

Agenda

Annual Council Meeting

December 17, 2025

9:00 am – 10:00 am

Council

Dr. Patricia Alderson
Dr. Kathleen Day
Dunbar
Mr. John De Bruyn
Ms. Cathy
Hecimovich

Dr. Louise Kelly
Ms. Catherine Knipe
Dr. Lena Levison
Dr. Clayton MacKay
Dr. Sean Marshall
Dr. Alana Parisi

Dr. Sami Qureshi
Dr. Jessica Retterath
Mr. Douglas Reynolds
Dr. Yashvir Varma
Dr. Wade Wright
Dr. Michael Zigler

Agenda Information

1. Call to Order
2. Approval of Agenda
3. Roll Call
4. Annual Reports of Committees
 - Statutory
 - 4.1. Accreditation
 - 4.2. Registration
 - 4.3. Complaints
 - 4.4. Discipline
 - 4.5. Executive
 - Non-Statutory
 - 4.6 Quality Assurance
5. Audited Financial Statements
6. Appointment of Auditor
7. 2025 Annual Report of the College of Veterinarians of Ontario
8. President's Remarks
9. Recognition
 - President
10. Close

AGENDA ITEM 4.

TOPIC: Annual Reports of Committees

Statutory

- 4.1 Accreditation
- 4.2 Registration
- 4.3 Complaints
- 4.4 Discipline
- 4.5 Executive

Non-Statutory

- 4.6 Quality Assurance

Area of Focus

- ☒ Governance
- ☐ Legislation
- ☐ Public Policy
- ☐ Stakeholders
- ☐ Strategy

Annual Report to Legacy Council

Accreditation Committee

December 17, 2025

For the period October 1, 2024 to September 30, 2025

Committee Meetings

There were 3 meetings held

- February 7, April 25, & September 12, 2025

Relevant Data

Referral Requests Considered

The Committee reviewed 5 cases.

- 3 requests for extensions on the certificate of accreditation were granted
- 1 request for a variance on the limitation of the certificate of accreditation was granted
- 1 certificate of accreditation granted with terms, conditions and limitations.

Accreditation Standards for Veterinary Facilities

Number of accredited facilities - 1798

Inspections Conducted:

- Total inspections - 358
- In person inspections - 331
- Virtual inspections – 27

Inspection Types:

- Renewal - 233
- Opening – 66
 - *Facility for Veterinarians Treating their Own Animals - 8
- Relocation - 32
- Adding an Additional Scope of Practice Service – 19

*Facility for sole purpose of treating animals owned by the facility director with non-controlled drugs and biologic

Committee Membership

Ms. Cathy Hecimovich, Chair
*Dr. Barinder (Bick) Jassal
Dr. Clayton MacKay
*Dr. Sean Marshall
Dr. Yashvir Varma
Dr. Meghan Waller
Dr. Wade Wright

*Terms ended part way through fiscal year.

Staff

Aneeta Bharij
Megan Santos

Committee Responsibilities

The Accreditation Committee oversees the accreditation of veterinary facilities in Ontario and considers policy matters related to accreditation.

Facility Inspection Compliance:

- 21% were fully compliant with all requirements
- 47% had 5 or less non-compliant requirements
- 32% had 6 or more non-compliant requirements

Top 5 Non-compliant Requirements:

1. Essential Standards: Professional Practice: The certificate of accreditation must be displayed in a location visible to the public within the practice. The name of the facility director and their contact information are clearly and publicly displayed at the veterinary facility.
2. Additional Scope of Practice Services: Biosecurity and Biomedical Waste Management: The practice has a written policy for dealing with infectious and zoonotic cases, as well as overall infection control, such that team members are aware of said policy.
3. Essential Standards: Pharmaceutical Management: Maintains a record keeping system for inventory management of all medication that includes regular audits. If controlled drugs are used, proper logs and inventory management is expected to follow provincial and federal legislation. A current verifiable monthly inventory of controlled drugs is required (a controlled drug audit is performed every 21 to 31 days).
4. Essential Standards: Pharmaceutical Management: Proper storage and handling of medication is evident to ensure the integrity and efficacy of the medication and adheres to the manufacturer's recommendations.
5. Essential Standards: Universal Medical Records Requirements: The fees and charges showing separately those for drugs and those for advice or other services.

