



ISVMA  
133 South Fourth, Suite 202,  
Springfield IL 62701

ADDRESS SERVICE REQUESTED

Presort  
Standard  
U.S. Postage  
PAID  
Springfield, IL  
Permit No. 800

The *EPTOME* is published every two months by the Illinois State Veterinary Medical Association (ISVMA) 133 South Fourth, Suite 202 • Springfield, Illinois 62701 217/523-8387 • FAX: 217/523-7981 • [www.ISVMA.org](http://www.ISVMA.org)  
*Its purpose is to communicate the business of the association, communicate legislative issues ongoing at state and national levels, and other issues of interest to the membership of the ISVMA.*

#### DEADLINES FOR SUBMISSION

All articles, contributions, classifieds, and display ads must be received in the ISVMA office by the 15th of the following months: February, April, June, August, October, December. For more information or to obtain a rate schedule, go online at [www.ISVMA.org](http://www.ISVMA.org) or call the ISVMA office.

#### MATERIALS FOR SUBMISSION

When mailing material, submit a printed copy of material in Word format accompanied either by computer disk (3 inch) or CD. Pictures should be approximate in size for inclusion and preferable in black and white glossy print. The editor reserves the right to accept, reject or modify material as deemed necessary to accommodate the publication format. Authors will be notified if the submission is deemed inappropriate. Material submitted will be files unless other arrangements are requested. Opinions expressed by the authors will be their own and not necessarily those of the ISVMA.

#### SUBSCRIPTIONS

Members – no charge, included in annual membership dues  
Non-members - \$75.00 annual subscription

#### DISTRIBUTION

To ISVMA members, student members of ISVMA, University of IL – College of Veterinary Medicine Library, Parkland Junior College Library and Joliet Junior College Library.

#### CHANGE OF ADDRESS

Submit changes in writing to the ISVMA office at 133 South Fourth, Suite 202, Springfield IL 62701. Changes will also be accepted by e-mail at [info@isvma.org](mailto:info@isvma.org).

#### ISVMA BOARD OF DIRECTORS 2004-2005

Executive Director - Peter S. Weber, CAE

President: Dr. Wesley Bieritz

Stateline Hillcrest Animal Hospital 3361 Lynch Court Danville, IL 61834 (217) 442-3088

President-elect - Dr. J.B. Brunetle

Burnham Park Animal Hospital; 1025 South State Street; Chicago, IL 60605; (312) 663-9200

Past-President - Dr. Thomas P. Greiner

Oak Knoll Animal Hospital, LTD; 3113 41st Street; Moline, IL 61265; (309) 762-9474

Treasurer - Dr. Michael Thomas

Teegarden Veterinary Clinic; 2323 Eureka Road; Washington, IL 61571; (309) 444-2311

Board Chairman - Dr. Ronald E. Gill

Gill Veterinary Clinic; RR 1, Box 108A; West Salem, IL 62476; (618) 456-3676

#### REGIONAL REPRESENTATIVES

Region I-Southern Illinois: Kenneth Albrecht DVM, Ronald Gill DVM

Region II – Central Illinois: William Johnson DVM

Region III – Eastern Illinois: Gavin Meardink DVM, Gregory Mauck DVM

Region IV – Mississippi Valley: Thomas Greiner DVM, David Lot DVM, Michael Thomas DVM

Region V – Kankakee Valley: Stephen Durland DVM

Region VI – Northern Illinois: Lloyd Shaw DVM, Roger Peterson DVM

Region VII – Chicago: Steven Cairo, DVM Susan Ferraro DVM, Edward McGinniss DVM, Christine Merle DVM, Sanford Blum DVM

#### AVMA DELEGATES

Richard Hull DVM, George Richards DVM (Alternate)

# EPITOME



THE ILLINOIS STATE VETERINARY MEDICAL ASSOCIATION

August/September, 2004

Vol. XLIV, Number 8

## ISVMA SUPPORTS DR. ROGER MAHR

*Dr. Wesley G. Bieritz, President, ISVMA*

There are select times when the accomplishments of a colleague directly reflect upon the rest of us in the veterinary profession. It was with pride and respect that participants at the recent American Veterinary Medical Association (AVMA) convention witnessed Dr. Roger Mahr's official nomination as a candidate for the office of President-elect of the AVMA.



expenses will help Roger focus on putting the national spotlight back on the State of Illinois!

*\*Please make all contributions payable to the Illinois State Veterinary Medical Association and mark in the memo section of the check that the contribution is for the Campaign Fund for Roger Mahr.*



This is an exciting opportunity for us to talk with our clients, friends and colleagues about the outstanding leadership qualities that Roger will bring to the AVMA and how his leadership will directly impact our profession in the State of Illinois.

Dr. Mahr will spend the next year traveling the country to spread his message of commitment and unity of focus for the veterinary profession. In July 2005, Dr. Mahr seeks to be officially elected at the AVMA convention in Minneapolis. He will then be in line for election to the office of President of the AVMA in July 2006.

Being elected to leadership in a national organization comes with many responsibilities and opportunities. It also comes at a high price to the candidate. In addition to the substantial time commitment, there are numerous travel and incidental expenses that are not reimbursed. We all know that Roger would quietly assume this responsibility on his own, but wouldn't it be a fantastic tribute to our own Illinois candidate to have a fund established by his peers to support his effort?

As president of the Illinois State Veterinary Medical Association, I would like to personally ask you to consider contributing to the Campaign Fund for Roger Mahr\*. A contribution of \$25, \$50 or \$100 to help pay for his un-reimbursed

### We're setting the goal for new members!



## BUILDING RELATIONSHIPS THAT COUNT



Peter S. Weber, CAE  
Executive Director,  
ISVMA

In past issues of the Epitome, we have tried to impress upon veterinarians that there is a clear and present opportunity facing the veterinary profession. Increasingly, state legislatures and the U.S. Congress are being confronted by organizations with legislative agendas that have a profound impact on veterinarians. We can either rise to face the challenge that heightened legislative/regulatory scrutiny presents or let non-veterinarians determine the future of veterinary medicine.

