



# GREAT IDEAS CONFERENCE

June 26 – 28, 2019  
Blue Mountain Resort, Collingwood, ON



ONTARIO VETERINARY  
MEDICAL ASSOCIATION

*Your Source. Your Voice.*

In Partnership With:



Veterinary  
Hospital  
Managers  
Association

REGISTRATION  
PROGRAM





# Summer Fun for Everyone at Blue Mountain!

## WHAT IS THE GREAT IDEAS CONFERENCE?

### OVMA's Great Ideas Conference offers:

- Top-notch practice management and life skills CE;
- Opportunities to network with your colleagues and swap ideas on topics of interest to you; and
- A wide array of recreational facilities and activities to help you de-stress and unwind at the end of the busy spring season.

### Who Should Attend?



Veterinarians



Practice Managers



Anyone who wants to improve their practice management and life skills.

**Come by yourself, with your clinic staff, or bring the whole family!**

**Visit [bluemountain.ca](http://bluemountain.ca) to learn more about great summer attractions waiting for you at Blue!**

With an endless selection of outdoor activities, relaxation and entertainment, Blue Mountain Resort is one of Ontario's premier summer destinations. Join us for an inspiring CE event in a luxurious resort atmosphere!

### Food

There's something to satisfy every appetite in the Village's many cafes, restaurants, grills, pubs, lounges and bars. Enjoy the finest full-service dining or quick takeout, a casual après-golf beer or a sophisticated late-night martini. In the Village, you're never more than a few steps away from a culinary experience perfectly suited to your mood and preferences.

### Aquatic Centre

There's no better way to escape the late June heat than a visit to Plunge! Aquatic Centre. Sign up for a swimming lesson, participate in a water fitness class or relax and watch the action from the comfort of your dock chair. Featuring indoor and outdoor pools, a water playground, hot tubs, rope swing, dock and slides, Plunge! offers water fun for all ages.

### Shopping

With over 20 shops to choose from, browse some of the latest outdoor gear, update your wardrobe or find the perfect gift.

### Spa

Pamper yourself by indulging in a relaxing massage or spa treatment at one of Blue Mountain's four unique spas – the ultimate way to de-stress and focus on personal wellness.

### Golf

Enjoy a round of golf at Monterra, one of Ontario's most popular resort courses. Monterra offers a full-service golf shop, deli and bar, a practice area, on-course sanctuary at the 5<sup>th</sup> and 10<sup>th</sup> tees, and a brand-new GPS tracking system on all carts allowing you to play every shot knowing exactly where you stand in relation to the pin.

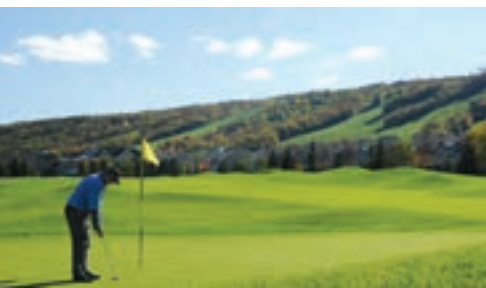
## Team Building at Blue!

Team building is a proven way to strengthen bonds and create a more cohesive team, all while having fun. Blue Mountain offers a wide variety of team building activities, including:

- Low and High Ropes Course
- Caving
- Putting Tournament
- Summits Challenge
- Cooking Competition
- Blue Mountain Quest
- Rock Climbing

**...and much more!**

*Prices and availability vary, contact OVMA for more information on team building activities at Blue!*



# PROGRAM



## OPENING KEYNOTE:

**Alison Lambert**, BVSC, CMRS, MRCVS

**Wednesday, June 26 7:30 – 8:00 pm**

*"Alison was enlightening and entertaining!"*

*"Ms. Lambert is a fantastic speaker. She is fun and very informative and I'd love to see her again."*

*"Bring Alison Lambert back anytime! She was amazing!"*

Back by popular demand! Drawing from her vast experience working in Veterinary Medicine in the UK, Australia and Europe, Alison Lambert sheds light on various concepts to help us improve efficiency and effectiveness in the Canadian profession. She challenges conventional thinking, especially when it comes to the client experience and management.

