

Kishwaukee Veterinary Assistant

Advisory Board Meeting

May 22, 2018

Advisory Board Members

Coral Ware, CVT – *Program Director*

Melissa Gallagher – *Coordinator of Short-Term Training and Continuing Education, Workforce and Community Education for Kishwaukee College*

Amy Daniels – *Practice Manager for Genoa Animal Hospital*

Heather Brown, DVM – *Veterinarian for Bethany Animal Hospital*

Tara Burgess, CVT – *Certified Veterinary Technician for Bethany Animal Hospital*

Jackie Wyatt – *Veterinary Assistant for Bethany Animal Hospital*

Welcome

Goals for the Board

- Meet at least annually to review the class
- Summarize the semester's changes after every class via email
 - Student surveys of the class
- Invitation to the pinning ceremony that concludes each semester so you can meet the students
- Give feedback throughout the year to continuously improve the program

Program Review

- Current Syllabus
- Fall Semester's Program Marketing Page
- Externship Information
 - Locations – may fluctuate as students can request externship sites that are not on the list as long as the site is willing to host the student
 - Paperwork
- Chapter One Overview – to be an example of how the class is set up
- Guest List
- Fear Free Certification
- Zarianna's Role

NAVTA Review (National Association of Veterinary Technicians in America)

- NAVTA's Information Regarding Veterinary Assistants
- Current List of NAVTA Approved Training Programs
- Submission Guidelines

- Essential Skills List

The Future of the Program

- NAVTA Approval – Goal for submission October 1st
- Externship Hours Extended – Goal for Spring 2019
- Increase Guest Speakers
- Create Online Video Training to Supplement in Class Training

NAVTA's Information Regarding Veterinary Assistants

Who are Veterinary Assistants?

While every position within the veterinary practice team is important, veterinary assistants play a pivotal role, literally.

In the course of a single day, an assistant provides help to veterinarians and veterinary technicians which in turn allows those team members to perform the tasks and responsibilities of their positions. The next minute, the assistant may be helping a client understand why having their pet's teeth cleaned is so important or providing a receptionist with a second set of hands at the front desk. Helping to fill scripts, keeping exams rooms cleaned and prepped, setting up lab work, helping with inventory, updating medical records, assisting with nursing care - there are more things that veterinary assistants do in a day than most people realize.

What is the Approved Veterinary Assistant designation?

In recognition of the contributions veterinary assistants make to the practice team and to the health of pets, the *National Association of Veterinary Technicians in America* (NAVTA) has created the **Approved Veterinary Assistant** (AVA) designation. This designation is currently used across the United States.

Upon graduation from a **NAVTA approved veterinary assistant program**, a participant is eligible to sit for the **Approved Veterinary Assistant** examination. Upon successful completion of the exam, the participant would be entitled to use the designation AVA and would receive a documenting certificate.

How do I take the Approved Veterinary Assistant Examination?

The AVA designation examination was written by NAVTA's AVA committee. The regulations and requirements have been determined by NAVTA. The designation examination is through VetMedTeam, on behalf of NAVTA, and is open to all graduates of a NAVTA approved training program.

In order to qualify to sit the final exam, participants must obtain a code from their assistant program, which would be used in the VetMedTeam shopping cart. An exam mentor will need to proctor the examination by observing the candidate as the exam is taken. The exam mentor may be a veterinarian, a credentialed technician, an instructor from the student's program, or a licensed testing center. Please visit [VetMedTeam](#) for more information.

NAVTA Approved Training Programs

In order to be eligible to take the *Approved Veterinary Assistant* designation examination, candidates must complete a NAVTA approved training program. [The Veterinary Assistants Program page](#) provides a list of approved options.

Information provided courtesy of VetMedTeam

Online Testing Review Courses and the NAVTA Approved Veterinary Assistant Program Policy

The Approved Veterinary Assistant Committee is aware of the existence of several online testing review courses and practice tests identified as review for the Approved Veterinary Assistant Exam. *NAVTA has neither approved of, nor endorses, any of these courses, practice tests, and online review questions purporting to prepare the test taker for the NAVTA Approved Veterinary Assistant.* The NAVTA Approved Veterinary Assistant Examination is a propriety product and is owned by the National Association of Veterinary Technicians in America. The NAVTA Approved Veterinary Assistant Committee firmly believes that graduates of Approved Programs are sufficiently prepared for success on the AVA Exam with proper studying and preparation.

Policy Regarding the Use of the NAVTA Approved AVA Logo

The Approved Veterinary Assistant Program from the National Association of Veterinary Technicians in America (NAVTA) is a proprietary product. To this end, use of the NAVTA Approved Veterinary Assistant (AVA) Logo is reserved for use ONLY by programs which have met the criteria and been officially approved by the Approved Veterinary Assistant Committee of NAVTA. Programs seeking approval or in the approval process may not use the logo until officially approved by notification. Programs using the NAVTA AVA logo prior to official approval will be asked to remove the logo from any website, documents, or advertising media, and may be subject to trademark infringement pending review by the NAVTA legal counsel.