More than 1500 Illinois veterinarians have a collective voice to advance the well-being of veterinarians, animals, the public and the environment. They are members of the Illinois State Veterinary Medical Association (ISVMA). These doctors understand the importance of organized veterinary medicine. There are another 1100 licensed, practicing veterinarians in Illinois that have chosen not to add their voice or their support to the effort. We must all work to help them recognize the substantial and tangible benefit of membership!

ISVMA has a database that includes every elected official representing Illinois. In that database, we are collecting information on relationships veterinarians have with politicians and key staff persons. We need your help to make this database work for the veterinary profession.

Inside this issue of the Epitome is an insert called "Legislative Relationship Form." If you know or have a relationship with an Illinois elected official or key staff person, please take a few minutes to fill out the form and return it to the ISVMA office.

If a specific legislator can be helpful to the veterinary cause, we would like to know any veterinarians that might be able to contact her/him on behalf of ISVMA. This information will be used solely by the ISVMA; your personal information will not be shared with anyone else.

As always, we appreciate your support of organized veterinary medicine through your membership in ISVMA.



## Staff Matters: Dealing with Difficult Clients

By Mark Cantrell

Difficult clients come in so many varieties, from clients anxious about a pet's impending surgery to those upset about their bill, that most practice managers agree it's nearly impossible to plan for every possible scenario. Because mishandling a disgruntled client can have serious repercussions for a practice, veterinary consultants stress the importance of responding quickly and appropriately to these challenges.

### Pay Attention

Rule number one: "Listen, listen, listen!" advised Carin Smith, DVM, owner of the Washington-based consulting firm Smith Veterinary Services. "No one will listen to you until you listen to them. It may be counterintuitive to respond calmly to a client's rant, but doing so can defuse a volatile situation," Dr. Smith said.

"Mitigation is better than damage control," said Cecelia Soares, DVM, MS, a veterinarian and marriage and family therapist in Walnut Creek, Calif. "Just like vaccinations for distemper, there are verbal vaccinations for potential behavior problems," she said. "You can prevent a lot of common complaints by simply giving people information." That includes letting clients know when a doctor is running behind and keeping them informed of any changes in treatment or billing.

"Many clients come to a veterinary hospital with their own idea of what they'll be paying for a service or procedure," said Heather Vittori, hospital administrator at Arroyo Pet Care Center in Lake Forest, Calif. "That's why we make sure every client has a clear estimate. If you don't make it clear from the outset what you're actually charging for, there's a lot of room for confusion."

To that end, Peter Eeg, DVM, of Poolesville Veterinary Clinic in Poolesville, Md., is a firm

(continued on page 5)

# Classifieds □ Classifieds □ Classifieds

(from page 18)

**FULL OR PART-TIME ASSOCIATE VETERINARIAN:** Palatine Animal Hospital: Full or part-time associate wanted for 3 doctor AAHA member hospital in an affluent northwest suburb of Chicago. Base salary and benefits, plus percentage of gross. Reasonable work schedule. No emergencies. Contact Dr. Jim Riordan, 496 W. Northwest Hwy., Palatine IL 60067. Phone: 847/359-1688.

**ASSOCIATE WITH OPPORTUNITY TO BUY IN:** Plum Creek Regional Animal Medical Center is looking for an associate with opportunity to buy in. Located in Illinois (Crete), we are 1/3 mile off of I-394 (straight south on I-90/I-94). Great location - edge of city with 17 acres, a garden and a pond - just 45 minutes south of Chicago and definitely worth a look. 4 year AAHA hospital. Former Merit Award hospital. Wellness is important but we are also diagnostically intense. Ultrasound, flexible and rigid endoscopes, vetscope for otoendoscopy, dental x-ray, tonopen, paperless AviMark computer system, IV pumps, heated surgery table, ICU unit. Consistent Standards of Care followed and expected. Example: All pets get blood pressure monitored with all life cycle consultations and examination, ear, skin cytology. Lots of good stuff and a great staff...even a bowling team called the Rolling Bones. Production based pay and benefits so your sky is the limit. Look at [www.bigredbarn.com](http://www.bigredbarn.com) for a tour. Then contact me, Sam Morris DVM - Hospital Director. If interested, you can email a resume to [drsam@bigredbarn.com](mailto:drsam@bigredbarn.com), fax it to 708-672-9906 or phone: 708-672-9999.

**FOURTH VETERINARIAN:** Tell us where you want to be in veterinary practice in five years and we will do our best to get you there. Modern clinic, equipment and thinking. Contact Dr. Joe Frost at 815-544-0751.

**VETERINARIAN CHIEF OF STAFF:** Chicago North Beach Park Animal Hospital (3-doctor practice) seeks Chief of Staff to lead our team. BPAH offers a busy location, quality clientele, and patient care focus. We are part of VetCor, a family of hospitals with a mission of Clinical Excellence. Standard equipment includes sevoflurane, Cardell monitor, tonopen, IV pumps, pulse-oximeter, in-house lab, VIN, and more. Superior salary, bonus, and benefits including health, 401(k), CE, vacation, paid dues and professional liability. Call 800-711-5073 ext. 171, FAX 781-740-2109, or email [careers@vetcor.com](mailto:careers@vetcor.com).

## **HELP WANTED: TECHNICIANS**

**TECHNICIAN TEAM LEADER:** Join the Dundee Animal Hospital team of 19 doctors and a support staff of 70 plus, and see what makes us the best in the Midwest! We are an AAHA certified multi-location practice built on a 45-year history. All three hospitals with state-of-the-art, new construction are located 40 miles northwest of Chicago in the rapidly growing Northern Fox River Valley.

As the supervisor, the Team Leader position is directly responsible for ensuring the technical support department for our Algonquin location is staffed properly and assigns duties to maintain an organized and efficient operation. The Team Leader is the highest level technician and as such, must possess excellent clinical skills.

Responsibilities include: participating in the interview process, conducting annual performance evaluations, monitoring hospital, housekeeping, training and safety procedures to meet OSHA and AAHA standards, and ensuring all medical equipment is serviceable and staff is trained on preventative maintenance. Candidates must possess prior supervisory and/or management experience in the veterinary or service-related industry. We offer competitive salary and comprehensive benefits - including free vet services!