Join Alison as she kicks off the conference and highlights the power of listening in her plenary session:

### **Listen Up! Effective practice management comes down to one thing – listening.**

Trust is key in any relationship, whether with your team or your clients. Truly listening to feedback and input allows you to form strong bonds with the people who make your practice successful, on both sides of the consult table.

*You don't want to miss this!*

**\* PLUS: Don't miss... 8:00 – 9:00 pm**  
**Meet 'n Greet Reception with Alison Lambert**

Opening Keynote and Meet'n Greet Reception with Alison Lambert sponsored by



### THURSDAY/ FRIDAY SCHEDULE

- Session 1** 9:00 – 10:15 am
- Break** 10:15 – 10:45 am
- Session 2** 10:45 – Noon
- Lunch** Noon – 1:30 pm
- Session 3** 1:30 – 2:45 pm
- Break** 2:45 – 3:15 pm
- Session 4** 3:15 – 4:30 pm

## THURSDAY, JUNE 27



### CLIENT SERVICE

**Alison Lambert,**  
BVSC, CMRS, MRCVS  
Managing Director, Onswitch

**9:00 – 10:15 am**

#### **Hear What Your Clients Really Want, And Help The Team Deliver It**

Latest research from the UK highlights just how much clients value being heard and shapes good practice for client communications at every stage of the customer journey. Standard processes then help the team deliver consistently excellent care.

The Thursday Client Service Lectures are sponsored by:

**Hill's Pet Nutrition Canada Inc.**

**10:45 am – 12:00 pm**

#### **Owners Know Their Pets Best – In The Consult Room, Start With What They Tell You**

Research with pet owners across the globe consistently shows that clients trust clinicians who listen and are open, honest and pragmatic, with no financially driven agenda. In addition, clients visit and spend more when they trust their vet.

**1:30 – 2:45 pm**

#### **Pick Up On Those Subtle Clues On The Phone, And Personalize Your Customer Care**

Research finds that language and style are crucial in developing rapport over the phone. Callers only become clients if they connect with the practice, so providing superior telephone customer care is vital.

**3:15 – 4:30 pm**

#### **Struggling To Recruit And Retain? Our Future Colleagues Are Telling Us What They Want, If We'd Only Listen**

Research in Australia and the UK finds significant correlations in what clinicians seek in the 'ideal' role. Fair out of hour rotations, lunch breaks, team support and a good work/life balance are not unrealistic. Yet sadly, they are still uncommon.



## USING TECHNOLOGY IN CREATIVE WAYS TO GROW YOUR PRACTICE

**Stacey Santi, DVM**  
Founder, CEO, Vet2Pet

**9:00 – 10:15 am**

### ***Getting The Basics Of Your Brand Right***

Veterinary practices need help in building their brand to thrive in today's socially-connected world. Things like excellent quality of medicine are becoming more standard. We have to evolve to engage our clients on new levels so we can stand out from Dr. Google and big box retailers. By focusing on what makes the veterinary practice special, we can ensure our position as a vital necessity in pet healthcare.

**10:45 am – 12:00 pm**

### ***Take Your Practice To The Next Level By Using Technology To Improve The Client Experience***

Your brand message is what clients use to draw conclusions about whether or not they will do business with you. We will explore modern technology tools like client surveys and mobile apps that will raise your brand value, simplify the client experience and deliver fun social media posts all aimed at strengthening the bond with your client and growing your practice.

**1:30 – 2:45 pm**

### ***How To Build A Loyalty Program That Boosts Revenue And Retention***

Rewarding existing clients is five times more profitable than acquiring new ones. The average consumer belongs to over 10 reward programs and 79 per cent of millennials prefer to do business with a brand that has a loyalty program. Reward programs, popular in many other industries, are gaining traction in veterinary industry, but do they work?

