

Accreditation Policies and Procedures of the Canadian Veterinary Medical Association (CVMA)

Animal Health Technologist/Veterinary Technician Program Excerpts from the Self-Study Questionnaire Revised February 24, 2017

From History – Introduction

Challenges

Patient acquisition has been streamlined with increased shelter and rescue organization contacts, but the transportation of patients from off-site facilities and the variable health status of our patient pool, continues to be a barrier to a reliable source of animal patients. Instructors already have a heavy workload, with course and lab delivery, providing veterinary services, supporting students, and program promotional activities, leaving limited time for patient acquisition, or sourcing facilities for off-site labs and practicums. These factors are likely the cause of the perception by students, practicum supervisors, members of the Program Advisory Committee (PAC), and employers of graduates, that although VTEC graduates have a strong foundation in veterinary technology, VTEC students need more practical animal handling experience. Although an RVT has been hired as lab supervisor, increased permanent full-time RVTs, or even a hospital manager, rather than part-time or auxiliary RVTs, may assist to address this weakness. However, senior administration continue to clearly demonstrate their strong commitment to our program, witnessed by the multiple improvements made since the last CVMA Accreditation Site Visit in 2012.

Do any deficiencies from your last accreditation evaluation remain outstanding? If so, please describe.

No deficiencies are outstanding.

From IX. Faculty and Staff

5. Is the program instructional staffing adequate for program needs? If not, what is needed?

Although staffing, particularly of RVTs, has increased annually since 2012, including the creation of a new “Laboratory Supervisor” role, the demands of providing veterinary services to client owned, rescue and shelter animals, while instructing, creates difficulties for VTEC instructors. In essence, the VTEC DVMs and RVTs are running a part-time veterinary clinic (as accredited by the CVBC), while delivering courses, instructing

and supporting students, and evaluating both students and patients, while adhering to CVMA AHTVTPAC guidelines, upholding veterinary practice standards and providing exceptional patient care. These many responsibilities add significant time pressure to staff.

Related to this broad issue of the adequacy of staffing, the VTEC program recommends exploring the following changes:

- Employ an RVT as full time hospital manager **without** teaching duties: this person would deal with animal supply, hospital maintenance, communication with (or supervising student communication with) shelters and owners prior to and after appointments, supervising medical records, supervising students on ward, reception, farm and other duties and organizing practicums. Obviously these tasks are already assigned and mostly to the Laboratory Supervisor, but the supervisor also has teaching duties and insufficient time to give all these tasks their full attention. As well, lab supervisors in other college faculties would not have additional duties, as a clinic manager.
- Continue to pursue the feasibility of, and seek approval for, the overnight housing of patients. There are a number of reasons why this is desirable: since animals usually visit the facility at least twice for 2nd year labs, once for wellness procedures and once for their surgical procedure, this would decrease the need to transport animals to/ from the facility multiple times thereby decreasing both transport costs and animal stress. Sometimes it is difficult to get animals to the College in good time for an early Lab start-time due to shelter opening times and heavy traffic. Finally, it would allow students to get more nursing care experience including patient preparation for procedures and a longer post-operative care period. [Note: VTEC has obtained tentative approval from the DCACC for overnight housing; the department of Facilities, Risk Management and the Dean of S & T have also made progress in this area. However, one barrier is the additional staffing (DVM and RVT) that will be required to supervise students during the evening hours and to be on call for overnight emergencies, which we are not able to do on a voluntary basis.
- Follow up on the Volunteer Employee Pet Program (VEPP) project, initiated in Fall 2017 VTEC 1103 labs to address some of the first-year Veterinary Nursing animal supply problems: assess the success of this pilot in providing an additional supply of animals for the first-year students, as well as the program's potential to augment the supply for the 2nd year dentistry and surgery labs.



CANADIAN VETERINARY
MEDICAL ASSOCIATION
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DES MÉDECINS VÉTÉRINAIRES

**Canadian Veterinary Medical Association
Excerpts from Accreditation Committee's Report of Evaluation
Douglas College's Animal Health Technology/Veterinary Technician Program
17th November 2017**

Deficiencies:

The program lacks sufficient personnel to administer and organize animal acquisitions in order to find, support and maintain a broad range of partners with appropriate contractual agreements to protect the viability of the program and support student learning experiences. (9a, d)

The program coordinator must have a written job description that includes sufficient time for administrative and teaching responsibilities as well as opportunities and support for professional development. (9d)

Because of the time and energy burden that animal acquisition imposes, the time program personnel devote to development and delivery of instruction, curriculum development, student evaluation, student advising and counseling, and professional development is in jeopardy of being insufficient. 9(f)

CRITICAL DEFICIENCY (IES)

Critical deficiencies apply to situations that clearly result in a program's inability to meet a Standard and/or subjects students, faculty, or others to unacceptable levels of risk.

Documentation of significant progress toward compliance with each critical deficiency must be achieved by the time of the program's next report to the AHTVTPAC. Lack of compliance may be considered cause for reduction of the program's accreditation classification.