Send resume and cover letter to Tisha Brown at Dundee Animal Hospital, 199 Penny Avenue, Dundee, IL 60118. By fax: (847) 428 - 8213.

**TECHNICIAN:** Two technicians needed for a rapidly growing practice in Arlington Heights, IL. March Animal Hospital recently moved into a beautiful new facility and we need the right persons to join our staff. Will consider assistants as well as certified techs. We have a great staff, and wonderful clients. Salary based on experience, great benefits package. Please contact Dr. Mindy March at 847/670-8470 or [mmarch51@comcast.net](mailto:mmarch51@comcast.net).

**TECHNICIAN:** Need a change to a challenging and rewarding career? Animal Emergency and Critical Care Center is emerging as one of the area's fastest growing veterinary centers. Located in Northbrook, Illinois, a suburb of Chicago, our professional staff includes board certified neurologist, cardiologist, surgeons, internal medicine specialists and a team of emergency veterinarians. All are committed to providing cutting-edge care 24/7. We are a high energy, high performing organization providing a learning environment for energetic, skilled technicians. Fax Sheri at (847) 564-9604 or e-mail [srothschild@aeccc.com](mailto:srothschild@aeccc.com). Competitive salary and benefits for the right people. Visit our website at [www.aeccc.com](http://www.aeccc.com).

## **PRACTICES FOR SALE**

**SOLO PRACTICES FOR SALE** in areas of Joliet, Springfield and Carbondale. Why wait? The economy is improving! Now is the time to become your own boss! Call Dr. Zydeck at 248-891-3934. Veterinary Practice Sales Group.

**ARE YOU READY TO SELL?** Buyers waiting. Valuations - consultations. Buying or selling, I can help. Call Dr. Zydeck, 248-891-3934. Veterinary Practice Sales Group.

**ESTABLISHED PRACTICE AND BUILDING FOR SALE** on Chicago's northwest side. It has been located in the Portage Park area for 30 years and as such has excellent growth potential. \$625,000.00. Please call the Chicago Pet Clinic at 773-283-4627.

## **SERVICES**

### **PART TIME RELIEF VET AVAILABLE:**

Small Animal Veterinarian able to work part time or do relief work in north central Illinois. Contact Dr. Betty Kjellstrom by phone at 815/795-5006, email at [bann@mtco.com](mailto:bann@mtco.com) or mail at P.O. Box 57, Marseilles IL 61341.

**RELIEF SERVICES:** Burned out? No time for CE or vacation? Extend your maternity leave. Southern Illinois Veterinary Relief Services is here to help. Small or large animal relief. Contact Dr. Michael Bailey by e-mail [mikebailey\\_dvm@yahoo.com](mailto:mikebailey_dvm@yahoo.com) or phone 217-821-6958.

**VETERINARY HOSPITAL DESIGN AND CONSTRUCTION:** New hospitals, additions, or renovation of existing hospitals in Chicago and surrounding communities. Preliminary - facility planning, construction costing, evaluation of potential sites. Design - design, engineering, evaluation of alternatives, permits, documentation for financing. Construction. JF McCarthy phone (708) 547-5096, email [jfmccarthy@ntsourc.com](mailto:jfmccarthy@ntsourc.com)

## **AVMA GROUP LIFE AND HEALTH INSURANCE**

Fred Rothschild, CLU, RHU and David Rothschild have advised over 400 veterinarians. For AVMA Group Life and Health information, underwritten by New York Life Insurance Company, New York, NY as well as your investment needs contact us at 1-800-673-5040 or [frothschild@mony.com](mailto:frothschild@mony.com) for analysis.

## **Policy for Classified Advertising**

Any classified ad purchased will be posted upon receipt on the ISVMA webpage and the next available edition of the newsletter, the "Epitome". The webpage ad will run through the end of the publication date of the "Epitome" in which it will appear. It will be the responsibility of each advertiser to contact the ISVMA for omissions and errors. **MEMBERS:** ISVMA members will pay a discounted rate of \$25.00 for the first 35 words and \$0.25 for each additional word. This is a combined rate for publication on the website and in the Epitome. **NON-MEMBERS:** The rate for any non-member veterinarian is \$40.00 for the first 35 words and \$0.35 for each additional word. In addition, a fee of \$10.00 will be assessed for placement on the ISVMA website. Each advertiser may determine whether they would like to purchase the ad for placement on the web or waive that purchase. There is no option at this time to purchase just a webpage ad for non-members.



# Classifieds □ Classifieds □ Classifieds

## **HELP WANTED VETERINARIANS:**

**HOSPITAL DIRECTOR POSITION:** The Animal Emergency and Critical Care Center, one of Chicagoland's fastest growing 24-hour emergency and specialty referral hospitals, located in Northbrook, Illinois, is seeking a Hospital Director. The clinical staff includes a team of talented and dedicated emergency veterinarians and each discipline of the specialty referral practice is headed by veterinarians board certified in cardiology, internal medicine, surgery, neurology/neurosurgery, and radiology (imaging includes CT, MRI, fluoroscopy). The staff of 85 employees – clinicians, management, and support staff are dedicated to providing cutting edge care 24/7. The hospital director, serving the board of managers of the practice, provides leadership and guidance to the management team and hospital personnel. The director is responsible for a wide range of administrative duties to include, but not limited to, directing the daily business affairs of the practice, establishing and meeting short and long term goals for the practice, budgets, and protocols of the business and practice. The successful candidate will have a proven track record of having successfully served in a leadership capacity in a large, complex veterinary center with at least two of the three major services offered at AECC:24/7 emergency services, critical care services and specialty services. The individual will, at a minimum, have a bachelor's degree with appropriate graduate work/degree highly desirable. We offer a competitive benefits package and salary will be attractive and commensurate with experience. To find out more about the hospital, visit our website at [aeccc.com](http://aeccc.com). Interested candidates may fax resumes to Sheri Rothschild, Human Resource Manager at 847-564-9604.

**VETERINARIAN:** Central Illinois emergency practice in Bloomington/Normal, population 120,000 has position available immediately. Salary commensurate with experience. Generous benefits included. Contact after 6pm @ 309-665-5020 or daytime @ 815-945-7811.

