

ANNUALREPORT 2002



THE COLLEGE OF VETERINARIANS OF ONTARIO

The principal object of the College is to regulate the practice of veterinary medicine and to govern its members in accordance with this Act, the regulations and the by-laws in order that the public interest may be served and protected.

Veterinarians Act, 1989
3.-(1)

The Vision

“Excellence in public accountability and veterinary services”

The Mission

“To effectively meet the needs of the public with full member support”

The public, to the CVO and its membership, is very diverse and includes all animal owners, and consumers of livestock products. Although the specific needs of members of the public may be different, programs that contribute to the excellence in veterinary services will address their needs. Similarly, programs that contribute to the excellence in public accountability will contribute to increasing public confidence in the veterinary profession. The public confidence will enhance veterinarians’ self-confidence, closing the loop by contributing to their success in serving the public effectively.

PRESIDENT'S ANNUAL REPORT

During my term as president, the staff, committees, and council of the CVO have accomplished a great deal. Not only did we make policies and deliberate on issues that will affect the profession as a whole, but we also focussed our attention on the internal organization of the CVO. In my report, I will only touch on some of the broader issues we faced, and on those events I attended on behalf of the CVO. More details about committee and council accomplishments can be found under the specific committee and council reports, or the registrar's report.

Internal Issues and Events:

After taking office in November, I took over the position of chair of the Registrar's Selection Committee. The six members of this committee represented a broad base of the profession in the province, and its role was to narrow the field of candidates so that Council could effectively choose the CVO's new registrar. After a nation-wide search, Council appointed Dr. Barbara Leslie as its Registrar on February 28, 2002.

For the past two years, the staff and council of the CVO, in conjunction with the Task Force on Board Governance, have been evaluating CVO policies and procedures with the goal of improving the organization and enhancing our role as a proactive and responsible governing body. The team effort came to fruition this year with the passing of a Board Governance Policy manual and the reorganization of internal policies and procedures. These efforts will serve the organization well, so that we will

be able to provide effective leadership to our profession as we advance into the twenty-first century.

Professional Liaisons:

As one of the few provinces who have separate self-interest and public-interest bodies, we have to ensure that we keep the lines of communication open with our counterparts at the OVMA. To accomplish this, we have semi-annual OVMA-CVO Liaison meetings. After this year's meetings, the two groups agreed to form an affiliation with the Ontario Medical Association's Physicians Health Program so that a Professionals Health Program could be developed which would include veterinarians. Our affiliation with this excellent program, which began at the beginning of September, will prove to be of great assistance to individual veterinarians who are facing wellness concerns.

One of the pleasures of being the President is the chance to represent the CVO at various meetings, and to interact with veterinarians in similar positions in other jurisdictions. Throughout the year, I have been invited to participate in a number of meetings and conferences. One of the major meetings I attended was the Canadian Veterinary Summit, held at the CVMA conference in Halifax this July. This meeting brought together representatives from the provincial and national veterinary organizations, as well as international guests from the United States, Great Britain, Australia, New Zealand, and the World Veterinary Association. Throughout the day, we heard presentations on issues relating to Animal Welfare Advocacy, the Successful Practice of Veterinary



Cheryl Yuill, DVM
president

Medicine, and Leadership on National Issues. Over a working lunch, the provincial Registrars joined us to discuss the broad topic of "Education, Licensing, and the Expanding Scope of Veterinary Practice". A full report on the Canadian Veterinary Summit will be published this fall in the Canadian Veterinary Journal. Suffice it to say, the opportunity to discuss issues affecting the profession and promote collegiality on a national and international level was exciting and very worthwhile.

Student Liaisons:

Every year, the CVO has several opportunities to interact on a formal basis with the students at OVC. One of these occasions is the annual Student Soiree, an occasion when final year students and faculty of OVC are invited to meet and greet the CVO Council and staff. This year the evening was hosted at the Lifetime Learning Centre in late January, and the turnout was great. Following the reception and introductions, Dr. Brian Evans, Chief Veterinary Officer for Canada, gave a presentation entitled "Federal and International Veterinary Practice". The crowd enjoyed his dynamic and entertaining presentation, and continued to mingle after the formal program was ended.

In June, I had the opportunity to join dignitaries from the Alumni Association, the OVMA and the CVMA to participate in the convocation ceremonies at OVC, when we welcomed the newest members of our profession into our ranks.

