

TUESDAY, OCTOBER 12, 2010

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

	TECHNICIAN Room: 303	TECHNICIAN Room: 301	TECHNICIAN Room: 302	MANAGEMENT Room: 321	FRONT OFFICE Room: 322	LABS Room: 305
8:00am	 General Session Breakfast <i>in Hall A</i> 					
9:00am	The Kidney Cat <i>Amy Breton, CVT, VTS (ECC)</i>	A New Approach to Veterinary Nursing? The Nursing Process <i>Harold Davis, Jr., RVT, VTS (ECC)</i>	Transfusion Support for the Bleeding Patient <i>Mary Tefend Campbell, CVT, VTS (ECC)</i>	Websites 101: A Primer <i>Kelly Baltzell, MA</i>	Greeting Clients <i>Ronald E. Whitford, DVM</i>	LAB Nutrition Workshop: All Pet Foods are Created Equal??? <i>Kara M. Burns, VTS, MS, MEd, LVT</i> 9:00 - 11:50am *Pre-registration Required
10:00am	The Kidney Dog <i>Amy Breton, CVT, VTS (ECC)</i>	Nursing Management of the Urinary Obstructed Cat <i>Harold Davis, Jr., RVT, VTS (ECC)</i>	Disseminated Intravascular Coagulation and Sepsis: An Overview <i>Mary Tefend Campbell, CVT, VTS (ECC)</i>		Saving Unhappy Clients <i>Ronald E. Whitford, DVM</i>	
11:00am	Motion Sickness in Dogs <i>Amy Breton, CVT, VTS (ECC)</i>	Respiratory Disease & Emergencies <i>Nancy Shaffran, CVT, VTS (ECC)</i>	Triaging the Hit-by-Car <i>Mary Tefend Campbell, CVT, VTS (ECC)</i>	Twitter is not for the Birds: Understanding Social Media Today <i>Kelly Baltzell, MA</i>	Telephone Tips & Mannerisms, Part 1 <i>Ronald E. Whitford, DVM</i>	
12:00pm	Lunch in the Exhibit Hall 12:00 - 1:30pm Lunch with the Professor: <i>Paul Bloom, DVM, DABVP (Canine & Feline), DACVD</i> 12:00 - 1:00pm Room: 311 TICKETED EVENT - Pre-Registration required					
1:30pm	Gastric Dilatation & Volvulus: From Diagnosis To Recovery <i>Amy Breton, CVT, VTS (ECC)</i>	Respiratory Monitoring <i>Nancy Shaffran, CVT, VTS (ECC)</i>	Bring Back the Bounce - Managing Osteoarthritis in Pets <i>Kara M. Burns, VTS, MS, MEd, LVT</i>	Digital World Marketing: The New Frontier <i>Kelly Baltzell, MA</i>	Telephone Tips & Mannerisms, Part 2 <i>Ronald E. Whitford, DVM</i>	LAB Fluid Therapy: Which Fluid Would You Use? <i>Harold Davis, Jr., RVT, VTS (ECC)</i> 1:30 - 4:20pm *Pre-registration Required
2:30pm	Thoracic Radiology Reviews: Seeing the "Hidden Stuff" <i>Amy Breton, CVT, VTS (ECC)</i>	NSAIDs - Not just for Osteoarthritis Anymore <i>Nancy Shaffran, CVT, VTS (ECC)</i>	Puppy Power!: Optimal Nutrition for Life <i>Kara M. Burns, VTS, MS, MEd, LVT</i>	What in the World is SEO? <i>Kelly Baltzell, MA</i>	Calling the Shots - Basic Injection Techniques, Part 1 <i>Wilma Abbott, CVT</i>	
3:30pm	Abdominal Radiology Reviews: Seeing the "Hidden Stuff" <i>Amy Breton, CVT, VTS (ECC)</i>	Neuropathic Pain & Wind-Up Phenomenon <i>Nancy Shaffran, CVT, VTS (ECC)</i>	Chronic Kidney Disease - Getting your Picky Patients to Eat <i>Kara M. Burns, VTS, MS, MEd, LVT</i>	Open Forum: Bring Your Internet Marketing Questions <i>Kelly Baltzell, MA</i>	Calling the Shots - Basic Injection Techniques, Part 2 <i>Wilma Abbott, CVT</i>	
4:30 - 6:00pm	Wine Tasting & Reception <i>in the Exhibit Hall</i>					

