



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>					