In September, I represented CVO when various associations representing the profession welcomed the first year students at the Professional Welcoming Ceremony for the class of OVC 2006.

Other Activities and Initiatives:

The CVO monitors the activities of other groups and agencies whose actions have an impact on our profession. This year, we have held discussions with OMAF, the Ministry of Consumer and Business Services, and the Ministry of Public Safety and Security regarding proposed legislative changes and their potential impact. We appreciate the opportunity to provide constructive suggestions and avoid some unintended consequences.

During my tenure, the Provincial government passed the necessary legislation to enable veterinarians to form professional corporations. (for further information, see page 5 for the registrar's report)

With the dedicated staff at the CVO who provided the background research and expertise, and the hard work of my predecessors who laid the necessary foundations, my role as the president of this organization was not burdensome. Issues have continued to arise in the last year that will require action on the part of the CVO. Some of these will be readily dealt with, while others will require creative solutions. Although I will soon assume a less prominent position on Council, I know that my successor will be able to take on the chain of office with the confidence that our organization will continue to strive towards excellence in governing our profession.

REGISTRAR'S ANNUAL REPORT

This past year has seen considerable College activity on issues which relate both to its mandate to protect the public, and to the management of its own administrative affairs.

This has been a year of many changes at the College. I was very pleased and honoured to be appointed Registrar by Council in February. This new role has proven to be challenging, rewarding and exciting. My job is certainly made easier by the tremendous individuals who make up the CVO staff.

I am pleased to report that we have not had any staff changeover in the past year. The same dedicated and talented people are available to assist you. I will take this opportunity to introduce them.

Dr. Alec Martin has assumed the permanent role of Deputy Registrar following his appointment by Council in April. As Deputy Registrar, Dr. Martin is available to answer queries from practitioners and members of the public, provide staff resource to the Complaints, Accreditation and Discipline committees, and handle advertising concerns. He will also be providing policy analysis for council.

Dr. Ed Empringham is the Director of the Professional Enhancement Program (PrEP) and is now dedicating some time to member communications. Ms. Beth Ready, formerly our receptionist, has become the Coordinator to the PrEP and member communications. The voice you now hear at reception is that of Ms. Tania Gallant. Mr. Marty Fischer has expanded his role from investigations to include finance and building management. Ms. Louise

Hamilton, not only coordinates the Accreditation program but has taken on the demanding task of incorporation. Ms. Christine Simpson continues to keep Council and Executive organized and on track, and provides invaluable assistance to me. Ms. Rose Robinson coordinates Complaints and Discipline and spends much of her time assisting veterinarians and members of the public to resolve their concerns informally. Ms. Karen Gamble is the person who counsels and assists potential members with registration, and coordinates the Registration Committee. Ms. Mary Wyness assists in the coordination of Council and some committees. Our inspectors, Mr. Brian Redpath and Mr. Don Huston continue travelling the province to inspect veterinary facilities.

The Board Governance exercise undertaken this year has allowed Council to solidify its position and establish policies that clarify the roles of staff and council, and has provided enhanced communication between the two. As well, staff participated in a Council Orientation on Governance and Statutory Functions facilitated by Richard Steinecke, CVO Legal Counsel, in April. This very informative session brought us up to date on current legal standards involving some statutory functions, including investigations.

Staff are always pleased to liaise with veterinary practitioners and students. This year we enjoyed lecturing the first year and third year veterinary classes on ethics and professional affairs. We enjoyed interacting with the final year veterinary class at the "Soiree" and with the first year class at the Orientation Day. I have also enjoyed meetings with a few groups of veterinary practitioners and look forward to more of these informal meetings.



Barbara Leslie, DVM
registrar

In February, I attended the annual meeting of the Ontario Association of Veterinary Technicians with Councillor Mr. Stewart Cressman. We participated in a panel discussion on the CVO policy regarding delegated acts in companion animal practice and the role and future of the RVT in veterinary practice in Ontario. I have continued to liaise with the OAVT as they continue to consider self regulation of their members.

I had the pleasure of representing the CVO at the American Association of Veterinary State Boards in Nashville. Our U.S. counterparts have identified internet pharmacies; and alternative and complementary therapies as major issues of concern. As well, all of the Registrars from across Canada met in Halifax in July. This meeting, hosted by Dr. Frank Richardson, Registrar of Nova Scotia, involved discussion of many topics including continuing our efforts to implement the agreement on internal trade with harmonization and mobility of licenses. We had the pleasure of joining the Summit meeting over lunch for a discussion of tracking and streaming in the veterinary curriculum, and the potential implications for licensure.