WEDNESDAY, OCTOBER 13, 2010

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	TECHNICIAN Room: 301	TECHNICIAN Room: 302	TECHNICIAN Room: 303	MANAGEMENT Room: 308	MANAGEMENT Room: 321	FRONT OFFICE Room: 322	LABS Room: 313
8:00am	 <p>General Session Breakfast <i>in Hall A</i></p> 						
9:00am	Stabilizing the Trauma Patient, Part 1 <i>Harold Davis, Jr., RVT, VTS (ECC)</i>	Developing an Anesthesia Drug Plan for Small Animal Patients <i>Gregory Hanson, RVT, VTS</i>	Class IV Laser Therapy: Understanding the Technology <i>John C. Godbold, Jr., BS, DVM</i>	Financially Savvy Teams: Withstanding an Economic Storm <i>Rebecca Rose, AAS, CVT</i>	Team Training: How to Make it Work for You! <i>Heather Prendergast, BS, AS, RVT, CVPM</i>	Dressing it Up - Basic Wound Management, Part 1 <i>Wilma Abbott, CVT</i>	<p>LAB</p> <p>Your Website Inside & Out: Interactive Workshop <i>Kelly Baltzell, MA</i></p> <p>9:00 - 11:50am</p> <p>*Pre-registration Required</p> <p>Beyond  Indigo Pets</p>
10:00am	Stabilizing the Trauma Patient, Part 2 <i>Harold Davis, Jr., RVT, VTS (ECC)</i>	Anesthetic Drug Support; Ancillary Administration Techniques <i>Gregory Hanson, RVT, VTS</i>	Class IV Laser Therapy: Treatment Guidelines and Techniques <i>John C. Godbold, Jr., BS, DVM</i>	Safety Issues Within Veterinary Practice <i>Rebecca Rose, AAS, CVT</i>	Compliance: Talk the Talk and Walk the Walk <i>Heather Prendergast, BS, AS, RVT, CVPM</i>	Dressing it Up - Basic Wound Management, Part 2 <i>Wilma Abbott, CVT</i>	
11:00am	Cardiopulmonary Cerebral Resuscitation: Advanced Cardiac Life Support <i>Harold Davis, Jr., RVT, VTS (ECC)</i>	Anesthesia Problem Solving <i>Gregory Hanson, RVT, VTS</i>	Class IV Laser Therapy: Everyday Applications and Procedures <i>John C. Godbold, Jr., BS, DVM</i>	Creating a Clinic Disaster Plan <i>Amy Breton, CVT, VTS (ECC)</i>	Leadership: Essential Skills Every Successful Leader Must Possess <i>Heather Prendergast, BS, AS, RVT, CVPM</i>	Basic Nutrition - Nutrition 101 <i>Kara M. Burns, VTS, MS, MEd, LVT</i>	
12:00pm	<p>Lunch in the Exhibit Hall 12:00 - 1:30pm</p> <p>Lunch with the Professor: <i>D. Tim Crowe, DVM, DACVS, DACVECC, NREMT-I, EMS-I</i> 12:00 - 1:00pm Room: 311</p> <p>TICKETED EVENT - Pre-Registration required</p>						
1:30pm	Intruders on the Inside (Endoparasites) <i>Todd Huspeni, BA, MA, PhD</i>	Care and Feeding of Your Anesthesia Machine <i>Gregory Hanson, RVT, VTS</i>	Veterinary Technician Specialties <i>Rebecca Rose, AAS, CVT</i>	Disaster Lessons Learned <i>Amy Breton, CVT, VTS (ECC)</i>	Client and Team Member Communication: Can You Hear Me Now? <i>Heather Prendergast, BS, AS, RVT, CVPM</i>	Stay OFF This Top Ten List: Radiographic Positioning Pet Peeves <i>Carrie Jo Anderson, CVT</i>	<p>LAB</p> <p>Light Years Ahead: Class IV Laser Therapy Workshop <i>John C. Godbold, Jr., BS, DVM</i></p> <p>Maintaining Profitability Without Relying on Pharmacy <i>Ronald E. Whitford, DVM</i></p> <p>1:30 - 4:20pm</p> <p>*Pre-registration Required</p>
2:30pm	Intruders on the Outside (Ectoparasites) <i>Todd Huspeni, BA, MA, PhD</i>	MRSA and Multi-Drug Resistant Organisms <i>Margi Sirois, EdD, MS, RVT</i>	Career Choices Within and Beyond Veterinary Practice <i>Rebecca Rose, AAS, CVT</i>	How to Get the Most Out of an Employee Handbook <i>Charlotte A. LaCroix, DVM, JD</i>	Successful HR Management: Keeping Your Hospital Out of the Hot Seat <i>Heather Prendergast, BS, AS, RVT, CVPM</i>	Tuck & Talk: Master Multi-Tasking <i>Carrie Jo Anderson, CVT</i>	
3:30pm	Pets, People, and Parasites: The Dating Game <i>Todd Huspeni, BA, MA, PhD</i>	Ethylene Glycol Toxicosis <i>Margi Sirois, EdD, MS, RVT</i>	The Technician's Role in Zoos <i>Joel Pond, Zoo Veterinary Technician, BS, CVT</i>	How to Develop a Value-Added Performance Management Program <i>Charlotte A. LaCroix, DVM, JD</i>	Marketing: Integrative Marketing Strategies Worth Your Dollar <i>Heather Prendergast, BS, AS, RVT, CVPM</i>	Be a Tool: Client & Patient Advocacy in the Veterinary Hospital <i>Carrie Jo Anderson, CVT</i>	
4:30-6:00pm	<p>"Oktoberfest" Reception <i>in the Exhibit Hall</i></p>						