## **INTEGRATIVE MEDICINE VETERINARIAN:**

Arboretum View Veterinary Specialists has an opening for a second veterinarian to join the Integrative Medicine Department. The ideal candidate should have a strong background in general practice medicine and surgery, as well as background in alternative/complimentary medicine. Certification in chiropractic is desired, however individuals with experience in Acupuncture, Physical Rehabilitation, Nutrition, Herbal Medicine or Chiropractic will be considered.

Arboretum View Animal Hospital combines unique design, sophisticated technology and highly skilled, compassionate people to provide the best medical care for animals. Our staff provides education for its members and for referring veterinarians and strives to maintain a pleasant, stimulating work environment. We believe that you would be a beneficial addition to our staff in reaching the vision.

The hospital provides a variety of services including, but not limited to, surgery, radiology, oncology, ophthalmology, emergency and critical care, and integrative medicine. The current staff of specialists includes a board certified surgeon, radiologist, oncologist, certified acupuncturist and an ophthalmologist.

Our facility includes three surgical suites, a full in-house lab, endoscopy, radiology, fluoroscopy, CT, MRI, nuclear medicine, underwater treadmill, an emergency and critical

care department, and more. The hospital is located at the intersections of I-88 and I-355, just 23 miles west of Chicago.

A generous compensation package is offered, including base salary, percentage bonus, health insurance, C.E., association dues and more. Qualified candidates should send resumes to: Cheryl Adams, DVM, Certified Veterinary Acupuncturist, Arboretum View Animal Hospital, 2551 Warrenville Road, Downers Grove, IL 60515. PH: 630-963-0424 FAX: 630-963-0537. Please visit our website and take a virtual tour: [www.arboretumviewanimalhospital.com](http://www.arboretumviewanimalhospital.com).

**FULL- OR PART-TIME VETERINARIAN:** Seeking additional full- or part-time veterinarian for our growing emergency department. Referral hospital includes board-certified specialists as well as board-eligible specialists. AAHA facility includes three surgical suites, full in-house lab, endoscopy, CT and more. Daytime emergency shifts will be available. Full-time compensation package including base salary, percentage bonus, health insurance, CE and more. Send resume to Alexis Newman, DVM, 2551 Warrenville Road, Downers Grove, IL 60515. Phone: (630) 963-0424 Fax: (630) 963-0537 Website: [www.arboretumviewanimalhospital.com](http://www.arboretumviewanimalhospital.com).

**ASSOCIATE VETERINARIAN:** Established, AAHA-certified, 10-doctor practice seeking dedicated, team-oriented Associate Veterinarian. 50-year practice offers latest treatments and equipment - voted one of Chicago's best clinics! 60 service-oriented employees offer compassionate quality care. Contact Dr. Sheldon Rubin, 3219 North Clark Street, Chicago IL 60657, email [blumvet@aol.com](mailto:blumvet@aol.com).

**ASSOCIATE VETERINARIAN:** Chicago Cat Clinic welcomes an enthusiastic, motivated associate for three-doctor, AAHA member hospital with excellent client base. Communication skills, dedicated client interaction and interest in progressive medicine a must. Benefits include profit sharing, health insurance, vacation; salary commensurate with experience. Long-term relationship desired. Contact Dr. John Nordwall, Chicago Cat Clinic, 5301 W. Devon Ave., Chicago, IL 60646, 773-631-5331 or e-mail [jdndvm@yahoo.com](mailto:jdndvm@yahoo.com).

**FULL-TIME ASSOCIATE:** Cleveland Veterinary Clinic: Newly opened (July 2004) facility in So. Elgin seeks two full-time associates to join professional staff. Need one individual who loves surgery, second doctor whose primary interest is internal medicine. No after hours emergency. Dog lovers encouraged to apply! Attractive salary and benefits package. Send resume to Dr. Cleveland: Fax 847-717-0344, e-mail [JLCDVM@comcast.net](mailto:JLCDVM@comcast.net) or call 847-697-4066.

## **FULL-TIME ASSOCIATE VETERINARIAN**

**FULL-TIME EMERGENCY VETERINARIAN:** General Practice and Emergency – Working as a Patient Care Team! Join the Dundee Animal Hospital team and see what makes us the best in the Midwest! Located in the Northwest Suburbs of Chicago, our general and emergency practice currently employs 17 general practitioners, 3 emergency veterinarians and a well-trained, motivated support staff of 70+ team members. We are AAHA certified and have a superior reputation that is built on a 45-year practice history. Our three hospitals with state of the art, new construction are located in East Dundee, Elgin and Algonquin. We see a large volume of both

internal and external referrals in our emergency practice, which is located at our Dundee hospital. We offer patient hospitalization only – no boarding or grooming.

A new associate's responsibilities would include outpatient care, surgery and dentistry. Reap the benefits of having an internal emergency care staff for 24 hour monitoring of your patients, as well as a Practice Administration Team to support the medical professionals' needs.

The emergency veterinarian's position will compliment an existing staff of emergency doctors and support staff specifically trained in emergency medicine. Responsibilities include the treatment of emergency patients from our three hospitals and other area hospitals with an average caseload of 7 - 11 patients per night, or 10 - 15 patients on the Sunday day shift. Other duties involve surgery and the monitoring and continual care of all admitted and transferred hospitalized patients.

Our focus at Dundee Animal Hospital is on teamwork, flexibility, and dedication to quality care. We treat each animal as if it were our own, with great compassion and unsurpassed professionalism. Be an active member of this unique organization and contribute to shaping the future of the practice! If you are interested in more information regarding this opportunity, contact our Practice Administrator, Debra Sisson at Dundee Animal Hospital, (847) 428 - 6114. FAX: (847) 428 - 8213. E-mail: [dsisson@dundeeanimalhospital.com](mailto:dsisson@dundeeanimalhospital.com).