**3:15 – 4:30 pm**

### ***Team Collaboration Tools: How To Have Team Meetings That Don't Suck***

Are your team meetings stimulating and motivating? There are many team collaboration tools that can be used in the veterinary practice to improve communication and efficiency in a way that your staff will love. You'll leave with real tangible "Use It Monday" skills. Don't worry... even if you aren't "techy", you will find these tools can be easy to use!

The Thursday Technology lectures are sponsored by:

**CDMV**



## HUMAN RESOURCES

**Glenn Armstrong, DVM, MBA**  
**Mike Pownall, DVM, MBA**

Managing Partners,  
Oculus Insights Canada

**9:00 – 10:15 am**

### ***Employee Engagement As The Foundation For A Human Resource Program***

Employees are the most valuable asset in any veterinary practice. Highly engaged employees lead to increased revenue, profitability and an excellent work environment. We will review an employee engagement review process and explore the foundations of a highly engaged workforce.

**10:45 am – 12:00 pm**

### ***Effective Team Communication***

Barriers to communication are one of the biggest contributors to a toxic workplace. When people are not comfortable to say what is on their mind, everyone suffers. This session will review effective techniques to open up lines of communication so the days of gossip, drama and silos are a thing of the past.

**1:30 – 2:45 pm**

### ***The Use Of Core Values As A Foundation For A Performance Review System***

Nobody likes performance reviews, but it doesn't have to be this way. We will explore how core values are an easily understood basis for achieving the desired behaviour in the workplace. This session will also discuss how core values can be used as a transparent and merit-based approach to performance reviews that all employees and managers will enjoy.



## LEADERSHIP

**Sue Armstrong, BA, CPCC, ACC**  
Executive Coach Managing Partner,  
Oculus Insights Canada

**3:15 – 4:30 pm**

### ***Leadership***

Showing up as a leader versus just showing up. This session explores the importance of Leadership in your business, leadership styles, self awareness and accountability. Deciding to lead is the first step to building a successful team.

The Thursday Human Resources & Leadership lectures are sponsored by:

 **Boehringer  
Ingelheim**

***Space is limited – Register by June 14, 2019***



## MANAGEMENT & COMMUNICATION

**Megan Brashear, BS, CVT, VTS (ECC)**

Nursing Manager, Purdue University  
Veterinary Teaching Hospital

**9:00 – 10:15 am**

### ***Get The Global Perspective: Thinking Like A Manager***

Veterinary hospital and team management require a different perspective of the hospital. Learn how to shift your thinking to improve communication, help you communicate your needs to the practice owner, and become an effective leader in the practice.

**10:45 am – 12:00 pm**

### ***Direct And Compassionate Communication***

Direct communication is vital to managers but can be one of the biggest challenges. This lecture will use case studies to illustrate the benefits of saying what you mean the first time while still maintaining your compassion and sanity.

**1:30 – 2:45 pm**

### ***Why Do They Do That?***

#### ***Generational Conflicts In Your Practice***

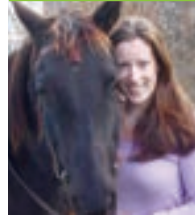
As the next generations are coming into veterinary hospitals, we find ourselves struggling to see how they're going to make it. But it's not them, it's you! Learn strategies for understanding the motivations of the different generations and how to embrace them.

**3:15 – 4:00 pm**

### ***The Treatment Floor Is Not The Supreme Court***

The issue of snap judgement – of each other, of clients, and of the general public – will wear down our mental resiliency. This lecture will address the common pitfalls that chip away at our emotional reserve.

The Friday Management & Communication lectures are sponsored by:



## WELLBEING

**Colleen Best, DVM, PhD**

BestVet Consulting

**9:00 – 10:15 am**

### ***Establishing A Resilient Foundation: Values, Boundaries, And Self-Compassion***

The session will address the connection between resilience and values, boundaries, and self-compassion. Through discussion and interactive exercises, participants will begin to determine their own values, and determine boundaries that help them live in concert with them.