Other Information

Facility Director Communication Initiatives

College staff worked on several initiatives to support facility directors' compliance with the new accreditation standards and to assist in preparation for upcoming inspections.

Initiatives Implemented:

- Quarterly eUpdate newsletters to assist facility directors in meeting accreditation standards.
- Educational resources, including videos on new requirements and inspection preparation.
- Infographics and sample checklists to support compliance and facilitate mock inspections.
- Dedicated resources for controlled drug management, including instructional videos and toolkits.

Ongoing Work:

- Development of an online learning module to enhance understanding of facility directors' role and responsibilities.
- Continued communication initiatives to support compliance with accreditation standards

Annual Report to Legacy Council

Registration Committee

December 17, 2025

For the period October 1, 2024 to September 30, 2025

Committee Meetings

There were 6 meetings held

- 2024: November 13
- 2025: February 5, April 2, May 15, July 9, September 10

Relevant Data

Applications Considered

The Committee reviewed 302 applications.

- 117 accredited university graduands (for which a Dean's letter was submitted); and
- 185 referrals to the Committee, including referrals from the Registrar and requests for various exemptions by applicants.

Application Decisions

286 licences were approved for issuance and 9 licence applications were denied.

Mobility Data

42 licences were issued to applicants under the *Ontario Labour Mobility Act* from October 1, 2024 to September 30, 2025.

Policy Issues Considered

Competency Examination and Assessment Pathways

The Committee reviewed this policy at their meeting on April 2, 2025 and recommended changes to Council. The changes were to integrate the Limited Licensure Competency Assessment as an approved pathway within the policy. Council reviewed the changes and approved of the amended policy at their meeting on June 18, 2025.

Committee Membership

Dr. Alana Parisi, Chair
Dr. Kathleen Day Dunbar
Dr. Chiemi Ogawa
*Mr. Douglas Reynolds
Mr. John de Bruyn
Dr. Michael Zigler

*Term ended part way through fiscal year.

Staff

Michael Aubé
Sarah Adams
Holly Hemming
Jenne McVeigh
Riya Patel (on leave)

Committee Responsibilities

The Registration Committee endeavours to maintain standards of entry-level competence that ensures both public protection and equitable access to the profession.

Other Information

Limited Licensure Project Participants

At their meeting on April 2, 2025, the Committee received and reviewed the final report outlining the results of the Limited Licensure Pilot Project. The Committee also reviewed and approved of applications for licensure for the individuals who participated in and successfully completed all requirements of the Limited Licensure Pilot Project.

Language Skills Evaluation Project

With the conclusions of the project having been finalized in a report prepared by the Centre for Canadian Language Benchmarks (CCLB) at the beginning of 2025, Legacy Council reviewed and discussed the report, which described the type, scope and composition of the English and French language skills required by the veterinary profession in Ontario. Legacy Council approved the report and accepted language benchmarks for reading, writing, listening, and speaking. In 2026, the Registration Committee will move forward with making amendments to the English/French Language Proficiency policy to bring it in line with the benchmarks.

Annual Report to Legacy Council

Complaints Committee

December 17, 2025

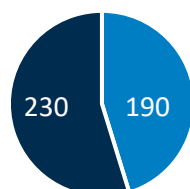
For the period of October 1, 2024 to September 30, 2025