## **PART TIME/FULL TIME VETERINARIAN:**

Veterinarian for Illinois Racing Board. An enthusiastic and energetic veterinarian is required for part time/full time opportunity at a Southern Illinois Race Track. Age or youth no bar if you are interested in an equine racing environment. The ideal veterinarian for this position would have a desire and the skills to take on a managerial role. Contact Domenic Di Cera, Illinois Racing Board, 100 W. Randolph Street, Suite 11-100, Chicago IL 60601. Phone: 312/ 814.8787.

**ASSOCIATE VETERINARIAN:** Associate Veterinarian needed for a rapidly growing practice in Arlington Heights, IL. March Animal Hospital recently moved into a beautiful new facility and we need the right professional to join our staff. We have a great practice with terrific staff, lots of new equipment, and wonderful clients. Salary based on experience. Great benefits package to include: 2 week paid vacation, association dues, health, dental and malpractice insurance, CE tuition paid as well as additional time off for CE. Please contact Dr. Mindy March at 847-670-8470 or by email at [mmarch51@comcast.net](mailto:mmarch51@comcast.net).

## **FULL-TIME ASSOCIATE VETERINARIAN:**

North Avenue Animal Hospital - 4 doctor, AAHA accredited hospital is looking for full-time associate. New, fully equipped facility with excellent support staff & clientele. Dogs and cats only. We're looking for a compassionate, personable team player that loves working with people and pets. Competitive salary & benefits. Great location in the heart of Bucktown. 1901 W. North Ave., Chicago. Please contact Marie (773)252-3739 M-W-F only, 10am-5pm.

*(continued on page 19)*

## MAHR TO RUN FOR AVMA PRESIDENT-ELECT

Small animal practitioner Dr. Roger K. Mahr announced his candidacy for 2005-2006 AVMA president-elect during the AVMA Annual Convention in Philadelphia.

Dr. Mahr envisions the future of veterinary medicine as full of great responsibilities and opportunities. Meeting those challenges and reaping the rewards, he said, will require the profession to be unified.



Roger K. Mahr, D.V.M.


“As fellow leaders and colleagues of our profession, we can be justly proud of our rich heritage of over 141 years of organized veterinary medicine,” Dr. Mahr said. “Although it is certainly fitting to reflect on and honor our legacy, our tremendous accomplishments, and where we are today, it is far more important to keep looking to the future, knowing that our past will always be a part of our future.”

Dr. Mahr received his DVM degree in 1971 from Iowa State University. Since 1974, Dr. Mahr has owned and operated Meadow View Veterinary Clinic in Geneva, Illinois.

Dr. Mahr has always strived to serve the profession. He has been a member of the Illinois and Chicago VMAs for more than 30 years and was president of both associations. Additionally, he is a member of the Illinois Academy of Veterinary Medicine, and for eight years, he served on the Illinois Veterinary Licensing and Disciplinary Board, including two years as chairman.

On the national level, Dr. Mahr currently sits on the AVMA Executive Board, representing AVMA members in Illinois, Indiana and Wisconsin. He is a member of the American Association of Bovine Practitioners and American Association of Food Hygiene Veterinarians. Dr. Mahr also served a three-year term on the board of directors of the American Veterinary Medical Foundation.

Dr. Mahr said being a leader is a responsibility and a privilege. “I have always considered serving our profession to be my obligation, and I certainly have accepted it as an honor to do so now,” he said.


The Illinois State Veterinary Medical Association endorsed Dr. Mahr and is excited and honored to have one of its great leaders and loyal members rise to such a high level of distinction both nationally and internationally. Dr. Mahr’s campaign will continue until the AVMA Annual Convention in Minneapolis, Minnesota in July 2005. 

## ALF, ELF Called “Domestic Terrorists”

Speaking at the North American Meat Processors Association's conference, two FBI agents called the Animal Liberation Front and the Earth Liberation Front "domestic terrorists" that direct their attacks at the meat, fur, medical and automobile industries, according to an article on Meatingplace.com.

On their Web sites, the groups, of which members usually stay anonymous, take credit for acts of vandalism at facilities often involved in animal research or production.

People claiming to be with the ALF claimed responsibility for the destruction of a research laboratory at the Louisiana State University School of Veterinary Medicine late last year.

The agents said that People for the Ethical Treatment of Animals, another animal rights group, is not considered a terrorist group but that financial links between PETA and the ELF has been established. 

— Reprinted with permission of Veterinary Practice News (<http://www.vetpracticenews.com/vpn/>)

---

TO PLACE YOUR AD  
IN THE EPITOME,  
please contact ISVMA  
at 217-523-8387!

---

# EPITOME News & Notes

## MEMBER DATABASE CONTACT INFORMATION

Thank you to all our members for completing the information updates that were part of the annual membership renewal process. The benefits of accurate contact information are obvious. One such benefit is being able to receive the annual convention information from our office each year.

Now that our member database is accurate, we are asking for your assistance in helping us update our data for the technical and support staff at your clinics, hospitals, and offices. The list that we currently utilize for the non-DVM attendees at convention is still outdated. We are asking that you please post a notice for your staff with our request for contact information. For your convenience, we've made the following announcement for you to copy and post in your place of work. Thank you for your assistance in this matter.

### **PLEASE NOTE:**

The ISVMA is currently in the process of updating its files for non-DVM individuals who are interested in being placed on the mailing list for its 2005 Annual Convention.

If you attended the last convention, your name is currently on our mailing list.

If you did not attend convention, your name has been purged from the database and needs to be added back in.

Please contact the ISVMA office by phone (217) 523-8387, fax (217) 523-7981 or e-mail at [info@ISVMA.org](mailto:info@ISVMA.org) with your current contact information. We'll be pleased to include you in our convention mailing.

## TENNYSON RETIRES FROM AVMA

Arthur Tennyson, VMD, assistant executive vice president of the American Veterinary Medical Association (AVMA), retired after more than 26 years of service to the association. Dr. Tennyson joined the AVMA in 1977 as its director of the Membership and Field Services Division, a position in which he remained until being appointed to the assistant executive vice president role in 1996. Before his work with the AVMA, he was a mixed-animal practitioner and part-owner of a veterinary practice in Vermont. He also served in the U.S. Air Force from 1958 to 1970. The AVMA reports that Janet Donlin, DVM, is finishing Tennyson's term, which ends this month.