It is critical that:

1. The program comply with Occupational Health & Safety regulations and other safety concerns and requirements pertaining to:

- Expired medications, suture material, crash kit drugs, diagnostic materials and biologics be removed from the clinical training area in a timely manner.
 - Expired controlled drugs be appropriately disposed of and controlled substance logs be fully completed.
 - Repackaged solutions in the clinic and lab area be adequately labeled to comply with WHIMIS standards.
 - Radiology log entries include student identification.
(4e, 4f, 5d)
2. Adequate numbers of animals be reliably available for use in teaching to meet the required quality and quantity of clinical instruction without overuse of the animals or violation of standards of humane care. (5a)
 3. Appropriate MOU's with exit strategies be established with all off-campus sites that provide resources to the Program.(5e)
 4. That the time, resources and personnel devoted to the administration and organization of animal acquisition for the program be sufficient. (9a,d,f)
 5. Students complete all essential skills. (10e)

MAJOR DEFICIENCY (IES)

Major deficiencies apply to situations that jeopardize the ability of the program to meet a Standard. Progress toward meeting each major deficiency must be demonstrated on an annual or biennial basis. Documentation of steps taken toward compliance with major deficiencies is required. Lack of compliance within the assigned time period, prior to the next scheduled complete evaluation, may be considered cause for reduction of the program's accreditation classification.

It is required that:

1. The Program Advisory Committee have more than one veterinarian. (3e)
2. The program coordinator have a written job description that includes sufficient time for administrative and teaching responsibilities as well as opportunities and support for professional development. (9d)

RECOMMENDATION(S)

Recommendations are suggestions for program improvement, but have no bearing on the program's accreditation classification.

It is suggested that:

1. The College look for ways to supplement the faculty continuing education support from \$600 per year up to industry standards.
2. Accessible and adequate storage space be made available to the program.
3. The college consider increasing the administrative assistance available to the coordinator, particularly for extra responsibilities such as program accreditations.
4. The program have a Hospital Manager whose duties include finding, supporting and maintaining a broad range of partners with appropriate contractual agreements to protect the viability of the program and support student learning experiences.



DOUGLASCOLLEGE

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VETERINARY TECHNOLOGY

Faculty of Science & Technology

CVMA AHTVTPAC Annual Report 2018

January 24, 2019

1. Veterinary Technology (VTEC) Program Coordinator:

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2. Report of Evaluation November 17, 2017**Critical and Major Deficiencies****Critical Deficiencies**

1. *The program comply with Occupational Health & Safety regulations and other safety concerns and requirements pertaining to:*

- *Expired medications, suture material, crash kit drugs, diagnostic materials and biologics be removed from the clinical training area in a timely manner.*
- *Expired controlled drugs be appropriately disposed of and controlled substance logs be fully completed.*
- *Repackaged solutions in the clinic and lab area be adequately labeled to comply with WHIMIS standards.*
- *Radiology log entries include student identification.*
(4e, 4f, 5d)

Response:**November 2017**

Done. All listed Occupational Health & Safety regulations and safety concerns/requirements were met within one week of October 2017 CVMA Site Visit.

- Adequate numbers of animals be reliably available for use in teaching to meet the required quality and quantity of clinical instruction without overuse of the animals or violation of standards of humane care. (5a)*

Response:

December 2018

Ongoing. Numbers of animals available for on-site labs is generally stable. However in Fall 2018, there was actually a small surplus of animals available for the dentistry/anesthesia live animal labs. Numbers at off-site facilities, although variable, have been increasing.

A substantial donation of funds in 2019 will fund the purchase of animal models. This will allow us to more fully comply with the CCAC 3Rs, and affords increased opportunities to practice technical skills before students perform these essential skills on live animals. This prevents overuse of animals, while adhering to standards of humane care.

- Appropriate MOU's with exit strategies be established with all off-campus sites that provide resources to the Program.(5e)*

Response:

December 2018

Ongoing. Establishment, revision and maintenance of MOU's with exit strategies is being undertaken with the assistance of the Dean of Science & Technology, and the Safety, Security and Risk Management Team.

- That the time, resources and personnel devoted to the administration and organization of animal acquisition for the program be sufficient. (9a,d,f)*

Response:

December 2018

Ongoing. Part-time and auxiliary RVTs are either available to assist with animal acquisition or provide temporary relief to the primary RVT responsible for this. Sufficiency of time provided is being discussed with the Dean of Science & Technology.

- Students complete all essential skills. (10e)*

Response:

December 2018

Ongoing. Student Competency Booklets, rubrics to evaluate essential skills, and essential skills trackers to ensure all students and essential skills are accounted for, are continuously being developed or revised. In particular, coverage of large animal essential skills was reviewed in the Fall of 2018, and large animals labs were revised to include more skills and evaluations.

Major Deficiencies

1. *The Program Advisory Committee have more than one veterinarian. (3e)*

Response:

October 2018

Done. There are two veterinarians on the PAC (please see 9. PAC members).

