



TECHNICIAN, MANAGEMENT & FRONT OFFICE PROGRAM

TUESDAY, OCTOBER 12, 2010

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

	TECHNICIAN	TECHNICIAN	TECHNICIAN	MANAGEMENT	FRONT OFFICE	LABS
8:00 AM	GENERAL SESSION BREAKFAST					
9:00 AM	The Kidney Cat Amy Breton, CVT, VTS (ECC)	A New Approach to Veterinary Nursing? The Nursing Process Harold Davis, Jr., RVT, VTS (ECC)	Transfusion Support for the Bleeding Patient Mary Tefend Campbell, CVT, VTS (ECC)	Websites 101: A Primer Kelly Baltzell, MA	Greeting Clients Ronald E. Whitford, DVM	9:00 – 11:50 am **Pre-registration Required
10:00 AM	The Kidney Dog Amy Breton, CVT, VTS (ECC)	Nursing Management of the Urinary Obstructed Cat Harold Davis, Jr., RVT, VTS (ECC)	Disseminated Intravascular Coagulation and Sepsis: An Overview Mary Tefend Campbell, CVT, VTS (ECC)		Saving Unhappy Clients Ronald E. Whitford, DVM	
11:00 AM	Motion Sickness in Dogs Amy Breton, CVT, VTS (ECC)	Respiratory Disease & Emergencies Nancy Shaffran, CVT, VTS(ECC)	Triaging the Hit-by-Car Mary Tefend Campbell, CVT, VTS (ECC)	Twitter is not for the birds: Understanding Social Media Today Kelly Baltzell, MA	Telephone Tips & Mannerisms, Part 1 Ronald E. Whitford, DVM	Kara M. Burns, VTS, MS, MED, LVT
12:00-1:30 PM	LUNCH IN THE EXHIBIT HALL					
1:30 PM	Gastric Dilatation & Volvulus: From Diagnosis To Recovery Amy Breton, CVT, VTS (ECC)	Respiratory Monitoring Nancy Shaffran, CVT, VTS(ECC)	Bring Back the Bounce - Managing Osteoarthritis in Pets Kara M. Burns, VTS, MS, MED, LVT	Contemporary Marketing in the New Digital World Kelly Baltzell, MA	Telephone Tips & Mannerisms, Part 2 Ronald E. Whitford, DVM	1:30 – 4:20 pm **Pre-registration Required
2:30 PM	Thoracic Radiology Reviews: Seeing the "hidden stuff" Amy Breton, CVT, VTS (ECC)	NSAIDs - Not just for Osteoarthritis Anymore Nancy Shaffran, CVT, VTS(ECC)	Puppy Power!: Optimal Nutrition for Life Kara M. Burns, VTS, MS, MED, LVT	What in the world is SEO? Kelly Baltzell, MA	Calling the Shots - Basic Injection Techniques, Part 1 Wilma Abbott, CVT	
3:30 PM	Abdominal Radiology Reviews: Seeing the "hidden stuff" Amy Breton, CVT, VTS (ECC)	Neoropathic Pain & Wind-Up Phenomenon Nancy Shaffran, CVT, VTS(ECC)	Chronic Kidney Disease - Getting your Picky Patients to Eat Kara M. Burns, VTS, MS, MED, LVT	Open Forum: Bring your internet marketing questions Kelly Baltzell, MA	Calling the Shots - Basic Injection Techniques, Part 2 Wilma Abbott, CVT	Harold Davis, Jr., RVT, VTS (ECC)
4:30-6:00 PM	WINE TASTING & RECEPTION IN THE EXHIBIT HALL					