NAVTA Veterinary Assistant Programs

To better define the veterinary health care team and the role of the credentialed technician, NAVTA created a veterinary assistant approval program in 2010. Schools with a veterinary assistant program are encouraged to review the [NAVTA Veterinary Assistant Programs Policy](#) and [Submission Guidelines](#) when creating their curriculum and submitting their program for NAVTA approval. Once approved, graduates of these programs will be given the opportunity to take the national test. With successful completion of the exam, individuals will become an Approved Veterinary Assistant (AVA) and be recognized for their accomplishment with the AVA designation.

NAVTA-approved veterinary assistant examinations will be issued in partnership with [VetMedTeam](#). There is a \$100 fee per student to take the exam.

To date, the following veterinary assistant programs have been NAVTA/AVA approved:

Online Programs

- [Animal Behavior College](#), Veterinary Assistant Program; online
- [Penn Foster](#), Veterinary Assistant Program; online
- [VetBloom](#), Veterinary Assistant Program; online
- [VetMedTeam](#), Veterinary Assistant Program; online

High School Campus Programs

- [Beaver County Career and Technology Center](#), Veterinary Assistant Program, Monaca, PA
- [Bergen County Technical Schools](#), Veterinary Assistant Program; Paramus, NJ
- [Central Arizona Valley Institute of Technology](#), Coolidge, AZ
- [Dauphin County Technical School](#), Harrisburg, PA
- [East Valley Institute of Technology](#); Veterinary Assisting Program, Mesa AZ
- [Franklin County Career and Technology Center](#), Chambersburg, PA
- [Grant Career Center](#), Veterinary Assistant Program, Bethel, OH
- [Lancaster County Career and Technology Center](#), Willow Street, Pa.
- [Locust Trace Agriscience Farm Technical HS](#) Veterinary Assistant Program; Lexington, KY
- [Louisville Central High Magnet Career Academy](#); Louisville, KY
- [Morris County School of Technology](#); Veterinary Assistant Program; Denville, NJ
- [New Vision Veterinary Assistant Program](#); Wayne Technical and Career Center; Williamson, NY
- [Northern Summit Academy Veterinary Assistant Program](#); Anderson, CA
- [Parkway West Career and Technology Center](#) - Veterinary Assistant Program; Oakdale, PA

- Penta Career Center, Small Animal Care Program; Perrysburg, OH
- Pruden Center for Industry and Technology; Veterinary Assistant Program; Suffolk, VA
- West-MEC Veterinary Assistant Program; Western Maricopa Education Center; Phoenix, AZ
- Worcester Technical High School, Worcester, MA

Adult Campus Programs

- Brookdale Community College, Lincroft, N.J., (in collaboration with Red Bank Veterinary Hospital)
- Carroll Community College, Veterinary Assistant Program, Westminster, MD
- College of Lake County, Veterinary Assistant Program; Grayslake, IL
- Colorado Academy of Veterinary Technology, Veterinary Assistant Program, Colorado Springs, CO
- Ethos Veterinary Health Veterinary Assistant Program; Woburn, MA
- Front Range Community College, Fort Collins, Colo.
- Harper College, Palatine, Ill.
- Harford Community College, Veterinary Assistant Program; Bel Air MD
- Harrison College, Northwest Indianapolis, IN campus
- Manchester Community College, Veterinary Assistant Program, Manchester, CT
- McHenry County College, Veterinary Assistant Program; Crystal Lake, IL
- Mercer County Community College, West Windsor NJ
- Mountain's Edge Veterinary Assistant Program; West Jordan, UT
- Northern Virginia Community College; Veterinary Assistant Program; Sterling, VA
- Ocean County College, Veterinary Assistant Program; Toms River, NJ
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- Renton Technical College; Veterinary Assistant Program; Renton, WA
- Ross Medical Education Centers; Canton, MI; Huntsville, AL; Madison Heights, MI; New Baltimore, MI; Portage, MI
- Tidewater Community College, Veterinary Assistant Program; Virginia Beach, VA
- University of Guelph Veterinary Assistant Program; Ridgetown, Ontario, Canada

Application Fees

Submission guidelines should be submitted quarterly (January 1, April 1, July 1 and October 1) of the calendar year. The AVA committee will review the submitted documents within 90 days after the submission deadline, and a letter of approval or denial (with deficiencies) will be mailed to the Program Director.

The initial application and review fee is \$350, due at the time of submission. Denied programs which re-apply within six months of the receipt of the letter of denial will not be assessed an additional fee. Programs re-applying after six months of receipt of the letter of denial will be required to submit an additional \$350 fee.

Renewal fees for current programs is \$250.

Corporate programs with multiple campuses must submit a fee for each campus program and understand that while the curriculum may be similar in content, separate information as to instructors, facilities, and separate advisory boards is required for each campus.

Programs should become very familiar with the NAVTA [Veterinary Assistant Essential Skills List](#) in assembling their submission documents.