**10:45 am – 12:00 pm**

### ***When You Can't Change Anything Else – Change Your Perspective***

Evidence-based approaches, including mindset and gratitude, will be discussed in this session, as will how to use them to adjust one's perspective to one of positivity and growth. This session is targeted at increasing empowerment and banishing helplessness.

**1:30 – 2:45 pm**

### ***Exploring The Link Between Ethics And Wellness – Moral Distress And Compassion Fatigue***

Every day, there are big and small ways our ethics and morals are tested, and there is a cost to that. This session will get to the root of these tests and provide participants with tools to deal with them constructively.

**3:15 – 4:30 pm**

### ***Cultivating A Culture Of Wellness In Your Clinic***

This interactive session will provide participants with the knowledge and tools to create a clinic environment of wellness and resilience. Key skills including communication, emotional intelligence, and mental health literacy will be discussed.

The Friday Wellbeing lectures are sponsored by:

**Gateway Services Inc.**

[More Friday Sessions >](#)





BIG PICTURE

**AARON MASSECAR, MA, PhD**

Assistant Director, Continuing Education  
Translational Medicine Institute  
Colorado State University

**9:00 – 10:15 am**

### *Telemedicine, Virtual Care, And Adopting Best Practices*

This past year we saw telemedicine come to maturity with AVMA/AAHA's "How to" guide, but many are still asking about legalities and implementation practices. Remote diagnostics and more specialized referral networks are becoming a reality, but how do veterinarians take advantage of them? This session will explore the latest in telemedicine and provide practical strategies on practice upgrading.

**10:45 am – 12:00 pm**

### *Evolving Business Model Trends And Starting Tomorrow With New Business Learning Strategies*

Corporate consolidation is at an all time high with practice multiples hitting previously unseen valuations. During this session, we will identify the major business model trends that have the greatest likelihood of impacting the average practitioner and what practices are doing in the wake of these changes. Specific focus will be on the Lean Startup Method and how practices are reshaping themselves to accommodate changing consumer demands.

**1:30 – 2:45 pm**

### *The Changing Client Landscape and What Millennials Are Saying They Want*

The human animal bond continues to grow and yet that isn't directly translating into higher spend in the veterinary care space. We will examine the latest demographic trends that are leading to an increased human animal bond and how veterinarians can best position themselves to work within this trend.

**3:15 – 4:30 pm**

### *Bringing It Together: Workshopping Developing Action Plans For Change*

In our final session, we will begin by identifying what exponential medicine is and how it is changing veterinary medicine for the better. We will end by workshopping ideas for how to bring some of the telemedicine trends, business model trends, and consumer trends to fruition in each of the attendee's practices.

The Friday Big Picture Lectures are sponsored by:

**Nestlé Purina Petcare**

**Be sure to Tweet & Facebook about your experience at the Great Ideas Conference! #2019Greatideas**



**Thursday, June 27**  
**EVENING SYMPOSIUM**

5:00 – 6:00 pm

**Susan Savage, CVT, CVPM, MBA, PHR**

### ***Certified Veterinary Practice Manager (CVPM) Certification Informational Session***

Veterinary management professionals who are interested in advancing in their careers, gaining new skills or acquiring a credential are encouraged to attend the VHMA Certified Veterinary Practice Manager (CVPM) program informational session. The CVPM credential not only helps candidates refine and develop management skills, it distinguishes managers as highly-skilled professionals. This brief, intensive overview covers the whys and hows of becoming a CVPM.