Other activities I have been involved with include meetings with: the Ontario Ministry of Agriculture and Food, the Ontario Racing Commission, the Ontario Association of Equine Practitioners, the Dean of the Ontario Veterinary College, the Ontario Ministry of Public Safety and Security, the Ontario Society for the Prevention of Cruelty to Animals, and the Ontario Veterinary Medical Association.

As of February the profession has been able to incorporate. We have had 137 applications, 66 of which have been finalized with Certificates

of Authorization issued. Our new database is functioning well and applications are being processed quickly.

The College continues to be diligent in monitoring and responding to cases of alleged unauthorized practice of veterinary medicine. In the past year, we have sent 21 letters to individuals who may have been practising unlawfully.

We are continuing to increase our emphasis on communication to the membership. The web site will undergo a major overhaul this year to provide a new and updated, more user friendly and functional web site by the spring. We have also developed "INFO SHEETS" which will be available to all members to address frequently asked questions. Some of these are presently available on the web site and through the office.

The year has gone by very quickly with a great deal happening in the province relating to the veterinary profession! The staff continues to support the council and committees and implement the policies set by them. The staff also remain very accessible to the membership and I encourage you to call with any questions or concerns. We are the conduit to and from council and committees, and are pleased to provide information and advice.

COUNCIL ANNUAL REPORT

The following is a summary of the activities of council for the fiscal year 2001/2002.

Student Soiree:

The Student Soirée was held by Council at the Ontario Veterinary College this year. Council used this very enjoyable opportunity to meet with the senior students, and provide information on regulatory matters such as accreditation and registration.

New Program:

Council made a motion to support the establishment, in conjunction with the Ontario Medical Association, of the Professionals Health Program to intervene, monitor, rehabilitate and advocate for Ontario veterinarians who are suffering from substance use disorders.

Members' Forum:

Council conducted a very successful Members' Forum in November on the topic of Incorporation. Council has planned a Members' Forum, open to all members and at no charge, for November 21, 2002 on the very important and timely topic of the Professionals Health Program.

Legal Audit:

Council approved retaining legal counsel to provide pro-active legal advice to the Executive Committee. Council then received a report from the executive committee on this and subsequently approved a legal audit of the complaints and accreditation committees.

Finance:

Council passed the audited financial statements for fiscal year 2001/2002 and the budget for 2002/2003.

Customer Satisfaction Survey:

Council directed that a Customer Satisfaction Survey be conducted. The results of this have been compiled and presented to council.

Board Governance:

Council participated in several days of Board Governance Workshops as well as a day devoted to Council Orientation on Governance and Statutory Functions.

Task Forces:

Council directed that the Task Force on Delegated Acts resume to study the large animal component of its mandate. It appointed Dr. Mark Spiegle, Chair, Drs. Ed Doering, Steve Stewart, Robert Stone, Irene Moore, Mr. Stewart Cressman and a representative from each of OAVT, OABP, OAEP, OASP and OVMA to the Task Force. Dr. Alec Martin and Ms. Rose Robinson have provided staff support to this group.

Council received reports through the year on the status of work of the Task Force on Board Governance and ratified the appointment of Dr. Bev Baxter to the Task Force. After completion of its mandate, this Task Force was sunsetted.

Policies:

During the fiscal year, Council made the following policy decisions:

- international veterinary graduates who have passed the NAVLE and who made application to the NEB committee of CVMA for the CPE, may carry out same types of duties as OVC externship students, O.Reg 1093 Section 19, supervision of auxiliaries, to apply.
- Council Policies re: Board Governance.
- reviewed the CVO Policy Manual



Cheryl Yuill, DVM
president

- Dr. Mark Spiegle
- Dr. Melody Mason
- Dr. Ann Bissett-Strahl
- Mr. Ed Clinton
- Dr. Alma Conn
- Mr. Stewart Cressman
- Dr. Ed Doering
- Mr. Kieth Drummond
- Dr. Dorothy Geale
- Dr. Nancy Griffith
- Mr. Mike Johnston
- Dr. Bryan Kennedy
- Mr. T.G. Menen
- Dr. Deji Odetoyinbo
- Dr. Wendy Parker
- Dr. Steven Stewart
- Dr. John Valsamis