### **How to Login to the Member Center**

Username = Your Last Name (ex. Smith)  
Password = Work Phone (ex. 2175238387\*)

## The Illinois Council on Food and Agricultural Research

### **History of C-FAR**

Started in FY96 to advance Illinois' research capacity, C-FAR is an extraordinary partnership of Illinois citizens who have come together in a collaborative effort to strengthen Illinois' food, agriculture and related sectors. It is responsible for the integration of research created across the Illinois' University systems and several other research entities across the state of Illinois. This relationship provides exceptional opportunities to share data and avoids duplication of research. It brings the very best scientists together and provides countless collaborative opportunities.

C-FAR research initiatives have allowed successful leveraging of additional funding. Each \$1 in appropriated funding via C-FAR has been leveraged to obtain approximately \$4 in matched funding. (C-FAR Connection, Spring 2004) Research that begins through a C-FAR initiative is often the base level, the seed funding, that allows a research program to begin. Upon maturity, the research findings can illustrate the need for additional research and garner funding from outside sources either at the federal level and/or from corporate America.

### **ISVMA and C-FAR**

ISVMA has been a member of C-FAR since 1998. Dr. Richard Hull is the ISVMA's voting delegate and serves as a working group representative to the Agricultural Production Systems Working Group. Additionally, two other ISVMA members serve as representatives to the working groups. They are Dr. Randy Larson, the Human Nutrition and Food Safety Working Group and Dr. Byford E. Wood, the Natural Resources Working Group.

(continued on page 9)

## Epitome Advertising Rates/Requirements

### - Advertising Rates and Mechanical Requirements:

<u>Ad Size</u>	<u>Dimensions</u>	<u>Rates</u>
1/4 Page	3 3/4"x4 3/4"	\$300 per issue
1/2 Page Vertical	3 3/4"x9 1/2"	\$500 per issue
1/2 Page Horizontal	7 3/8"x4 3/4"	\$500 per issue
Full Page	7 1/2"x9 3/4"	\$900 per issue

### - Deadlines:

<u>Issue</u>	<u>Insertion Orders</u>	<u>Camera-ready Copy</u>
December	11/15	11/15
February	1/15	1/15
April	3/15	3/15
June	5/15	5/15
August	7/15	7/15
October	9/15	9/15

### - Publication Trim Size: 8 1/2" x 11"

- **Design Restrictions:** 2-color (PMS#876 and reflex blue) option; screens accepted; no bleeds

- **Business Policy:** Agency Commission:15% to recognized agencies. Terms: Net 30 days from date of invoice

### - Editorial Standard

The ISVMA is the sole judge of suitability of advertisements for the EPITOME and acceptability is based upon strict legal, social, professional and ethical standards.

- Advertising should be for products or services related to the veterinary profession.
- The tone, content and appearance of advertising must be in keeping with the technical and professional nature of the *EPITOME*.
- Advertisers are encouraged to describe products in an accurate and complete manner. The ISVMA reserves the right to refuse advertisements that could be considered misleading or that are deemed not to be in the best interests of the membership.
- The publisher reserves the right to refuse advertising that promotes a regulated product or service which does not have the appropriate official approval of licensing agencies of the Federal Government.
- The ISVMA reserves the right to restrict the size of advertisements or to refuse advertisements in order to remain in compliance with the policy that the area of the EPITOME containing advertisements does not exceed the area devoted to text.

Conditions, printed or otherwise, that do not meet these standards will not be binding on the publisher. These guidelines are for the use of ISVMA personnel, as well as advertisers, responsible for enforcing and adhering to the policy.

### - Mailing Instructions:

All advertising contracts, correspondence, insertion orders and camera ready art should be sent to:

Illinois State Veterinary Medical Association, 133 South Fourth Street, Suite 202, Springfield, IL 62701, (217) 523-8387

Editor: Peter S. Weber, CAE



## Distemper

---

## Adenovirus

---

## Parvovirus

---



Dear Doctor,

*More than four years ago, Fort Dodge initiated a long-term vaccination challenge study to determine if three main canine antigens, canine distemper virus (CDV), canine adenovirus type 2 (CAV2) and canine parvovirus, protected for three years. These studies were conducted under strictly controlled laboratory conditions to ensure the best possible evaluation of the product. The forty dogs in this study were isolated during the entire study period to eliminate any possible outside influences on their response to challenge. The purpose of this study was to review the latest information our Research and Development Department has generated on strains of CDV, CAV2 and CPV.*

*Results indicated that three years after vaccination, the antigens of CDV, CAV2 and CPV in Duramune<sup>®</sup> Adult all demonstrated a high degree of efficacy against virulent challenges of canine distemper virus, infectious canine hepatitis virus (CAV1) and canine parvovirus. The USDA has allowed Fort Dodge to reference this data on the vaccine label and include it on the package insert for Duramune<sup>®</sup> Adult.*

*The foundation of a sound preventative health program includes twice-a-year visits, comprehensive wellness exams and appropriate vaccinations. For most diseases and most dogs, annual protocols will continue to be the standard, based on a thorough assessment of disease risk. If risk assessment indicates a modified protocol is appropriate, use Duramune<sup>®</sup> Adult with confidence because it is backed by three-year challenge data to support your recommendations.*

*The Responsible Healthcare for Pets (RHP) Program, developed by Fort Dodge, provides tools to assist you in educating your customers about vaccines. Your Fort Dodge Territory Manager can provide you with additional information about vaccination protocols and the RHP program.*

Mike LaRosh, DVM  
Director, Professional Services  
Fort Dodge Animal Health

## Duramune<sup>®</sup> Adult...

### ...has challenge data

Fort Dodge has licensed the first and only vaccine with three-year challenge data for distemper, adenovirus and parvovirus\*.

### ...has a guarantee

The Duramune<sup>®</sup> Adult Guarantee is your assurance of support from Fort Dodge Animal Health. This guarantee offers coverage for any dog that completes a primary vaccination series with Duramune<sup>®</sup> Max vaccines, followed by a one-year booster program with Duramune<sup>®</sup> Adult.

