



BLG VetLaw Veterinary Cruise Proposal
 9 Hours of Accredited Veterinary CE
 Seminars from 7:30 a.m. to 9:00 a.m.
 Holland America – MS Westerdam – Round Trip from Vancouver

Day	Date	Port	Arrive	Depart	Seminar Topic
0	Sunday September 16, 2018	Vancouver, B.C, CA		4:30 PM	No Seminar
1	Monday September 17, 2018	Scenic Cruising The Inside Passage			Case Studies in Veterinary Legal Issues (Jack)
2	Tuesday September 18, 2018	Juneau, Alaska, US	1:00 PM	10:00 PM	Hospital Valuation Principles and Tips (Tait)
3	Wednesday September 19, 2018	Skagway, Alaska, US	7:00 AM	9:00 PM	Hospital Human Resources Management (Stinson)
4	Thursday September 20, 2018	Glacier Bay	7:00 AM	4:00 PM	Legal Aspects of Veterinary Ethics (Jack)
5	Friday, September 21, 2018	Ketchikan, Alaska, US	10:00 AM	6:00 PM	Effective Veterinary Communication (Adams)
6	Saturday September 22, 2018	Scenic Cruising The Inside Passage			Tax Tips for Veterinarians (Wallace)
7	Sunday September 23, 2018	Vancouver, B.C, CA	7:00 AM		No Seminar

SYLLABUS

Day One: **“Tales from the Trenches”**
 Case Studies in Veterinary Legal Issues
 Douglas C. Jack (1.5 Hours)

Veterinary practitioners are faced with a number of varied legal issues on a day-to-day basis, many of which can lead to compromises in effective hospital management. Through the presentation of a number of case studies, participants will review common legal issues including the form and content of medical records management, obtaining and documenting informed consent to treatment, strategies to ensure that appropriate veterinary medical standards of care are maintained, responding to client complaints and general matters of regulatory compliance.

Day Two: **“What is this Practice Worth?”**
 Principles of Veterinary Practice Valuation
 Dr. John Tait (1.5 Hours)

Every practice strives for peak efficiency and effectiveness, the results which are optimum profitability and practice value, and the best position for eventual

succession. Propelling the best practice performance are a number of value drivers. Acumen and understanding of the means to achieve expertise in practice value drivers will drive your practice into the upper tiers of profitability and value. This talk will identify and discuss how to manage value drivers for ideal productivity and results.

Day Three: **“Culture of Choice: Unleashing your team’s full potential”**

Veterinary Hospital Human Resources Management
Kathy Stinson (1.5 Hours)

Even the best of veterinary teams can fall victim to day-to-day workplace stresses. Without effective mechanisms in place to correct course early, morale can suffer. Morale and team culture greatly impacts risk of burn out, staff turnover, client service and ultimately overall business potential. Even small morale drops can have huge, long-lasting impacts in the practice’s success; therefore, it is vital to manage it well. This lecture will teach you how to identify and resolve workplace toxins and other common barriers to achieving and maintaining a happy and healthy workplace culture. Support materials/templates will be provided.

Day Four: **“Horns of Dilemma”**

Legal Aspects of Veterinary Ethics
Douglas C. Jack (1.5 Hours)

Notions of veterinary ethics and the regulatory rules governing the veterinary profession are often blurred; certainly, in addition to any moral anxiety arising from breaches of established veterinary ethics, there are legal consequences that can ensue. This session will review common ethical challenges that face the practitioner on a regular basis and alert the participants to means to avoid the legal consequences. A discussion of the regulatory regime for the review of complaints and discipline matters will be undertaken.

Day Five: **“I’m Listening”**

Effective Veterinary Communications
Dr. Cindy Adams (1.5 Hours)

The root of most complaints against veterinarians rests in poor communications. Dr. Adams will present a two part seminar on understanding the basic of effective communication with clients. Emphasis will be placed on best practices to avoid misunderstandings leading to complaints and lawsuits, and the fundamental skills that you can implement in your hospital. The second part of this seminar will provide practitioners with knowledge about the communication

skills that are required by all the members of the hospital “team” including strategies that can be used to avoid litigation and retain client confidence.