- and made appropriate amendments.
- amended Policy 6.6 (Coupons or Rebate Programs) – deleted “pet” from last line of policy.
- rabies clinics re: professional fees received from public.
- Indemnity Policy, the purposes of the provisions of which are to protect College representatives from threats of legal proceedings and to ensure that they are free to fulfill their obligations and duties with a view to the overall public interest.
- CVO Annual Public Award, recipient will be presented with a cheque for \$1,000 made out in the recipient’s name, and a framed citation.
- amendment to Council Policy on Abandoned Animals (includes Ancillary Service as defined in regulation) – to be made regulation.
- the approved name of an accredited facility must appear on all signage, advertisements, newsletters, business cards and invoices. In addition, if member practices as a professional corporation, clients must be made aware of that fact by having the approved name of the professional corporation appear on all invoices and consent forms.
- tabled discussion on a proposed amendment to Council Policy re: Electronic Identification of Animals.
- supported, in principle, the concept of the formation of a Canadian Veterinary Regulatory Organization.
- approved amendments to the Minimum Standards:
 - hazardous waste disposal
 - generic drug names
 - library requirement
- discussed and approved a proposed amendment to By-law 33 regarding Discipline Committee Expenses.
- discussed proposed Regulation amendment re: restricted licenses and returned the matter to the Registration Committee for discussion.
- directed Registrar to monitor developments regarding corporations being permitted to become shareholders in corporations and oppose amendments only if it appears that non-members will be permitted to become shareholders in corporations.
- directed Registrar to pursue suggested Red Tape Amendments to the Veterinarians Act. Included in these are changes to the composition of the Complaints and Discipline Committees.
- considered proposed amendments to the Livestock Medicines Education and Certification Program that would require producers to have a certificate to purchase drugs from a veterinarian – directed Registrar to convey Council’s opposition to the Minister, OMAF.
- considered draft Privacy of Personal Information Act and legal advice re: concerns re: its impact for Statutory Regulatory Organizations.
- authorized Registrar to continue participation in the Self Regulating Organization coalition to address issues.
- passed Regulation amendment re: Public Council Meetings, the purpose of which is to confirm the

Amendments to Legislation:

Regarding legislation, Council performed the following functions:

- discussed Incorporation regulation amendments.
- approved amendment to Regulation to add accreditation category of remote area companion animal mobile (policy until regulation amendment made).

existing practice of the College and to ensure greater transparency and accountability of the College.

Reports:

Council received the following reports this year:

- the progress of the Professional Enhancement Program
- the final results of the Customer Satisfaction Survey
- the results of the OVMA Membership Large Animal Survey presented by Mr. Doug Raven, Executive Director of the OVMA
- the Forum on Food Safety sponsored by OMAFRA presented by the Deputy Registrar (Council struck a Working Group to prepare submission to OMAFRA on Discussion Paper)
- attendance at the OAVT Conference by Mr. Stewart Cressman and Dr. Barbara Leslie

Appointments:

Council made the following appointments:

- Dr. Barbara Leslie – Registrar
- Dr. Alec Martin - Deputy Registrar
- Members of the statutory and non-statutory committees and task forces at the annual council meeting
- Dr. Roger Thomson to the Complaints Committee
- Mr. Stewart Cressman to the Complaints Committee
- Mr. Michael Johnston to the Registration Committee

Council deactivated the Communications and Nominating Committees, and will deactivate the Finance Committee at the end of the current fiscal year.

Presentations:

Council received the following presentations:

- Dr. Michael Kaufmann and Ms. Sarah Hutchison of the Ontario Medical Association gave a presentation on the OMA Physician Health Program
- Dr. Geale gave a presentation to Council on the topic of Foot and Mouth Disease

Council also made a presentation of a citation to Mr. Fred Milton, recipient of the 2001 CVO Public Award.



Cheryl Yuill, DVM
chair

Dr. Mark Spiegle
Dr. Melody Mason
Dr. Bryan Kennedy
Mr. Stewart Cressman

EXECUTIVE COMMITTEE ANNUAL REPORT

Since much of the work of the Executive Committee relates to individual members, its work is confidential. Hence, this report is statistical only.

During the fiscal year, the Executive Committee held:

- 7 regular meetings
- 5 specially convened meetings
- 2 teleconference meetings

The Executive Committee:

- entered into 9 new Mutual Acknowledgement & Undertakings
- conducted 2 interviews
- issued 5 orders for Registrar's Investigations

- made 3 referrals to the Discipline Committee

- forwarded 27 issues to Council and 4 motions for ratification
- forwarded 2 issues to the Complaints Committee for consideration, and
- forwarded 1 issue to the Registration Committee

- received 38 reports from the Registrar
- appointed one Board of Inquiry
- dealt with a total of 11 issues related to impaired members

The Executive Committee underwent a very useful legal audit of its procedures and policies this year.



