



Updated practice reopening guide for Stage 2

As of Friday, June 12, much of the province will be allowed to proceed to Stage 2 of the provincial government's reopening plan. To assist members, OVMA has revised its Guide to Reopening Veterinary Medicine in Ontario to provide guidance to practices regarding how best to protect the health of both practice staff and clients moving forward. Members are reminded that not all areas of the province are reopening at this time. To view a complete list of regions and business affected, visit the [province's website](#).

OVMA extends its sincere appreciation once again to Dr. Scott Weese for his tireless work on behalf of the profession during the current crisis. You can download the [Guide to Reopening Veterinary Medicine in Ontario, Stage 2](#) or access it on OVMA's [Coronavirus FAQ](#) web page.

Going forward, veterinarians are strongly encouraged to continue to use their professional judgement 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 the practice team.

For more information on the province's reopening process, contact Brandi Deimling at bdeimling@ovma.org or 1.800.670.1702, ext. 224.

OVMA Pet Health Insurance and Petline Insurance are celebrating veterinary first responders

Veterinary teams are essential in keeping pets healthy and safe, and [OVMA Pet Health Insurance](#) and Petline Insurance want to celebrate all your hard work.

If you'd like a chance to win lunch for your clinic, send your OVMA Pet Health Insurance territory manager a photo or video that demonstrates how your clinic is staying positive during these uncertain times.

Submissions will be accepted between June 15 - July 15 and will be posted to OVMA's Facebook page. Four lucky clinics in Ontario will be chosen, and winners will be notified on July 27. Stay tuned for more details.

If you have questions about this contest or would like to offer OVMA Pet Health Insurance free trials in your practice, contact Chantelle Percy at chantelle.percy@petlineinsurance.com. OVMA's Pet Health Insurance Program is underwritten by Petline Insurance Company.

Register for our virtual JumpStart! Bootcamp workshop



While we can't bring staff together in person, we can bring JumpStart Boot Camp to them!

This full-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)

When: Tuesday, July 14 and Wednesday, July 15 from 9:30 a.m. to 12:30 p.m.

What's needed: 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.

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.

Durham veterinarians needed for SafePet Ontario program

Veterinary clinics play an integral role in the SafePet Ontario program by serving as a safe and confidential location for domestic abuse survivors to drop off their pets before they're taken to their foster home. Due to overwhelming demand, SafePet Ontario is looking to add veterinary practices in the Durham region to its list of participating clinics.

If you're interested in registering your clinic as a SafePet Ontario veterinary partner, visit safepet.ca/how-to-help-veterinarians to fill out an online form, or contact Tammy Merritt at tmerritt@ovma.org or 1.800.670.1702, ext. 233.

Register for the Summit Veterinary Pharmacy Ride for Farley

Join fellow veterinarians and veterinary professionals and cycle to raise funds and awareness for the Farley Foundation. The ride, which takes place Sept. 12 in Milton, sees riders commit to cycling 25, 50 or 100 km and raising \$500 for the Farley Foundation.

Family and friends are also invited to join the ride and fundraise as a group. Every rider participating must be registered.

New for 2020: A shorter, 25-km route has been added to ensure even the youngest animal lovers are able to participate!

[Download a registration form](#) for or [create your own fundraising page](#) and invite family and friends to donate online. For more information, visit farleyfoundation.org/events or email Nina Bauer at nbauer@ovma.org.

New OVMA Insurance Program commercial account manager

Rosemary Armini, who was actively involved with the [OVMA Insurance Program \(OIP\)](#) for more than 20 years, retired at the end of May. Many OVMA members worked with Ms. Armini on either their home, auto or commercial insurance and know her to be a true professional. We wish her a happy retirement.

Stephen LeMottee has taken over Ms. Armini's role as primary service account manager for OIP commercial clients and can be reached at slemottee@brokerlink.ca or 1.888.681.2862, ext. 41609.

David Mather and Richard Ambler are also key members of OIP's commercial team. Mr. Mather, who can be reached at dmathers@brokerlink.ca or 1.888.681.2862, ext. 82455, handles all new business and services clinics east of Kingston, and Mr. Ambler, rambler@brokerlink.ca or 1.888.681.2862, ext. 87049, is responsible for on-site clinic visits and policy renewal reviews.



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