



Stage 3 companion animal practice guide now available

Now that the entire province has entered Stage 3 of Ontario's reopening plan, many members have been questioning whether to allow clients in the clinic, what to do if a staff member contracts COVID-19, and how to stay protected as veterinary practices continue to adapt to changing circumstances.

To help practices navigate through the coming weeks and months, OVMA has once again collaborated with Dr. Scott Weese to update the [Guide to Reopening Veterinary Medicine in Ontario](#). OVMA extends its sincere appreciation to Dr. Weese for his tireless work on behalf of the profession throughout the pandemic.

As always, remember that the guide is just that – a guide. Veterinarians are strongly encouraged to continue to use their professional judgment to determine whether services or procedures are appropriate for specific patients based on their individual circumstances, and to balance the need for treatment with the associated risk to the health of the client and practice team.

[View the guide online](#) and visit [OVMA's Coronavirus FAQ page](#) for additional information and resources.

If you have questions about the guide, contact Brandi Deimling, manager of government and external relations, at bdeimling@ovma.org or 1.800.670.1702, ext. 224.

Ride for Farley: participate from home and help pets in need!

On Sept. 12, for the first time ever, the Farley Foundation's annual Summit Veterinary Pharmacy Ride for Farley will be held from the comfort of your own home!

To help pets in need while maintaining social distancing, the Farley Foundation is encouraging participants to get active in and around their local communities. Although it's traditionally a cycling fundraiser, this year's event welcomes participants of all ages to exercise however they choose. Whether you're interested in biking, walking, swimming or spinning, you can get active in support of people and pets in Ontario!

Other changes to this year's event include:

- Rather than being exclusive to veterinarians and clinic staff, this year's event is open to all pet lovers! You can [sign up as a team or register as an individual](#) to raise money for the foundation.
- There's no minimum donation amount, registration fee, or age or distance requirements,

so it's easier than ever to participate!

- If you raise more than \$2,500 you'll be entered into a draw to win a \$150 gift card of your choice, and if you raise more than \$5,000, you'll have a chance to win a \$250 gift card of your choice!

Remember to get social with other event participants by posting your experience on [Facebook](#), [Instagram](#) and [Twitter](#)! Don't forget to tag the Farley Foundation and use the hashtags #RideForFarley and #HelpingPetsFromHome on your posts, and we'll share it on our page!

Don't wait to sign up: [register today!](#) If you have questions, email info@farleyfoundation.org. Additional event guidelines will be provided upon registration.

Thanks to our generous sponsor, Summit Veterinary Pharmacy, 100 per cent of the funds raised through this year's event will go directly to helping people and pets. To date, the Farley Foundation has disbursed more than \$4.7 million to assist over 11,000 people and their sick or injured pets.




SUMMIT
VETERINARY PHARMACY
Ride for Farley

A lot has changed.

One thing hasn't: we're here for you.

Renew your membership today



It's time to renew your OVMA membership!

If you've already renewed your OVMA membership, feel free to scroll along. Those who've renewed online or submitted their 2020/2021 OVMA membership application form through fax or email will receive a renewal confirmation email once payment has been processed.

If you haven't renewed, time's running out - your OVMA membership expires on Aug. 31! Renew your membership today to ensure that you continue to receive valuable OVMA member benefits, including:

- Suggested fee guides
- Associate and non-DVM compensation reports
- Access to practice consultations
- Valuable continuing education opportunities
- Essential practice management information and resources
- Savings on home, auto and malpractice insurance
- Free access to our Member Assistance Program to help with all of life's challenges
- Access to Farley Foundation funding
- Free legal advice, including simple document review
- And much more!

For a full list of member benefits, visit the [OVMA website](#).

Renewing is easy! To renew online, visit ovma.org/members/login. You can also [email](#), mail or fax your completed renewal application to the OVMA office or call 1.800.670.1702.

2020 Ontario Survey of Compensation and Benefits for Associate Veterinarians

OVMA is once again partnering with the Canadian Veterinary Medical Association (CVMA) Business Management Program to conduct the annual [Survey of Compensation and Benefits for Associate Veterinarians](#). This survey collects data on all aspects of compensation and benefits for associate veterinarians.

The survey results will be used to conduct a detailed analysis of associate veterinarian compensation and benefits (e.g. salary and benefits by area, years of experience, type of practice, on-call requirements, etc.). The resulting report will be shared with all OVMA and CVMA members.

Individuals that complete the survey will have the opportunity to enter a draw to win either \$250 or complimentary registration for the 2021 OVMA Conference and Trade Show. If you have questions, contact Dr. Chris Doherty at 1.800.670.1702, ext. 229.

[Visit the survey website](#) to participate.

Access OVMA's Member Assistance Program

As we continue to work through these uncertain times together, remember to take care of your own physical and mental health and support those around you. Mental health and other support services are available to members and their immediate family members through OVMA's Member Assistance Program (MAP).

The MAP is available 24/7 to provide immediate, confidential support with counselling, online programs, and on-demand resources covering a range of well-being and COVID-19 topics, including:

- Coping with stress from making education decisions for your kids due to COVID-19
- Helping your kids adjust to going back to school after lockdown
- Managing expectations about the "new normal"

You can access support by calling 1.800.387.4765 (TTY: 1.800.338.0275), through workhealthlife.com or by downloading the MY EAP app from your device app store. The MAP's online chat feature is also available and is fully staffed with intake professionals who are ready to connect.

Register for this virtual JumpStart! Boot Camp workshop!



While we can't bring staff together in person, we can bring [JumpStart! Boot Camp](#) to them!

This two-day workshop is designed to equip frontline staff with the skills and tools required

to keep clients happy and engaged. It's open to every member of your practice team, from reception staff to veterinarians. You'll be led through step-by-step processes to:

- Handle phone shoppers
- Overcome client objections
- Handle client complaints
- Communicate benefits to gain client compliance
- Remind clients and achieve results
- Keep the appointment book filled
- Provide the ultimate client experience at your hospital (even with curbside care)

Dates:

- Sept. 15 **and** Sept. 16 from 9:30 a.m. to 12:30 p.m.

Participants will need a quiet room with a computer, a good Internet connection, camera, headphones and a microphone*.

Members can register at a **discounted rate** of \$175 per person (practice owner needs to be a member to qualify the rest of their staff). Non-members can register for \$250. The session counts for 5.5 continuing education credits. For more information and to register, contact Sheila Krane at skrane@ovma.org or 1.800.670.1702, ext. 216.

This session is generously sponsored by LifeLearn and Hill's Pet Nutrition.



*Camera and microphone are needed to provide an interactive experience.

OVMA Pet Health Insurance launches new platform to submit trials and claims

The [OVMA Pet Health Insurance](#) (PHI) program and Petline Insurance are excited to announce the launch of a new web-based platform that makes it easier to submit trials and claims. Petline's Interactive Partner Electronic Response (PIPER) has been launched as an exclusive custom solution to simplify the process of sending documents to help clients with their pet insurance needs.



Benefits of the new platform include:

- **Simple web-based solution:** No need to download a program. Simply log in to your account to upload and submit documents.
- **Convenient one-stop shop for trial, claim and medical record uploads:** No more faxing or emailing documents; you can upload everything through this platform!

PHI territory managers will reach out to clinics directly to get you up and running on the platform. They'll provide you with the URL/website and credentials to begin submitting documents. If you'd like to learn more before your territory manager reaches out, contact them directly or email Chantelle Percy at chantelle.percy@petlineinsurance.com.



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