Nancy Griffith, DVM
chair

Mr. Ed Clinton
Dr. Nasim Gulamhusein
Mr. Mike Johnston
Dr. Wendy Parker
Dr. John Valsamis

REGISTRATION COMMITTEE ANNUAL REPORT

Registration for applicants who meet the requirements for licensure is handled by the CVO staff. The Registration Committee reviews applications for licensure that do not meet the requirements, for applicants who are requesting exemptions or for limited licenses. All decisions of the committee may be appealed to the Health Professions Appeal and Review Board (HPARB) for review or hearing.

Two applicants appealed to the HPARB in 2002. One appeal hearing was held September 12, 2002 and the HPARB decision will be forthcoming. The other appeal was withdrawn in favour of resubmission to the registration committee with additional supporting documentation.

The committee met 8 times this year to review a total of 15 applications: two requested licensure under the Mobility Agreement, two requested exemption from the Test of English as a foreign language and Test of Spoken English or equivalent English tests, two requested exemption from the national board exams, six requested exemption from the national board exams for licenses restricted to board certified specialties and three requested exemption from the national board exams with specialist qualifications in disciplines where board certification is not available.

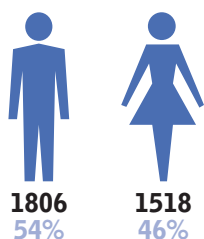
BREAKDOWN OF MEMBERS IN EACH CONSTITUENCY

CONSTITUENCY #1 (ESSEX, KENT, LAMBTON, AND MIDDLESEX)	204
CONSTITUENCY #2 (BRANT, ELGIN, REGIONAL MUNICIPALITIES OF HALDIMAND-NORFOLK, HAMILTON-WENTWORTH AND NIAGARA)	254
CONSTITUENCY #3 (OXFORD, PERTH, REGIONAL MUNICIPALITY OF WATERLOO)	227
CONSTITUENCY #4 (UNIVERSITY OF GUELPH)	200
CONSTITUENCY #5 (BRUCE, DUFFERIN, GREY, HURON AND SIMCOE)	222
CONSTITUENCY #6 (WELLINGTON)	209
CONSTITUENCY #7 (HALIBURTON AND DISTRICTS OF ALGOMA, COCHRANE, KENORA, MANITOULIN, NIPISSING, PARRY SOUND, RAINY RIVER, SUDBURY, TEMISKAMING AND THUNDER BAY AND THE DISTRICT OF MUSKOKA)	139
CONSTITUENCY #8 (DUNDAS, FRONTENAC, GLENGARRY, GRENVILLE, LANARK, LEEDS, LENNOX AND ADDINGTON, PRESCOTT, RENFREW, RUSSELL AND STORMONT AND THE REGIONAL MUNICIPALITY OF OTTAWA-CARLETON)	389
CONSTITUENCY #9 (MEMBERS EMPLOYED BY THE CROWN IN RIGHT OF CANADA OR AN AGENCY OF THE CROWN IN RIGHT OF CANADA)	168
CONSTITUENCY #10 (METROPOLITAN TORONTO AND REGIONAL MUNICIPALITY OF YORK)	492
CONSTITUENCY #11 (HASTINGS, NORTHUMBERLAND, PETERBOROUGH, PRINCE EDWARD, VICTORIA AND REGIONAL MUNICIPALITY OF DURHAM)	259
CONSTITUENCY #12 (HALTON AND PEEL)	275

REGISTRATION STATUS LICENSE TYPE

GENERAL	2986
GENERAL NON-RESIDENT	246
GENERAL WITH CONDITIONS/LIMITATIONS	46
PUBLIC SERVICE	5
ACADEMIC	9
EDUCATIONAL	11
POSTGRADUATE & RESIDENT	25

PRACTITIONER GENDER IN ONTARIO





Deji Odetoynbo, DVM
chair

- Mr. Ed Clinton
- Dr. Craig Cornell
- Mr. Stewart Cressman
- Dr. Darlene House
- Mr. Mike Johnston
- Dr. David Kerr
- Dr. Christie McLeod
- Dr. Lynn Morgan
- Dr. Diane Smith
- Dr. Steven Stewart
- Dr. Darren Stinson
- Dr. Roger Thomson

COMPLAINTS COMMITTEE ANNUAL REPORT

During the year, the committee lost the services of Mr. Edward Clinton and Dr. Lynn Morgan, as each had completed the maximum six-year tenure. Mr. Clinton is fondly remembered for his wit and wisdom. Dr. Morgan’s incisiveness and thoroughness will always be missed. Mr. Johnston and Dr. Thomson replaced them on the committee.