### Schedule an appointment

Please contact your Fort Dodge Animal Health representative or distributor partner for more information on Duramune<sup>®</sup> Adult.

\*Data on file with USDA



## ISVMA Committee Members

*"We all make up the fabric that is AVMA, and the common thread running throughout the association is our commitment to one another."*

— Bruce W. Little, DVM, Executive Vice President of the AVMA, AVMA 2003 Annual Report.

Dr. Little's wisdom describes any successful and viable association. ISVMA members enjoy the benefit of the selfless contribution of colleagues who share their talent and effort through volunteering for ISVMA leadership positions.

Each month, we'll be introducing a committee or committees that are actively at work for the ISVMA. There are currently 17 committees carrying out essential duties. Each meets at different times and locations throughout the year. Reports are routinely forwarded to the Board of Directors to mark progress. Membership in each committee is by annual appointment of the ISVMA President. For a complete listing of ISVMA committees, visit the ISVMA's website at [www.isvma.org/committees.htm](http://www.isvma.org/committees.htm).

### MEMBERSHIP COMMITTEE

The 2004-2005 Membership Committee is comprised of 12 members. Chaired by Dr. Kenneth Albrecht, the committee is working to support the staff in an effort to reach 2000 members by July 1, 2007. ISVMA had 1524 members as of July 13, 2004 – up from 1340 at the beginning of the year! The committee will also review and make recommendations on member benefit programs, member retention and dues structure.

*Members of the committee are:*

Committee Chair: Dr. Kenneth Albrecht, Newton IL 62448, Region 1  
 Committee Members: Dr. Joanne Carlson, Rolling Meadows IL 60008, Region 7; Dr. Joyce Eisold, Bloomington IL 61701, Region 3; Dr. Kathleen Heneghan, River Grove IL 60171, Region 7; Dr. Patricia Holm, Rockford IL 61101, Region 6; Dr. Nancy Kucera, Anna IL 62906, Region 1; Dr. Rosemary LoGiudice, Schaumburg IL 60173, Region 5;

*(continued on page 11)*

## Staff Matters

*(from page 2)*

believer in itemizing charges rather than lumping them together on a client's bill. "Many people don't have a clue about exactly how involved and advanced veterinary medicine is today," he said. "In those few cases where you have to deal with a disgruntled or irate client, it makes it much easier if you can point out specifically what was done."

### Staff Training

Aware that his staff is often the first to encounter a difficult client's undesirable behavior, Dr. Eeg trains his staff to first listen carefully to the person's concerns, then convey them to the clinician on duty. At Carolina Veterinary Specialists Medical Center in Charlotte, N. C., hospital director Doug Swain is the point person for clients' complaints. "The support staff does what they can to placate disruptive clients, but if the situation really gets out of hand, we separate them from the public part of the building, put them in the conference room or library and talk to them there," Swain said.

In the case of telephone complaints, Swain records the client's concerns, writes down the client's comments on a complaint form then consults with the doctor or support person involved in the incident. "Even if our staff feels that things have been misconstrued in some way, it's important for us to understand how the client views the situation. Often, simply listening to the client's story and assuring them that we have a process for dealing with their feedback is enough. In some cases, we may even end up refunding money," he said.

Dr. Soares believes in-house training is best for most practices, although most national veterinary conferences and many state and regional conferences have a track or two that addresses dealing with unruly clients. Training staff in their own environment is generally less expensive than attending an off-site session, even if a human-relations education firm is brought in, since many more staff members can be trained at one time. Smith advocates role-playing, which gives employees experience with client interaction without the stress of an actual confrontation.

### Discounts, Rebates and Refunds

While not all veterinarians and practice managers agree it's the right course to take, offering refunds and discounts can often placate clients who are upset about fees. Vittori authorizes the front office staff to allow small discounts or rebates in those cases where nothing else is working, and she reports a significant success rate with the program.

Smith supports this policy, maintaining that it makes a practice run more smoothly.

"If a client has a gripe that could be solved with, say, cutting \$5 off the bill, the employees should not have to wait until they can get together with the office manager for permission," she said. But, added Smith, there should also be controls in place to make sure a discount policy is not misused. "The amount of money an employee is empowered to offer should be specified by the office manager," she said. "If an employee ends up giving lots of \$5 concessions, then the office manager should re-evaluate the staff training on handling complaints."

### "Flypaper" Clients

The subject of "difficult" clients usually brings to mind angry verbal exchanges and hurt feelings, but Soares notes there is another type of client who can be just as disruptive: the one who won't leave or get off the phone. Sometimes these are lonely people who thrive on the attention they and their pets receive at a veterinary clinic or hospital; others may simply like to talk. Either way, they slow the progress of what is usually a very busy day for most staff members.

"Maybe it's a widow who calls every couple of days and needs to talk, and the receptionist chats with her for 20 minutes or half an hour because she feels sorry for her," Soares said. "You want

*(continued on page 15)*

## MESSAGE FROM DEAN HERBERT WHITELEY

*University of Illinois College of Veterinary Medicine*



I am so pleased to be invited to extend the partnerships between ISVMA and our College through a regular column in the handsomely redesigned Epitome. The ISVMA and its members are crucial allies for mentoring students, serving on advisory boards, supporting student scholarships and other programs, and referring cases to our teaching hospital. I will use this space in future issues of the Epitome to highlight faculty and programs of interest to Illinois practitioners and to share news about the College.

In my inaugural column, I'd like to introduce two key members of our leadership staff. On August 1, 2004, Dr. Peter Constable, Professor in the Food Animal Reproduction, Medicine, and Surgery (FARMS) Section, took on the role of interim head of the Department of Veterinary Clinical Medicine. (Congratulations go to former department head, Dr. Warwick Arden, who was recently tapped to become dean at the College of Veterinary Medicine at North Carolina State University).

In addition, Renée Mullen has been named our new Assistant Dean for Advancement. She brings a wealth of experience from the University of Illinois College of Engineering to a position long held by Terry Rathgeber, who retired at the end of last year. Renée has the advantage of some familiarity with our College, since she is married to Dr. Constable.

I hope many of you will find an opportunity to meet both Peter and Renée in the near future. You can give them a call any time or plan to say hello at Fall Conference, this year slated for October 14 and 15.