Committee Panel Meetings

- 14 meetings and one educational retreat

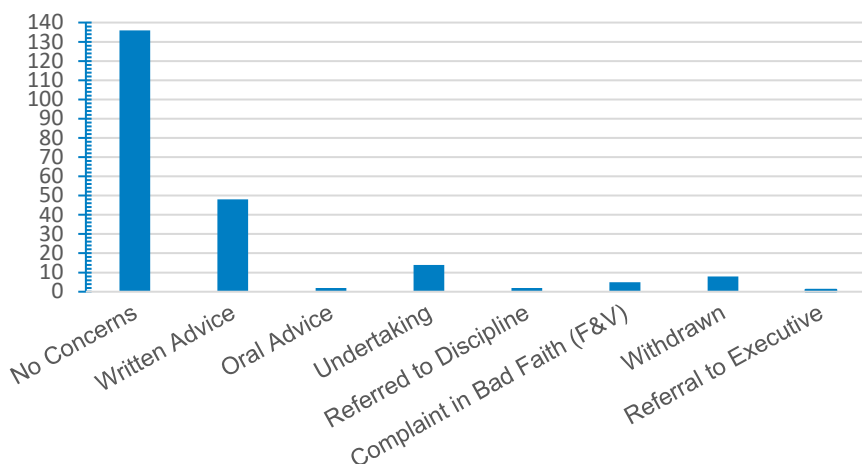
Relevant Data

New Matters Dealt with by the Complaints Committee 2024/2025



■ Number of Complaints ■ Number of Veterinarians Involved

Complaint Decisions



Committee Membership

Mr. Douglas Reynolds, Chair
*Ms. Rena Spevack
Dr. Roselyn Allen
Dr. Ehab Hanna
*Dr. Lisa Jones
*Dr. Lesley Ralston
Dr. Anne Watson
Dr. Tyrrel de Langley
Dr. Helen Waters
*Dr. Aaron Shackelton
Dr. Sami Qureshi
Dr. Naomi Scromeda
Dr. Lisa Schwarz
Dr. Susan Warren

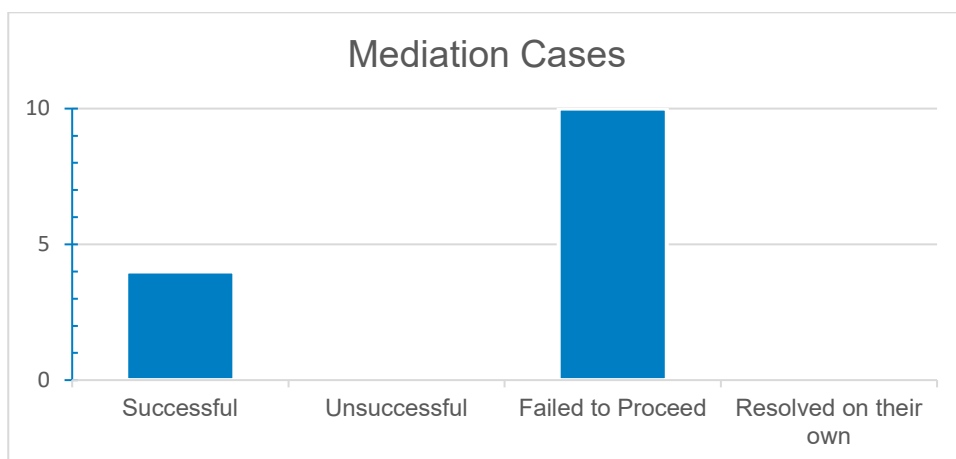
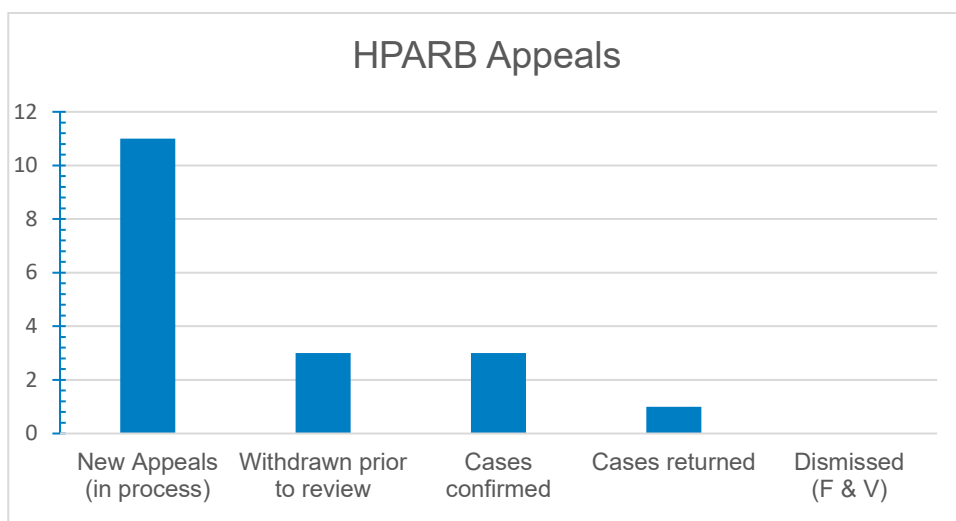
*Terms ended part way through fiscal year.

Staff

Dr. Colette Larocque
Phillip Evanitski
Alyssa Fries
Alisha Deen
Najma Mohamud

Committee Responsibilities

The Complaints Committee shall consider and investigate complaints made by members of the public or members of the College regarding the conduct of a member or former member of the College.