The complaints committee was, and continues to be, ably supported by Dr. Alec Martin, the CVO Deputy Registrar, Ms. Rose Robinson, the Complaints and Discipline Coordinator and Ms. Mary Wyness, the Assistant Coordinator.

The Complaints Committee met seven times and reviewed 120 cases involving 170 veterinarians. In many cases, the complaint is filed against more than one veterinarian; each veterinarian’s conduct is reviewed individually and each receives a separate decision. A complaint may contain from a single to several dozen allegations against each named veterinarian.

The findings of the committee on complaints are categorized as shown below:

- Met the standard
- Did not meet the standard
 - With written advice
 - With oral advice
 - With undertaking
- Refer to the Registrar or Discipline Committee
- Frivolous and vexatious

In Mutual Acknowledgement and Undertakings, the veterinarian voluntarily agrees to specific remedial exercises, which give him or her a

number of opportunities to address serious deficits of professional skill or knowledge, which were identified in the course of a complaints investigation. The remediation typically includes some combination of a mandatory attendance at a specified number of education sessions, the submission of detailed literature reviews of a specific topic, or a period of mentorship under a veterinarian acceptable to the College. Sub-standard medical record keeping is very frequently identified as a problem area for veterinarians whose professional conduct failed to meet the required standards. Most undertakings require the periodic submission of medical records by the participating veterinarians until such a time that the individual’s medical records meet the standards set out in the Regulations under the Veterinarians Act. In return, the College agrees to specific conditions.

Since the beginning of this year, 20 complaints were judged to be appropriate for mediation. Of these, nine were successfully mediated. Seven mediation attempts were unsuccessful and were subsequently forwarded for consideration by the committee, and four are ongoing cases. During a mediation attempt, the Deputy Registrar acts as an arbiter between the complaining member of the public and the veterinarian. Both parties must consent to participate in the process. A case selected for mediation does not allege serious professional misconduct, and typically focuses on requests for refunds of professional fees or straightforward matters of unsatisfactory communication between a veterinarian and client. The outcomes of successfully mediated cases are submitted for ratification at a subsequent meeting of the committee.

NUMBER OF VETERINARIANS	170
MET THE STANDARD	119
DID NOT MEET THE STANDARD WITH WRITTEN ADVICE	35
DID NOT MEET THE STANDARD WITH ORAL ADVICE	5
DID NOT MEET THE STANDARD WITH AN UNDERTAKING	5
REFERRED TO THE REGISTRAR OR DISCIPLINE COMMITTEE	2
FRIVOLOUS AND VEXATIOUS	0
REMAIN UNDER CONSIDERATION	5

ACCREDITATION COMMITTEE ANNUAL REPORT

The Accreditation Program is responsible for the accreditation of 1152 veterinary facilities in Ontario. There were 257 inspections performed over the past fiscal year.

These inspections consisted of:

- regular renewals,
- new practices,
- the addition of, or change of category (e.g. adding a mobile to a hospital or upgrading from an office to a hospital),
- changes of ownership and
- facilities that had moved

All veterinary facilities in Ontario must meet the *Minimum Standards for Veterinary Facilities in Ontario* which are developed under the authority of the *Veterinarians Act*.

The inspections were carried out by the trained inspectors, Mr. Brian Redpath and Mr. Don Huston.

Louise Hamilton is the coordinator for the Accreditation Committee. Staff handle the daily barrage of phone calls and inquiries, and provide a vast resource of knowledge and guidance to the members. Practice accreditations without requests for exemptions, or consideration of special circumstances, are handled by staff.

Requests for exemptions and special circumstances are referred to the Accreditation Committee. The committee also considers circumstances which may require amendments to the *Minimum Standards*. Such amendments must be approved by the CVO council.

During the past year, the committee held 3 meetings, at which they reviewed 11 requests for exemptions, and reviewed 1 case.