**Looking for Proceedings?**

Check the OVMA website  
after May 13th



# ACCOMMODATION



## BOOK YOUR ROOM ONLINE

- To complete your hotel reservations, please visit our website at <https://bmrbooking.bluemountain.ca>
- Select your **check in** and **check out date**, number of desired rooms and number of adults and children in each room.
- Click on the 'I have a group/promo code' and enter your group code: **GB00000730** and **select the search button**.
- Packages available to your group are now displayed; **select choose**.
- Review accommodation types and rates and **select choose on your preferred room type**. Should you wish to review a rate per night breakdown, select 'More Information' beside each available room type.
- Review a summary of your accommodation details and select 'Proceed To Next Step' once satisfied.
- Complete your personal details, **review** and **accept** the terms and conditions.
- **Enter Payment Information**.
- When your reservation is successfully completed you will receive a **Blue Mountain Resort confirmation number**. In addition, you will also receive an automatic e-mail confirmation with your hotel reservation information shortly.



## BOOK YOUR ROOM BY PHONE

### Call 877-445-0231

**Select lodging reservations** to make a personal reservation for a contracted group or conference.

**Provide Your OVMA Group Code:** GB00000730

**Provide Your Group Name:** Ontario Veterinary Medical Association OVMA



## BLUE MOUNTAIN OVMA GROUP RATES

### Tuesday through Saturday:

Village Studio	\$176
Village Bachelor	\$191
Mosaic Deluxe	\$196

# THANK YOU

## TO OUR CONFERENCE SPONSORS for their generous support

### SILVER SPONSOR



**Boehringer  
Ingelheim**



**MERCK**  
Animal Health

### BRONZE SPONSORS

#### CDMV

**Gateway Services Inc.**

**Hill's Pet Nutrition Canada Inc.**

**Nestlé Purina PetCare**

**OVMA Insurance Program**

### CONFERENCE SUPPORTER

**CWB National Leasing**

## JOIN US!

### Thursday Morning "Fun Run"

**Thursday, June 27, 7:00 – 8:00 am**

BLUE MOUNTAIN VILLAGE CONFERENCE CENTRE

Boston Marathon veteran Darren Osborne will lead interested runners on a 5K run, and offer instruction on proper warm-up, running and cool down techniques.

### Friday Sunrise Yoga

**Friday, June 28, 7:00 – 8:00 am**

BLUE MOUNTAIN VILLAGE CONFERENCE CENTRE COURTYARD

Wellness isn't just for the veterinary patient... it's needed by the entire veterinary team participating with their care. Come relax, decompress and reach a centered balance before a busy day of learning, with certified yoga instructor Gwen Jeun, DVM, E-RYT-200.

*To register for either of these events, indicate on the reverse side of your registration form or when registering online indicate your preferences.*

# PROGRAM AT A GLANCE

## THURSDAY, JUNE 27

	<b>CLIENT SERVICE</b> GEORGIAN BAY BALLROOM SPONSORED BY: <b>HILL'S PET NUTRITION</b>	<b>USING TECHNOLOGY</b> SILVER CREEK I SPONSORED BY: <b>CDMV</b>	<b>HUMAN RESOURCES &amp; LEADERSHIP</b> SILVER CREEK II SPONSORED BY: <b>BOEHRINGER-INGELHEIM CANADA</b>
<b>7:30 – 8:45</b>	<b>BREAKFAST</b> HURON GRAND BALLROOM		
<b>9:00 – 10:15</b>	<b>Alison Lambert,</b> BVSC, CMRS, MRCVS <i>Hear What Your Clients Really Want, And Help The Team Deliver It</i>	<b>Dr. Stacey Santi</b> <i>Getting The Basics Of Your Brand Right</i>	<b>Dr. Glenn Armstrong, MBA</b> <b>Dr. Mike Pownall, MBA</b> <i>Employee Engagement As The Foundation For A Human Resource Program</i>
<b>10:15 – 10:45</b>	COFFEE BREAK – SPONSORED BY <b>CWB NATIONAL LEASING</b>		
<b>10:45 – NOON</b>	<b>Alison Lambert,</b> BVSC, CMRS, MRCVS <i>Owners Know Their Pets Best – In The Consult Room, Start With What They Tell You</i>	<b>Dr. Stacey Santi</b> <i>Take Your Practice To The Next Level By Using Technology To Improve The Client Experience</i>	<b>Dr. Glenn Armstrong, MBA</b> <b>Dr. Mike Pownall, MBA</b> <i>Effective Team Communication</i>
<b>NOON – 1:30</b>	<b>LUNCH BREAK</b>		
<b>1:30 – 2:45</b>	<b>Alison Lambert,</b> BVSC, CMRS, MRCVS <i>Pick Up On Those Subtle Clues On The Phone, And Personalize Your Customer Care</i>	<b>Dr. Stacey Santi</b> <i>How To Build A Loyalty Program That Boosts Revenue And Retention</i>	<b>Dr. Glenn Armstrong, MBA</b> <b>Dr. Mike Pownall, MBA</b> <i>The Use Of Core Values As A Foundation For A Performance Review System</i>
<b>2:45 – 3:15</b>	COFFEE BREAK		
<b>3:15 – 4:30</b>	<b>Alison Lambert,</b> BVSC, CMRS, MRCVS <i>Struggling To Recruit And Retain? Our Future Colleagues Are Telling Us What They Want, If We'd Only Listen</i>	<b>Dr. Stacey Santi</b> <i>Team Collaboration Tools: How To Have Team Meetings That Don't Suck</i>	<b>Sue Armstrong, BA, CPCC, ACC</b> <i>Leadership</i>