Trends

Related to the Member

- Many members reflected in their responses to the complaint and included changes they have made to their practice.

General

- Many complainants expressed grief and concerns with care provided at or near a pet's end of life.
- Increased number of complainants commented on content in their pet's medical records.
- Complainant concerns related to informed client consent, for example feeling questions were not answered sufficiently, and challenges with understanding an estimate or treatment plan.
- Many complaints included concerns that the veterinarian-client-patient relationship (VCPR) was discontinued.
- Complainants indicated they told the veterinarian that they would file a complaint if their concerns could not be resolved by the practice. Conversely, there were also complainants who indicated they had chosen to file a complaint rather than address their concerns with the veterinarian.
- There were several complaints about a member's or their auxiliary staff's behaviour (e.g. how the complainant felt they were treated) and/or communication.

Other Information

Mediated Resolutions Program (MRP)

Staff continue to identify potential cases for the MRP, which requires both parties to be in agreement to participate. The majority of people provided the opportunity have declined to participate, which means the complaint will be formally investigated by the Complaints Committee. The four cases that proceeded to mediation this past fiscal year were successful.

Complaint Matters

The number of complaints filed in the 2024-2025 fiscal year is approximately 15% higher than the 2023-2024 fiscal year. However, numbers continue to remain lower than the levels seen in 2020 through 2022.

Staff continue to have conversations with potential complainants and licensed members recently named in a complaint to assist with understanding of the complaints process.

Staff and committee members continue to implement strategies to improve the efficiency and ease of case management and review where possible. A forward-thinking approach is being used in anticipation of legislative reform.

Grief Resources

The College continued its partnership with Homewood Health to offer a virtual session on 'Navigating Grief After the Loss of a Pet'. The session is currently offered quarterly and aims to help participants understand the grief process and learn healthy ways to cope with pet loss. The webinar has been positively received with increased participation over the past year.

Annual Report to Council

Discipline Committee

December 17, 2025

From the period of October 1, 2024 to September 30, 2025

Committee Meetings

- Panel Chair Education session was held on September 18, 2025

Relevant Data

Matters before the Discipline Committee during the fiscal year

Number of Veterinarians	Cases Heard	Pre-Hearing Conferences	Motion Hearings	Days of Hearing
11	11	8	2	16

Completed Hearings

Uncontested	5
Contested	3
Adjourned sine die	0

Status of Discipline cases

Cases waiting to be heard by Discipline Committee	12
Appeals	6

Trends

Scheduling Hearings

Contested Hearings and Pre-Hearing Conferences are taking more days than originally anticipated. There have also been delays to scheduling due to adjournment requests and coordinating availability.

Other Information

An education session was held for panel chairs, focusing on providing support to panels and managing complex cases. Committee members shared that they found the session to be extremely helpful and suggested planning more sessions in the future. A follow-up session took place in the new fiscal year.

Committee Membership

Dr. Paula Menzies, Chair
Dr. Patricia Alderson
Dr. Danielle Anderson
Dr. Scott Arnold
Dr. Claire Beauchamp
Dr. Kathleen Day Dunbar
Ms. Cathy Hecimovich
Dr. Davinder Jassal
Dr. Shannah Kavonic
Dr. Louise Kelly
Ms. Catherine Knipe
Dr. Lena Levison
Dr. Kerry Lissemore
Dr. Clayton MacKay
Dr. Sean Marshall
Dr. Arif Memon
Dr. Paula Menzies
Dr. Atul Pakhawala
Dr. Alana Parisi
Dr. Sami Qureshi
Dr. Jessica Retterath
Mr. Douglas Reynolds
Dr. Ravi Sankar
Ms. Rena Spevack
Dr. Sarah Thompson
Dr. Yashvir Varma
Dr. Ines Walther
Dr. Steve Watts
Dr. Ellen Williamson
Dr. Wade Wright
Dr. Michael Zigler

Staff

Shilo Tooze
Cindy Rose

There is one license reinstatement matter in the pre-hearing stage.

Discipline Appeals

At the end of the fiscal year, there are six cases under appeal. Three cases remain under appeal before the Divisional Court. Additionally, there are three cases involving one member where the appeals were dismissed by the Divisional Court. The member is now seeking leave to appeal to the Court of Appeal.