For further information on the NAVTA Approved Veterinary Assistant Program, please contact the NAVTA office at ava@navta.net.

Current Externship Sites

Main Locations

- Genoa Animal Hospital
- Bethany Animal Hospital
- Malta Veterinary Hospital

Additional Locations that Students have Attended

- Belvidere Family Pet Hospital
- Elburn Animal Hospital
- Hillcrest Animal Hospital, Rockford
- Hillview Animal Hospital, Indiana
- Ness Exotic Wellness Center, Lisle
- Meadow View Veterinary Clinic, Geneva

Maintaining externship site relationships is very important to the success of the program. In order to maintain these relationships, we have asked for meetings with our sites to ask them what they need from the program so we can offer the students information that the sites find important when they look to hire.

We met with Genoa and Malta in the past.

Why meet with the sites? To ensure that the program is incorporating the types of training that they will use for example, what type of lab do the clinics use, or additional types of technology available to the students that they need to be familiar with.

Ideas to elicit more involvement from current and potential externship sites include...

- Survey's to externship sites
- Invitation to use the program hiring. We would allow them to place "classified advertisements" with us any time they need to hire. We have a running list of previous students that the job advertisements can be sent to.
- After NAVTA approval, host a dinner to the local veterinary hospitals and take the opportunity to explain the program how it has changed and where we are going in the future.

Guest List

Students will be provided with many opportunities to interact with people working with animals throughout the semester. Some of these guests include...

- Tom McNamara – Embrace Pet Insurance. Tom provides a live web conference to the students every semester to review the importance of talking to clients about pet insurance, how pet insurance works, as well as the impact pet insurance can have on the level of care that a client can provide.
- Amanda O'hare – Kishwaukee College. Amanda offers an amazing resource to the students regarding professionalism in the work place, interviewing skills, and resume writing. The student must complete a resume for points in the class that is reviewed by Amanda so the students will leave the class ready to send out the resumes.
- Joe Hodder – Retired Police Corporal, Dog Trainer. Joe worked for years training dogs for the NIU Police Department and now offers in home dog training. Joe spends an evening with the students, who are allowed to bring their own dogs in for the night for a personal training session as well as overall dog training information that they will be able to take back to clients in the future.
- Carly Stadie – Oaken Acres. This is often one of the student favorites. We visit Oaken Acres Wildlife Rehabilitation Center. This offers the students an opportunity to see another aspect of animal care. Carly offers an insight into the real life of a wildlife rehabber and all of the good, bad, and ugly that involves.
- Jen Jandacek – Zoetis. Jen delivers a great presentation on Heartworm Disease to the students. She covers everything from life stage, prevention, and treatment. This allows the students to learn more about Heartworm Disease but also see how continued education opportunities like "Lunch and Learns" work at veterinary clinics.

Plans for future guest lists...

- Interviews of a Veterinary Assistant, Veterinary Technician, and a Veterinarian.
- Care Credit presentation
- Bird Specialist – We used to have a woman come in and do an amazing presentation to the class and I would love to find something similar or renew the relationship we had with her.

If there are any community classes presented at Bethany Animal Hospital the students take part in them. This can be on a wide range of topics from obesity, rehab, or vaccines.



What is Fear Free?

Founded in 2016, Fear Freesm provides online and in-person education to veterinary professionals, the pet professional community, and pet owners. Our courses are developed and written by the most respected veterinary and pet experts in the world, including boarded veterinary behaviorists, boarded veterinary anesthesiologists, pain experts, boarded veterinary internists, veterinary technicians (behavior), experts in shelter medicine, animal training, grooming, boarding and more.

By closely listening to the needs of the profession and those of pet owners, Fear Free has become one of the single most transformative initiatives in the history of companion animal practice, providing unparalleled education on emotional well-being, enrichment and the reduction of fear, anxiety and stress in pets.

Starting the Fall 2018 Semester all students will have the opportunity to finish the class as a Fear Free Professional. This will be a huge boost to their resumes, but most importantly it means we are starting these students off with a leg above when it comes to restraint techniques that we have never been able to offer before.

One of the most requested things we heard from externship sites is a need for more training on restraint. Because this is difficult in the class room setting, the addition of this online certification is a big step forward in getting the students ready for real life animal restraint.

Zarianna's Role

Zarianna is a big part of the class. She offers the students opportunities to care for an animal during the class. The students are 100% responsible for her during the class time. They are all assigned different roles in her care on a daily basis. This includes things like...

- Feeding/Watering at the beginning of class
- Administering medications
- Taking her outside and cleaning up after that

Having Zarianna in class room gives us the advantage of having a live pet to work with whether she is modeling for a true anatomical model or offering the basics of restraint she makes the idea of working with animals real to the students. She also allows us to practice ear cleaning, nail trimming and anal gland expression restraint for a live animal.

We also have a couple days where Zarianna stays at home and Gremlin the cat comes in for feline training.

There are usually students with exotic pets that we have them bring in for review of restraint on exotics. Some of these have included...

- Ferrets
- Rabbits
- Guinea Pigs