# PROGRAM AT A GLANCE

## FRIDAY, JUNE 28

	<b>MANAGEMENT &amp; COMMUNICATIONS</b> GEORGIAN BAY BALLROOM SPONSORED BY: <b>BOEHRINGER-INGELHEIM CANADA</b>	<b>WELLBEING</b> SILVER CREEK I SPONSORED BY: <b>GATEWAY SERVICES INC.</b>	<b>BIG PICTURE</b> SILVER CREEK II SPONSORED BY: <b>NESTLÉ PURINA PETCARE</b>
<b>7:30 – 8:45</b>	<b>BREAKFAST</b> HURON GRAND BALLROOM		
<b>9:00 – 10:15</b>	<b>Megan Brashear,</b> BS, CVT, VTS (ECC) <i>Get The Global Perspective:                      Thinking Like A Manager</i>	<b>Colleen Best, DVM, PhD</b> <i>Establishing A Resilient                      Foundation: Values, Boundaries,                      And Self-Compassion</i>	<b>Dr. Aaron Massecar, MA, PhD</b> <i>Telemedicine, Virtual Care,                      And Adopting Best Practices</i>
<b>10:15 – 10:45</b>	<b>COFFEE BREAK</b>		
<b>10:45 – NOON</b>	<b>Megan Brashear,</b> BS, CVT, VTS (ECC) <i>Direct And Compassionate                      Communication</i>	<b>Colleen Best, DVM, PhD</b> <i>When You Can't Change                      Anything Else –                      Change Your Perspective</i>	<b>Dr. Aaron Massecar, MA, PhD</b> <i>Evolving Business Model Trends                      And Starting Tomorrow                      With New Business Learning                      Strategies</i>
<b>NOON – 1:30</b>	<b>LUNCH BREAK</b>		
<b>1:30 – 2:45</b>	<b>Megan Brashear,</b> BS, CVT, VTS (ECC) <i>Why Do They Do That?                      Generational Conflicts In                      Your Practice</i>	<b>Colleen Best, DVM, PhD</b> <i>Exploring The Link Between                      Ethics And Wellness – Moral                      Distress And Compassion Fatigue</i>	<b>Dr. Aaron Massecar, MA, PhD</b> <i>The Changing Client Landscape                      and What Millennials                      Are Saying They Want</i>
<b>2:45 – 3:15</b>	<b>COFFEE BREAK</b>		
<b>3:15 – 4:30</b>	<b>Megan Brashear,</b> BS, CVT, VTS (ECC) <i>The Treatment Floor Is Not                      The Supreme Court</i>	<b>Colleen Best, DVM, PhD</b> <i>Cultivating A Culture Of                      Wellness In Your Clinic</i>	<b>Dr. Aaron Massecar, MA, PhD</b> <i>Bringing It Together:                      Workshopping Developing                      Action Plans For Change</i>