Annual Report to Legacy Council

Quality Assurance Committee

December 17, 2025

For the period October 1, 2024 to September 30, 2025

Committee Meetings

There were 4 meetings held

- 2024: November 20
- 2025: February 19, May 21, September 9

Relevant Data

Continuing Professional Development (CPD)

The College recommends that licensed members complete at least 50 hours of CPD each year, or 150 hours over a three-year period. CPD hours reported for 2024 (November 1, 2023 to October 31, 2024):

	Average Number of CPD Hours Reported
All Licensed Members	95 hours
Graduated in last 5 years	75
In clinical practice	91
In non-clinical practice	122

Learning Modules and Video Access (October 1, 2024 – September 30, 2025)

- Foundations for Medical Record Keeping: Companion Animal accessed 198 times
- Foundations for Medical Record Keeping: Food Producing Animal, Equine and Poultry accessed 23 times
- Ethics E-learning Module: 146 views

Committee Membership

Dr. Patricia Alderson, Chair
*Dr. Claire Beauchamp
Dr. Sean Marshall
Dr. Jessica Peatling
Dr. Kristen Reynolds

*Terms ended part way through fiscal year.

Staff

Emily Ewles
Cindy Janakovic

Committee Responsibilities

The Quality Assurance Committee shall research, develop, review, and make recommendations to the Council respecting matters of quality assurance programs for members, including continuing education, professional development, practice review, and peer-review.

- Informed Client Consent module: 65 views
- Establishing a Veterinarian-Client-Patient Relationship: 99 views
- Communication learning modules
 - Total requests: 76 (from 28 individuals)
 - 13 licensed veterinarians in Ontario
 - 12 veterinary team members in Ontario
 - 3 licensed veterinary professionals in another province

Trends

General Trends

Articles (e.g. newspaper, research paper, etc.) on the following topics were discussed by the Committee:

- Cultural humility, including ongoing work in this area through the Ontario Veterinary College and the use of inclusive language in veterinary medicine.
- Veterinary well-being, including available resources and moral injury.
- Culture of safety, including the importance of learning from errors and team debriefs.

Other Information

Code of Ethics

To link with the College's IDEA Action Plan, the Quality Assurance Committee sought Council's direction to make an important change to the Code of Ethics. The proposed revision would include adding ethical principles and duties for conduct that supports anti-racism, inclusivity, and cultural safety in the practice of veterinary medicine. In March, the Committee presented the revised Code of Ethics to Council, and the proposed changes were approved. In alignment with these revisions, the Committee updated the language in the College's Guidance on Professionalism for Veterinarians document. The revised versions have now been posted on the College website.

Cultural Humility

The Committee has been actively engaged in an awareness and knowledge building strategy on cultural humility and are aligning this work with the internal work of the College on Diversity, Equity, and Inclusion (DEI). Recent work on this strategy includes two published articles in the spring and summer College Connections involving two veterinarians – one with lived experience and one who is an ally. A podcast was also recorded and will be published with the final article in the series in the fall 2025 edition of College Connection. Staff are continuing work with further articles planned for College Connection in 2026.

Veterinary Well-being

At its March 2021 meeting, Council approved the Quality Assurance Committee's request to research and develop recommendations on the College's role and resources in veterinary well-being. Following Committee input, staff developed recommendations which were approved by Council in December 2021.

Since then, the College has implemented several initiatives, including the webpage Your Well-being is Important on the College website. The College has partnered with the Ontario Veterinary Medical Association (OVMA), Ontario Association of Veterinary Technicians (OAVT), and the Ontario Veterinary College (OVC) to form the Ontario Collaborative for Well-Being in Veterinary Medicine. The Collaborative is focusing on an awareness campaign for veterinary workplaces and promoting skills and training.

A campaign to promote mental health awareness in veterinary workplaces was initiated in March 2024. The TeamCheck campaign was launched in November 2024 using a variety of tools, including a podcast,

posters, postcards, social media posts and newsletters. The Collaborative will continue the TeamCheck campaign in 2026 and work on the next initiative, promoting access to training and skills development for veterinary teams in areas that support mental health in veterinary medicine.