Some of the topics that the committee discussed over the year covered:

- generic drug requirements,
- hazardous waste disposal,
- rabies vaccinations,
- self-contained issues,
- amendments to the minimum standards,
- and specialty practices

I wish to thank all the committee members and staff for their time, dedication and input in resolving many issues this past year. I hope that next year's committee will continue to be receptive to new ideas, as our role as committee members is to ensure that the public's interest is met when considering both member and public concerns.



Alma Conn, DVM
chair

Dr. Ann Bissett-Strahl
Dr. Ed Doering
Dr. Gerald Honeywood
Mr. T.G. Menen

ACCREDITATION CATEGORY

COMPANION ANIMAL HOSPITAL	853
COMPANION ANIMAL OFFICE	63
COMPANION ANIMAL MOBILE OFFICE	4
COMPANION ANIMAL MOBILE	208
COMPANION ANIMAL EMERGENCY CLINIC	12
COMPANION ANIMAL SPAY-NEUTER CLINIC	5
FOOD-PRODUCING ANIMAL HOSPITAL	19
FOOD-PRODUCING ANIMAL MOBILE	427
EQUINE CLINIC	12
EQUINE MOBILE	144
POULTRY	6

NOTE: THE TOTAL # OF VETERINARY FACILITIES MAY SEEM INCORRECT IN COMPARISON TO THE INDIVIDUAL TOTALS ABOVE, BUT WHEN THERE IS MORE THAN ONE CATEGORY AT ONE LOCATION, THEY ARE CONSIDERED ONE ACCREDITED FACILITY (E.G.: CAH WITH 2 FRAMS = 1 ACCREDITED FACILITY)



Mr. Kieth Drummond,
chair

- Dr. Alma Conn
- Dr. Ed Doering
- Dr. Dorothy Geale
- Dr. Nancy Griffith
- Dr. Bryan Kennedy
- Dr. Melody Mason
- Mr. T.G. Menen
- Dr. Wendy Parker
- Dr. John Valsamis

DISCIPLINE COMMITTEE ANNUAL REPORT

Cases for the Discipline Committee are referred from the Executive Committee, the Complaints Committee or the Health Professions Appeal and Review Board. Once assigned to the Discipline Committee, a panel of three to four is established, one of which must be a public member. Dates are set for the hearing based on the availability of legal counsel for the College, legal counsel for the defendant, the independent counsel for the panel and the panel members. The College attempts to deal with cases in a timely manner.

Discipline cases are legal hearings in a court-like setting. The College holds training sessions for the committee, and the panels are advised by an independent legal counsel to ensure procedural compliance. Appeals of Discipline Committee decisions are made to the Ontario Court of Appeal.

During the year, the Discipline Committee completed 2 cases from the previous year, completed 3 cases that began in this year and continued 1 case that will carry on into the next year. The duties of the Discipline Committee are one of the most important functions of the College. It is a vital requirement in a self-regulated profession to be judged by one's peers. The committee members during this year have demonstrated pride, responsibility and professionalism while dealing with the discipline process.

Discipline cases are reported in UPDATE, as required by legislation, as they are completed. Detailed findings will not be included in this report.

Discipline Committee panel members committed significant amounts of time to their duties. In addition to the hearing days, there were 2 other meetings which required the attendance of the committee.

In conclusion, I would especially like to thank Ms. Rose Robinson, Coordinator of Complaints and Discipline, who has made my duties as Chairman of the Discipline Committee so much easier with her help and coordination. In addition, I would like to extend appreciation on behalf of myself and the rest of the Discipline Committee to Mr. Paul Sullivan and Mr. Robert Cosman who acted as independent legal counsel for the Discipline Committee. They spent so much time and effort advising me and the discipline panels, in order to complete hearings responsibly and legally.

HEARING	DAYS	OUTCOME
A	1	PENALTY RENDERED
B	1	PENALTY RENDERED
C	2	DECISION AND PENALTY (HEARING COMPLETED)
D	1/2	HEARING COMPLETED (AGREED STATEMENT)
E	1/2	HEARING COMPLETED (RESIGNATION)
F	3	ONGOING

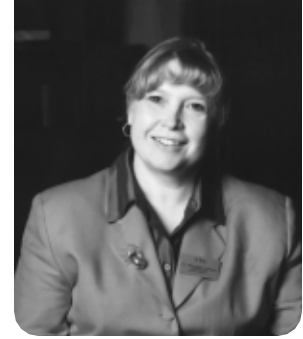
FINANCE COMMITTEE ANNUAL REPORT

In May, the committee reviewed the financial status of the college and compared six-month actual figures to the approved budget.