	TECHNICIAN	TECHNICIAN	TECHNICIAN	MANAGEMENT	MANAGEMENT	FRONT OFFICE	LABS
8:00 AM	GENERAL SESSION BREAKFAST						
9:00 AM	Stabilizing the Trauma Patient, Part 1 Harold Davis, Jr., RVT, VTS (ECC)	Developing an Anesthesia Drug Plan for Small Animal Patients Gregory Hanson, RVT, VTS	Class IV Laser Therapy: Understanding the Technology John C. Godbold, Jr., BS, DVM	Financially Savvy Teams: Withstanding an Economic Storm Rebecca Rose, AAS, CVT	Team Training: How to make it work for you! Heather Prendergast, BS, AS, RVT, CVPM	Dressing it Up - Basic Wound Management, Part 1 Wilma Abbott, CVT	9:00 – 11:50 am **Pre-registration Required Your Website Inside & Out: Interactive Workshop Kelly Baltzell, MA
10:00 AM	Stabilizing the Trauma Patient, Part 2 Harold Davis, Jr., RVT, VTS (ECC)	Anesthetic Drug Support; Ancillary Administration Techniques Gregory Hanson, RVT, VTS	Class IV Laser Therapy: Treatment Guidelines and Techniques John C. Godbold, Jr., BS, DVM	Safety Issues Within Veterinary Practice Rebecca Rose, AAS, CVT	Compliance: Talk the talk and walk the walk Heather Prendergast, BS, AS, RVT, CVPM	Dressing it Up - Basic Wound Management, Part 2 Wilma Abbott, CVT	
11:00 AM	Cardiopulmonary Cerebral Resuscitation: Advanced Cardiac Life Support Harold Davis, Jr., RVT, VTS (ECC)	Anesthesia Problem Solving Gregory Hanson, RVT, VTS	Class IV Laser Therapy: Everyday Applications and Procedures John C. Godbold, Jr., BS, DVM	Creating a Clinic Disaster Plan Amy Breton, CVT, VTS (ECC)	Leadership: Essential skills every successful leader must possess Heather Prendergast, BS, AS, RVT, CVPM	Basic Nutrition - Nutrition 101 Kara M. Burns, VTS, MS, MEd, LVT	
12:00-1:30 PM	LUNCH IN THE EXHIBIT HALL						
1:30 PM	Intruders on the Inside (Endoparasites) Todd Huspeni, BA, MA, PhD	Care and Feeding of your Anesthesia Machine Gregory Hanson, RVT, VTS	Veterinary Technician Specialties Rebecca Rose, AAS, CVT	Disaster Lessons Learned Amy Breton, CVT, VTS (ECC)	Client and Team Member Communication: Can you hear me now? Heather Prendergast, BS, AS, RVT, CVPM	Stay OFF This Top Ten List: Radiographic Positioning Pet Peeves Carrie Jo Anderson, CVT	1:30 – 4:20 pm **Pre-registration Required Light Years Ahead: Class IV Laser Therapy Workshop John C. Godbold, Jr., BS, DVM Maintaining Profitability Without Relying On Pharmacy Ronald E. Whitford, DVM
2:30 PM	Intruders on the Outside (Ectoparasites) Todd Huspeni, BA, MA, PhD	MRSA and Multi-Drug Resistant Organisms Margi Sirois, EdD, MS, RVT	Career Choices Within and Beyond Veterinary Practice Rebecca Rose, AAS, CVT	How to Get the Most Out Of an Employee Handbook Charlotte A. LaCroix, DVM, JD	Successful HR Management: Keeping your hospital out of the hot seat Heather Prendergast, BS, AS, RVT, CVPM	Tuck & Talk: Master Multi-Tasking Carrie Jo Anderson, CVT	
3:30 PM	Pets, People, and Parasites: The Dating Game Todd Huspeni, BA, MA, PhD	Ethylene Glycol Toxicosis Margi Sirois, EdD, MS, RVT	The Technician's Role in Zoos Joel Pond, Zoo Veterinary Technician, BS, CVT	How to Develop A Value-Added Performance Management Program Charlotte A. LaCroix, DVM, JD	Marketing: Integrative marketing strategies worth your dollar Heather Prendergast, BS, AS, RVT, CVPM	Be a Tool: Client & Patient Advocacy in the Veterinary Hospital Carrie Jo Anderson, CVT	
4:30 -6:00 PM	"OKTOBERFEST" RECEPTION IN THE EXHIBIT HALL						



TECHNICIAN, MANAGEMENT & FRONT OFFICE PROGRAM

THURSDAY, OCTOBER 14, 2010

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