Maintaining Appropriate Boundaries

To address concerns about serious boundary issues that have come to the College related to veterinarians, the Quality Assurance Committee made this topic a priority and presented a briefing note to Council at its June 2024 meeting, and Council directed that a policy on maintaining appropriate boundaries be developed. With input from the Committee, staff presented a draft position statement on establishing and maintaining appropriate professional boundaries in practice to Legacy Council in March 2025 which was subsequently approved.

Quality Assurance Program

Peer Advisory Conversation (PAC): The Peer Advisory Conversation was launched as a core component of the College's Quality Assurance Program in September 2021. From October 1, 2024, to September 30, 2025, 14 Peer Advisory Conversations were completed.

In June 2023, College Council approved the Quality Assurance Committee's request to undertake a research project on recently licensed veterinarians in Ontario and their participation in the Peer Advisory Conversation. Staff partnered with Dr. Basem Gohar at the Ontario Veterinary College (OVC) to conduct this research project with post-doctoral student, Dr. Michael Brunt and Masters student, Dr. Kate Wycherley. The research project commenced in October 2024. Four studies are being completed as part of the PAC research project, with initial positive results reported.

Annual Peer Advisor training took place in January 2025.

Peer Review of Medical Records (PRMR): On March 22, 2018, Council established PRMR as a mandatory component of the College's Quality Assurance Program.

The second-year aggregate report was published in January 2025 and was promoted through a direct email to participants and a series of trivia questions in e-Update. The third- year of the program has concluded, and an aggregate report will be shared with the profession.

Four new Peer Reviewers received orientation and training in December 2024. Annual Peer Reviewer training took place in April 2025.

Quality Improvement Program

Learning Modules: The New Brunswick Veterinary Medical Association has renewed their agreement with the College and the Texas A&M Veterinary Healthcare Communication (VHC) Curriculum to allow veterinarians and veterinary staff in New Brunswick to have access to the College's online communication learning modules.



AGENDA ITEM 6.

TOPIC: **Appointment of Auditor**

Background

At its Annual Council Meeting on December 2024 Council appointed RLB Chartered Professional Accountants as auditors for the College of Veterinarians of Ontario for the fiscal year 2025. This is the third year for RLB providing auditing services to the College.

Discussion

The College's annual financial audit for 2025 has now been successfully completed. The Executive Committee met with RLB Chartered Professional Accountants pre and post the audit to assist Council with assurance of an independent rigorous audit process.

The College is recommending that RLB Chartered Professional Accountants continue as auditor for the fiscal year 2026. In 2026, as per Council direction, the Executive Committee will be the Council liaison for the audit process.

Options

Following discussion, Council may elect to:

- appoint RLB Chartered Professional Accountants as Auditors for the College of Veterinarians of Ontario for the fiscal year 2026
- not appoint RLB Chartered Professional Accountants as Auditors for the College of Veterinarians of Ontario for the fiscal year 2026 and request the Executive Committee consider a different recommendation to Council at its March 2026 meeting
- other

Area of Focus

- | |
|---|
| <input checked="checked" type="checkbox"/> Governance
<input type="checkbox"/> Legislation
<input type="checkbox"/> Public Policy
<input type="checkbox"/> Stakeholders
<input type="checkbox"/> Strategy |
|---|



AGENDA ITEM 7.

TOPIC: 2025 Annual Report of the College of Veterinarians of Ontario

Area of Focus
<input checked="" type="checkbox"/> Governance
<input type="checkbox"/> Legislation
<input type="checkbox"/> Public Policy
<input type="checkbox"/> Stakeholders
<input type="checkbox"/> Strategy

The 2025 Annual Report has been posed to the Council intranet. The Registrar will provide an overview of the report.

COVER SHEET
CVO Annual Council Meeting
December 17, 2025



AGENDA ITEM 8.

TOPIC: President's Remarks

Area of Focus
<input checked="" type="checkbox"/> Governance
<input type="checkbox"/> Legislation
<input type="checkbox"/> Public Policy
<input type="checkbox"/> Stakeholders
<input type="checkbox"/> Strategy

Dr. Jessica Retterath will address Council.

COVER SHEET
CVO Annual Council Meeting
December 17, 2025



AGENDA ITEM 9.

TOPIC: Recognition

President

Dr. Jessica Retterath

Area of Focus
<input checked="" type="checkbox"/> Governance
<input type="checkbox"/> Legislation
<input type="checkbox"/> Public Policy
<input type="checkbox"/> Stakeholders
<input type="checkbox"/> Strategy