	Village Conference Centre		Grand Central Lodge		The Westin Trillium House	
	Walking	Shuttle	Walking	Shuttle	Walking	Shuttle
Blue Mountain Inn	9 Min.	2 Min.	5 Min.	2 Min.	-	-
Grand Georgian	2 Min.	1 Min.	< 1 Min.	-	5 Min.	1 Min.
Wilder Lodge	3 Min.	-	1 Min.	-	5 Min.	-
Season's at Blue	1 Min.	-	2 Min.	-	7 Min.	-
Mosaic	< 1 Min.	-	3 Min.	< 1 Min.	8 Min.	2 Min.
Rivergrass	3 Min.	1 Min.	7 Min.	1 Min.	10 Min.	2 Min.
Historic Snowledge	15 Min.	3 Min.	17 Min.	4 Min.	24 Min.	4 Min.
Mountain Walk	4 Min.	1 Min.	2 Min.	< 1 Min.	5 Min.	1 Min.
Watergreen	2 Min.	1 Min.	4 Min.	1 Min.	7 Min.	1 Min.
Chester Crossing	3 Min.	1 Min.	< 1 Min.	-	5 Min.	1 Min.
Childrens Ridge	12 Min.	2 Min.	9 Min.	2 Min.	2 Min.	1 Min.
The Westin Trillium House	5 Min.	1 Min.	2 Min.	-	10 Min.	2 Min.



**3. CONFERENCE RATES** The deadline for Pre-Registration for all registration types is **June 14, 2019**.  
Registration includes breakfast and lunch (check off applicable box in each section).

DVM/Industry	"EARLY BIRD" Register up to and including May 17		"REGULAR" Register from May 18 up to and including June 14	
	OVMA MEMBER	NON-MEMBER	OVMA MEMBER	NON-MEMBER
Full Conference	<input type="checkbox"/> \$359	<input type="checkbox"/> \$459	<input type="checkbox"/> \$399	<input type="checkbox"/> \$499
Wednesday Evening	<input type="checkbox"/> \$79	<input type="checkbox"/> \$99	<input type="checkbox"/> \$99	<input type="checkbox"/> \$129
Thursday	<input type="checkbox"/> \$199	<input type="checkbox"/> \$249	<input type="checkbox"/> \$229	<input type="checkbox"/> \$279
Friday	<input type="checkbox"/> \$199	<input type="checkbox"/> \$249	<input type="checkbox"/> \$229	<input type="checkbox"/> \$279

Practice Manager / Technician / Hospital Personnel	Student		
	CLINIC MEMBER*	NON-CLINIC MEMBER	REGULAR
Full Conference	<input type="checkbox"/> \$299	<input type="checkbox"/> \$359	<input type="checkbox"/> \$99
Wednesday Evening	<input type="checkbox"/> \$50	<input type="checkbox"/> \$79	<input type="checkbox"/> \$29
Thursday	<input type="checkbox"/> \$169	<input type="checkbox"/> \$189	<input type="checkbox"/> \$39
Friday	<input type="checkbox"/> \$169	<input type="checkbox"/> \$189	<input type="checkbox"/> \$39

\* Clinic has purchased a **Clinic Membership**; Individual Membership of Clinic Owner does not apply

Guests	
Wednesday Evening Plenary and Reception	<p>REGULAR</p> <p><input type="checkbox"/> \$50 per adult (\$50 x _____ quantity)</p> <p><input type="checkbox"/> \$20 per child, 12 and under (\$20 x _____ quantity)</p>

Please list names of guests below:

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**4. ADDITIONAL FREE ACTIVITIES**

(check off what you plan to attend)

- Thursday, June 27, 2019 - 7 am**  
Fun Run with Darren
- Friday, June 28, 2019 - 7 am**  
Sunrise Yoga Session



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**June 26-28, 2019**

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**BLUE  
MOUNTAIN**