Day Six: **“Having a Look at the Numbers”**
Taxation Tips for Veterinary Practitioners
Kelsey Wallace (1.5 Hours)

All veterinary practitioners are aware that they have a silent “partner” in the practice being the relevant tax authorities. In this fast-paced lecture we will discuss owner/manager compensation strategies, maximizing and understanding tax deductions, income splitting and the use of family trusts, the taxation benefits of incorporation and planning for the purchase and sale of the practice.

FACULTY

Dr. Cindy Adams

Dr. Adams is a Professor in the Department of Veterinary Clinical and Diagnostic Sciences at the University of Calgary, Veterinary Medicine. Her primary role includes directing the Clinical Communication Program across the first 3 years of the DVM program, and conducting research related to communication in small and large animal practice settings and research that has to do with veterinary education and human-animal interactions. She is called upon to assist schools (veterinary and animal health technology) across North America to design and deliver communication programs.

She consults nationally and internationally in veterinary medicine on all applications of communication in veterinary medicine. She is the founder and Chair of the International Conference on Communication in Veterinary Medicine, founder and Board member for the International Veterinary Communication Institute, Faculty member for the Institute for Healthcare Communication, New Haven Ct. Her most recent contribution to the profession is a handbook entitled: Skills for Communicating in Veterinary Medicine. This book was written for all members of the practice team as well as those responsible for training and coaching communication in a variety of settings.

Kelsey Wallace

Kelsey is a Chartered Professional Accountant and graduate of Brock University with an Honours Bachelor of Accounting degree which she achieved with first class standing. After graduating, Kelsey completed the Chartered Professional Accountant In-Depth Tax Course as valedictorian and in 2013 she and her husband Jason moved to Port Dover, Ontario at which time she joined

the Millards' team. In 2018, Kelsey became a Tax Partner with Millards. Kelsey is a tax specialist whose strategy is to provide innovative and practical tax solutions as well as client peace of mind. Kelsey's practice area includes advising clients on the purchase and sale of businesses, estate and succession planning, tax minimization strategies, commodity taxes, personal and corporate tax planning.

Kathy Stinson

Kathy is a Registered Veterinary Technician who, after nearly a decade in companion animal practice developed a passion for veterinary management specifically leadership and team development. Kathy left practice after founding Strive Veterinary Consulting; a private firm that offers one-on-one management and leadership support to practice owners and managers.

Recognizing a need for comprehensive veterinary management and leadership training with Canadian content; Kathy developed Strive Veterinary Management School 2014. SVMS provides training on a variety of topics as leadership, workplace morale, compliance, client service, and profitability enhancement. Coming full circle, when Kathy is not speaking or consulting she is managing her husband's practice on Manitoulin Island, Ontario.

Dr. John Tait

Dr. John Tait graduated from the Ontario Veterinary College in 1986, received his MBA in 1995 from McMaster/London School of Business in Health Services Mgt. He also received Master of Finance/Certified Financial Planner in 2001. He is a Certified Business Valuator. He has experience in private practice for ten years where he owned his own practices, multi-unit corporate medicine as Vice President for Veterinary Centers of America, academia as Director of the Veterinary Teaching Hospital at OVC where he is still a part time faculty member. He was Managing Partner of the Ontario Veterinary Group from 2002 until 2014. In 2009-2010 he was President of the American Animal Hospital Association. and currently owns his own consulting business, John Tait Veterinary Consulting. He is a private consultant to health care professionals in the areas of practice mgt. and transition, career and personal financial planning.

Douglas C. Jack

Doug is a partner at Borden Ladner Gervais LLP, Canada's largest law firm and the only national law firm with a group dedicated to the provision of legal services to the veterinary profession; he advises veterinary professionals on various commercial and disciplinary defense matters. Doug is an affiliate member of the OVMA, VHMA and AAHA and a founding and charter member of the American Veterinary Medical Law Association, the only Canadian to have served as its President. He has written two books on veterinary practice management, as well as having numerous articles published in veterinary publications. Doug teaches veterinary jurisprudence at a number of veterinary colleges, and is a sought-after speaker at veterinary conferences worldwide.