THURSDAY, OCTOBER 14, 2010

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	TECHNICIAN Room: 302	TECHNICIAN Room: 301	TECHNICIAN Room: 304	MANAGEMENT Room: 322	MANAGEMENT Room: 321	LABS Room: 320
7:30am	Conference Breakfast in the Exhibit Hall					
9:00am	The Inside Poop on Probiotics <i>Nancy Loes, DVM</i>	What's Your Sleep Number? Multi-Modal Anesthetic Protocols and Monitoring <i>Carrie Jo Anderson, CVT</i>	Avian Hematology <i>Joel Pond, Zoo Veterinary Technician, BS, CVT</i>	HR Fundamentals: What Every Veterinary Practice Absolutely Needs To Know <i>Charlotte A. LaCroix, DVM, JD</i>	Lead the Way: The Who, What, and How of Personal Leadership <i>Kara M. Burns, VTS, MS, MEd, LVT</i>	LAB PSI (Parasite Scene Investigation): A Challenge! <i>Todd Huspeni, BA, MA, PhD</i> 9:00 - 11:50am *Pre-registration Required
10:00am	What You Need to Know About Supplements <i>Nancy Loes, DVM</i>	The Doberman Everybody Dodges: Planning for the Surgical vWD Patient <i>Carrie Jo Anderson, CVT</i>	Reptile Hematology <i>Joel Pond, Zoo Veterinary Technician, BS, CVT</i>	How to Set Up and Maintain Legal Employee Folders <i>Charlotte A. LaCroix, DVM, JD</i>	Ostrich Syndrome: Conflict Avoidance vs. Conflict Management <i>Kara M. Burns, VTS, MS, MEd, LVT</i>	
11:00am	Osteoarthritis: How You Can Help <i>Nancy Loes, DVM</i>	Anesthesia for Head Cases <i>Carrie Jo Anderson, CVT</i>	Elasmobranch and Fish Hematology <i>Joel Pond, Zoo Veterinary Technician, BS, CVT</i>	Managing Employees: What You Should and Should Not Do <i>Charlotte A. LaCroix, DVM, JD</i>	Let's Talk! Having Courageous Conversations <i>Kara M. Burns, VTS, MS, MEd, LVT</i>	
12:00pm	Lunch in the Exhibit Hall 12:00 - 1:30pm Lunch with the Professor: <i>Anthony P. Carr, DVM, DACVIM</i> 12:00 - 1:00pm Room: 311 TICKETED EVENT - Pre-Registration required					
1:30pm	ECG's: A Stepwise Approach <i>Mary Tefend Campbell, CVT, VTS (ECC)</i>	Veterinary Technician's Role in the Equine Ophthalmic Exam <i>Amy Butzier, MEd, CVT</i>	Giardia: Life Cycle and Identification Tips <i>Joel Pond, Zoo Veterinary Technician, BS, CVT</i>	Rewards & Motivation: It's Not All About The Money <i>Charlotte A. LaCroix, DVM, JD</i>	Let's Talk Money - A Review of Compensation and Benefits <i>Sheila Grosdidier, BS, RVT, MCP, PHR</i>	LAB Maintaining Profitability Without Relying On Pharmacy <i>Ronald E. Whitford, DVM</i> 1:30 - 4:20pm *Pre-registration Required
2:30pm	Specialty Feeding Tubes <i>Mary Tefend Campbell, CVT, VTS (ECC)</i>	Equine Dental Anatomy <i>Amy Butzier, MEd, CVT</i>	Cytology of Mammalian and Exotic Animals, Part 1 <i>Joel Pond, Zoo Veterinary Technician, BS, CVT</i>	Dealing with Problem Employees: "You're Not Stuck With Them" - HR Diagnostic <i>Charlotte A. LaCroix, DVM, JD</i>	"Doesn't Anyone Want to Work Anymore?" Understanding a Changing Labor Market <i>Sheila Grosdidier, BS, RVT, MCP, PHR</i>	
3:30pm	Pediatric Emergencies <i>Mary Tefend Campbell, CVT, VTS (ECC)</i>	Equine Nutrition <i>Amy Butzier, MEd, CVT</i>	Cytology of Mammalian and Exotic Animals, Part 2 <i>Joel Pond, Zoo Veterinary Technician, BS, CVT</i>	Compliance Audits: Why are They so Critical <i>Charlotte A. LaCroix, DVM, JD</i>	"Stop Sucking the Joy Out of My Day!" <i>Sheila Grosdidier, BS, RVT, MCP, PHR</i>	