2. *The program coordinator have a written job description that includes sufficient time for administrative and teaching responsibilities as well as opportunities and support for professional development. (9d)*

Response:

October 2018

Done. The written job description is available, and support for professional development has been increased. Sufficiency of time provided, particularly for administrative responsibilities, is being discussed with the Dean of Science & Technology.

3. Report of Evaluation November 17, 2017**Minor Recommendations**

1. *The College look for ways to supplement the faculty continuing education support from \$600 per year up to industry standards.*

Response:

December 2018

Ongoing. Funds available for continuing education (professional development) are determined through the collective agreement between the college and faculty association, so not currently negotiable.

However, supplemental funds have been made available through the Articulation Fund, and the DCACC Animal User Fund, for faculty veterinarians and staff RVTs to attend veterinary technician educator's meetings (AVTE, WAHTVTE) or the CVMA 2018 Annual Conference. Additional free CE opportunities are also available locally, including a monthly evening CE event run at Douglas College, supported by veterinary industry partners (pharmaceutical and pet nutrition companies), as well as through local employers such as VCA.

2. *Accessible and adequate storage space be made available to the program.*

Response:

December 2018

Ongoing. Plans were outlined to do extensive renovations to existing storage areas (in the Chemistry Lab). This may be considered and submitted for Capital Budget funding in the future.

3. *The college consider increasing the administrative assistance available to the coordinator, particularly for extra responsibilities such as program accreditations.*

Response:

December 2018

Ongoing. (Please see 4. Changes to Program Staff below.) Dr. Jenny Wakeling, as the new DCACC Chair, will now be responsible for CCAC accreditation and report submissions. Administrative assistance for this will continue to be provided by the DCACC Coordinator (Anne Gapper). Dana Eppler, who recently replaced our Administrative Associate, is also a veterinary assistant, previously employed and trained in the veterinary field.

4. *The program have a Hospital Manager whose duties include finding, supporting and maintaining a broad range of partners with appropriate contractual agreements to protect the viability of the program and support student learning experiences.*

Response:

December 2018

Ongoing. The college will consider this if the VTEC department can generate more income. Therefore, feasibility studies to offer continuing education opportunities during the summer, or to increase student numbers by creating a second VTEC hybrid program, with an online component, are being undertaken.

4. Changes that have occurred since November 2017, or that are anticipated for the coming year:

Organization: No change.

Curriculum: No change.

Facilities: No change.

Program Staff:

- Dr. Jenny Wakeling, VTEC Faculty, is now also the DCACC Chair
- Dana Eppler, Science & Technology Administrative Associate, hired to support all S & T programs including VTEC, is also a veterinary assistant, with training in the veterinary field.

5. Standardized criteria used to evaluate essential skills:

1. Provide one example of materials used by instructors showing how standardized criteria are used to evaluate them (may include worksheets, checklists, etc).
 - one large animal and one small animal example of 'follow patient and personnel safety protocols'

Please see:

Small Animal – Apply restraint pole evaluation

Large Animal – Physical exam & safety evaluation

6. Attrition and graduation information:

Academic year	No. of students initially enrolled	Attrition rate from enrollment to end of first year	Attrition rate from enrollment to graduation	Number of graduates
Graduating class of 2020	29	13.8 %	N/A	N/A
Graduating class of 2019	29	0 %	N/A	Expected 29
Graduating class of 2018	30	16.7 %	16.7 %	25
Graduating class of 2017	31	6.5 %	12.9 %	27

7. a) Please indicate the numbers of graduates writing and failing the VTNE in the table below.

Calendar year	2015	2016	2017	2018 if available
Total number of first time candidates passing	27	31	26	24
Total number of first time candidates failing	1	2	0	0

b) Please submit VTNE reports received since the last report to AHTVTPAC. Attach the actual report from PES omitting student names. Include the pass/fail sheet, the Canadian data sheet and the first time program candidates.

9. Program Advisory Committee members:

- Craigdallie, Uschi, DVM, emergency, small animal. PAC Chair
- Bratty, John, PhD, DVM, small animal clinic owner
- Bridgland, Janice, RVT, VT tutoring service, (federal government)
- Heyland, Tracy, RVT, industry representative, veterinary clinics of America
- Kozevnikov, Kelly, RVT, referral, research, small animal and exotics
- McClelland, Nicole, RVT, emergency, small animal
- Paquette, Gayle, RVT, manager research animal centre
- Rabinovitch, Jenn, RVT, practice manager holistic veterinary clinic
- Wakeford, Stephanie, industry representative, veterinary purchasing
- Wiley, Denise, RVT, industry representative

- Chapell, Brian, Dean of Science & Technology, Douglas College
- Chow, Pauline, Faculty & Coordinator of VTEC, Douglas College
- Werger, Jan, RVT or Hudson, Carrie, RVT, VOAC veterinary assistant program, Douglas College

December 2018

Update: students will not sit on the PAC. They will be invited as guests only as required.

- Corsan, Hanna, 2nd year VTEC student representative
- McCleave, Elle, 1st year VTEC student representative

Minutes of October 25, 2018 meeting (please see attached).