permitted? What about Internet pharmacies? These are only a few of the issues that the veterinary practice team must understand in order to operate the pharmacy in the proper manner.

Regulations you need to know: OSHA

A comprehensive, guided overview of Federal & State Occupational Safety and Health Administration (OSHA) mandates for veterinary hospitals. We'll discuss the administrative requirements, outline the many hazards in a veterinary practice (not just chemicals) and teach you about OSHA requirements for dealing with them.

Regulations you need to know: Personnel

DOL, IRS, INS, HIPAA, ADA and a host of other rules and agencies have a significant impact on businesses with employees so every manager needs to know what those rules are. In this session we'll discuss the most practical ways a manager can keep it all straight.

Safety Issues for the Medical Team, Parts I & II

An upbeat presentation about the common hazards of a veterinary hospital and ways individuals can avoid unnecessary risk. We'll discuss the general principles of safety, prevention of zoonotic diseases, precautions for working with chemicals, and much, much more! We'll use humor and real-life stories to illustrate points and get the message across. This seminar is consistently rated one of the best safety programs by participants.

Staffing & Scheduling Secrets

It always seems to happen: you finally get the schedule done and one of the staff members wants time off! Back to the drawing board - or is it? The first step in scheduling staff is to develop a staffing coverage schedule for the practice. We'll discuss the best ways to devise staffing levels and schedules for the hospital while still being flexible for the staff.

Why Won't It Work For Me?

Ever tried a program or promotion that your colleagues have raved about only to find it just didn't work in your practice? Have you tried to delegate programs to staff members only to have them delegated back? In this seminar, we'll make you look at alternatives to the reward and punishment programs of most practices and discuss the things that must be in place for any program or promotion to succeed.

Julie Shaw, RVT

Behavior Modification Faux Pas

The media often exposes pet owners to behavior modification techniques that are applied incorrectly or inhumanely. This lecture will look at common mistakes and how to avoid making those mistakes.

Behavior Modification: Getting it RIGHT

This lecture will demonstrate through video correct techniques for applying behavior modification and methods for getting clients on board.

Behavior Modification: The Geekiness Behind it All

This lecture will describe common behavior modification techniques technicians are often asked to demonstrate to clients and the learning theory behind these techniques

Clicking with your patients: The fundamentals of clicker training taught through a human model

This lab will demonstrate through a novel human model lateral thinking and problem solving skills required to shape an animal's behavior.

Margi Sirois, EdD, MS, RVT

Clinical Chemistry Applications

Determinations of levels of the various chemical constituents in blood can provide valuable diagnostic information. This session covers common test methods used in clinical chemistry and methods to avoid errors and improve clinical usefulness of test results.

Clinical Chemistry Lab

This interactive session will provide a review of in-house clinical chemistry analyzers. Principles of the light transmission, light reflectance, and electrochemical methods will be discussed and advantages and disadvantages of each of the common test formats (slide, rotor, bulk liquid, cartridge) will be reviewed. Participants will be provided an opportunity to perform procedures on a variety of analyzers

Clinical Chemistry Principles

This session covers sample collection processing, and equipment and supply needs for use in clinical chemistry. Advantages and disadvantages of various procedures and equipment will be emphasized.

Urinalysis: Physical and Biochemical Analysis

Physical and chemical testing of urine samples will be discussed as well as quality control procedures in urinalysis testing.

Urine Sediment Evaluation

This session provides a review of principles and procedures for performing microscopic analysis of urine sediment.

Terry Teeple, DVM

Barn Fires.....The Key is Prevention

Barn fires occur quickly and they are usually devastating. This session will outline preventative measures that will reduce the chances of experiencing a barn fire and increase the chances of stopping any fires that may occur.

Equine Reproduction 101 – The Foal

This session will outline the events that affect the young equine from foaling through two years of age. Nursing and husbandry procedures necessary for the development of a healthy foal/weanling/yearling will be discussed.

Equine Reproduction 101 – The Mare

This session will follow the mare from the breeding shed to the foaling stall. It will outline the husbandry and medical procedures that can ensure the positive outcome of a successful pregnancy and a healthy mare.

Horses in Danger!!! Mitigation/Prevention

This session will define various strategies to employ when dealing with horses or other farm animals in the face of natural or man-made disasters. Emphasis will be placed on pre-planning efforts to reduce the damage caused by these events.

Horses in Danger!!! Response/Recovery

This session will define various strategies to employ when dealing with horses or other farm animals in the face of natural or man-made disasters. Emphasis will be placed on how to respond and recover effectively following such events.

Mary Tefend Campbell, CVT, VTS (ECC)

Calculating Drug Dosages-Bring your calculator!

A review of clinically useful mathematic formulas used in every day practice, including energy requirements, calculating percent dehydration and fluid requirements based on ongoing losses, fluid additives, acid-base disturbances, and emergency constant rate infusions.

Emergency Procedures Every Technician Should Know

This session will provide a comprehensive discussion on common emergency procedures such as CPR, thoracocentesis, central venous catheter administration via the Seldinger technique, emergency vascular access procedures, emergency airway techniques, arterial catheter placement and blood gas sampling, and other emergency techniques that are practical and effective for the veterinary technician.

Gizmos and Gadgets in the ER

A discussion on the contents of a crash cart, emergency equipment vital for proper triage, simple every-day gadgets that can be utilized in an ICU setting and general information on the advantages and disadvantages of laboratory and hemodynamic equipment available for veterinarians.

Mechanical Ventilation: Nursing Protocols

A general review of different modes of mechanical ventilation, protocols in patient set-up and instrumentation, airway management, and the prevention of nosocomial infections. A case-oriented discussion will be placed on specific ventilatory cases and the management techniques used to promote success. In addition, an emphasis will be placed on how to trouble-shoot ventilator-patient asynchrony, how to interpret blood gas readings, and the nurses role in specialty monitoring.

Monitoring Blood Pressure: What You May Not Know

This session will focus on the latest veterinary blood pressure machines, indirect and direct techniques in measuring pressures, how to interpret different components of blood pressure, and the physiologic processes that affect pressures in acutely ill or diseased patients.

Nosocomial infections

A discussion on the origin of common hospital acquired infections and how to prevent further contamination by establishing sterile patient protocols and implementing routine environmental cleaning protocols. In addition, a review of suggested hospital management programs geared toward decreasing patient susceptibility to infection will be discussed.

Pet First Aid

A general discussion on common ways pets can become endangered at home, and how the veterinary technician can assist clients with pet triage and transport. Protocols on the following emergency situations will be reviewed with case examples: HBC, toxicities, bites or wounds, vomiting, diarrhea, falls, or blunt trauma.