The Committee reviewed and had input into the draft budget for 2002-2003 before it was forwarded to Council. At the September 18, 2002 meeting, Council conducted its first review of the budget in accordance with the new Board Governance Policies. After much deliberation, amending and discussion, the budget was passed by council.

At its June meeting, Council passed Board Governance Policies and, in line with these new policies, approved the de-activation of the Finance Committee at the end of the 2001-2002 fiscal year.

I would like to thank CVO staff for their efforts in preparing the draft budget. I would also like to give sincere thanks to Dr. Rob Bell for serving on the committee.



Ann Bissett-Strahl, DVM
chair

Dr. Rob Bell
Dr. Cheryl Yuill

Audited financial statements are available
upon request from the CVO after November 20th

Copies will be circulated at the Annual General Meeting
on Thursday, November 21, 2002 at the
Country Heritage Park
8560 Tremaine Road
Milton, Ontario L9T 2Y3



Ed Empringham, DVM
 director of professional
 enhancement and
 member communications

PROACTIVE
 VOLUNTARY
 QUALITY MANAGEMENT

PROFESSIONAL ENHANCEMENT PROGRAM ANNUAL REPORT

"Excellence comes from continuously improving one's performance."

The above phrase comes from the 1998 CVO strategic plan, "Meeting the Challenge" and continues to be the mantra for the Professional Enhancement Program. By being proactive, the PrEP assists veterinarians to meet the changing needs of our clients and the public at large with the use of tools developed through consultation with veterinarians.

PrEP is part of a range of quality assurance programs that ensure the quality of veterinary services in Ontario. The CVO quality assurance portfolio includes the registration requirements, the accreditation program, the complaint process, member communications such as UPDATE, the voluntary submission of continuing education at the time of annual renewal and PrEP.

Voluntary programs build on the commitment of the members of the profession to personal and workplace self regulation, in addition to the regulatory or corporate function of CVO. These programs demonstrate the commitment of the profession and CVO to ensuring the public will be provided quality veterinary service.

PrEP initiatives can be grouped into two areas, Medical Records and Food Safety.

Medical Records:

Veterinary practice is dealing with many changes, among which is the increased number of case hand-offs that occur due to part-time employment, emergency services and referral services. It requires much more complete documentation to ensure that medical care is handed off effectively and that client communications are maintained at a high level.

Medical Record Workshops were piloted during the year in Kitchener and Ottawa. The experience of the first two years of the Peer Review of Medical Records was used to develop the workshop materials. These pilots will be used as the basis for a series of workshops to be offered in the next year. Peer review of medical records has been well accepted by participants. Records can be reviewed as individual practitioner records or as practice records by trained reviewers. Records are reviewed using record "expectations" developed in consultation with practitioners. Feedback is provided in a positive and constructive format that allows the veterinarian to maintain control of change.

Food Safety:

PrEP continues to encourage food animal veterinarians directly and through the Ontario Association of Bovine Practitioners, the Ontario Association of Swine Practitioners and the Ontario Association of Poultry Practitioners to take a leadership role in food safety by improving documentation, committing to client education and developing appropriate Veterinary-Client-Patient Relationships. It is in the public interest that these practitioners play a leading role in issues of food safety and animal welfare.

PRACTICE VISITS	37
MEDICAL RECORD EXAMPLE PACKAGES	50*
PEER REVIEW OF MEDICAL RECORDS	13
MEDICAL RECORD WORKSHOPS	2

*APPROXIMATELY

The Director of Professional Enhancement and Member Communications sits on the Livestock Medicines Education Committee.

The success of a program is dependent on the input of many people and groups. Because some initiatives are closely related to OVMA initiatives, the ongoing communication with OVMA staff is appreciated.

Special thanks are due to:

- The various regional veterinary associations that have welcomed me to their meetings;
- The practices that have opened their doors and openly shared ideas and concepts;
- The practices and practitioners that considered the Peer Review of Medical Records as a valuable growth opportunity for their practices;
- The Peer Reviewers;
- The members of the record expectation committees;
- OABP, OASP and OAPP for their continued interest in the PrEP; and
- Many others who have maintained an open mind and encouraged ongoing developments.

PROACTIVE
VOLUNTARY
QUALITY MANAGEMENT

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Ms. Mary Wyness	<i>assistant coordinator</i>

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