On the evening on October 14, there will be a reception and brief awards program. Dr. Ted Lock, who retires this summer after 30 years in our equine theriogenology service, will also be recognized. A full listing of Fall Conference speakers and events is available on the Web at <http://www.cvm.uiuc.edu/ope/fallconf/>.

If you have any comments or questions, please contact me at [dean@cvm.uiuc.edu](mailto:dean@cvm.uiuc.edu).



### Residents and Interns Joining the Veterinary Teaching Hospital in 2004:

*Residents (listed by area of interest)*

**Cardiology:** Dr. Marco Margiocco, Italy; **Dermatology:** Dr. Andrew Lowe, Ontario;  
**Dentistry:** Dr. William Krug, Ohio State; **Equine:** Dr. Jennifer Barrett, Cornell; Dr. Britany Benson, Ross; **FARMS:** Dr. Gabriel A. Calderon, Argentina; Dr. Daniel Orellana, Venezuela;  
 Dr. Ricardo Stockler, Brazil; Dr. Saara C. Scolari, Brazil; **Imaging/Radiation Therapy:**  
 Dr. James F. Naughton, Purdue; **Oncology:** Dr. Lorin Hillman, Auburn;  
**Ophthalmology:** Dr. Amity Huskey, Tennessee; Dr. Erica L. Tolar, Illinois;  
**Small Animal Internal Medicine:** Dr. Brett Wasik, Illinois;  
**Small Animal Surgery:** Dr. Elizabeth Rawson, Tufts; Dr. Kahrma Wagner, Florida.

*Interns (listed by area of interest)*

**Equine Medicine/Surgery:** Dr. Karissa Kaufmann, Kansas State; **FARMS:** Dr. Dean K. Fahlman, Kansas State; Dr. Dustin Zimmer, Ross; **Small Animal Medicine:** Dr. Michael Adkesson, Illinois;  
 Dr. Jason Arndt, UC-Davis; Dr. Kimberly Burks, Ross; Dr. Kathleen Ham, Michigan State;  
 Dr. Manuel Kanter, Ohio State; Dr. Ingar Krebs, Colorado State; Dr. Joshua Rexing, Purdue;  
 Dr. Amanda Schnitker, Iowa State; **Specialty Medicine/Oncology:** Dr. Jackie Wypij, Cornell.

## ILLINI Alumni Reunions

A number of classes plan to celebrate milestone reunions this fall. For more details, contact the College at [advancement@cvm.uiuc.edu](mailto:advancement@cvm.uiuc.edu) or the class member(s) listed:

### Class of 1954

Contacts: Drs. Hal Heffernan,  
Dave McQueen, Jim Nadler,  
Don Strombeck, Walt Zuschlag

Sept 22-23

College of Veterinary Medicine, Urbana

### Class of 1964

Contacts: Drs. George Doering,  
Joe Dorner

Fall Conference, Oct 15  
Urbana Country Club

### Class of 1974

Contacts: Drs. Clyde Dunphy, Al Kreher

Fall Conference, Oct 13-14  
Hospitality suite at Hawthorn Suites,  
Champaign Dinner, (Location TBD)

### Class of 1979

Contact: Dr. Delores Lipton  
Fall Conference, Oct 14 (following  
alumni awards ceremony)

The home of Dr. Delores Lipton,  
Champaign

### Class of 1994

Contact Chuck Wiedmeyer

Fall Conference, Oct 15  
The home of Dr. Allan Paul, Champaign



## Renewal

(from page 13)

submit your address change online at [https://www.ildpr.com/CHG\\_INFO/](https://www.ildpr.com/CHG_INFO/) or in writing to Division of Professional Regulation, LMU1, 320 West Washington Street, 3rd Floor, Springfield IL 62786.

Although state law requires just two year's worth of CE to renew a veterinary license, each DVM is required by law to maintain their CE records for 5 years. This is done to insure that records are available if a license renewal and/or supporting claim to CE hours are audited. The ISVMA has been designated a recorder of veterinary CE's in Illinois by the Department of Professional Regulation. What that means to you, an ISVMA member, is that we will maintain copies of all CE's forwarded to our office, compile a report totaling CE's and validate member approved hours to the IDPR during an audit.

At the date of printing, the ISVMA office was completing the database of all CE received for the prerenewal period. By September 1, 2004 a report can be forwarded to each member upon request of all recorded CE. Contact Brenda Weber by calling 217/ 523-8387 or e-mailing at [Brenda@ISVMA.org](mailto:Brenda@ISVMA.org) for your report.



TO PLACE YOUR AD  
IN THE *EPITOME*,  
please contact ISVMA  
at 217-523-8387!

## Staff Matters

(from page 5)

people who are sensitive like that working for you; the trick is to support the client and still fulfill the needs of the practice. Those are good things to bring up in staff meetings. Maybe someone from the practice can call at a convenient time and give her a few minutes of support."

### Honesty: Still the Best Policy

Unfortunately, sometimes the client is complaining for good reason. Despite best intentions, mistakes do happen. When they do, the best course is to simply own up to the error and offer to make amends. Vittori recalls an instance where a client had ordered the testicular implants known as Neuticles for her dog; when the package arrived, Vittori put it in the inventory coordinator's inbox, not realizing what it contained. The inventory person was out for a few days, so when the Neuticles couldn't be located and the surgery had to be cancelled, the client became upset.

When Vittori remembered the package, she called the client to apologize. "I just explained flat-out that I had messed up and put the package in his inbox, not realizing it was the Neuticles because it was in a different type of packaging," she said. Vittori offered a free night's post-surgical stay for the client's dog, which she happily accepted despite the fact she had often been a difficult client in the past.

"I think she appreciated the fact that I didn't give her a runaround story," Vittori said. "I could have said that the company messed up and took longer than we expected to get the package to us, but I think she appreciated the fact that human error happens and we did what we could to make it work for her."

### The Firing Line

Sometimes, however, no effort seems to be enough to satisfy a client. Anyone who works with the public for very long learns there is a small minority of people who almost seem to enjoy being disruptive and aren't happy with any attempt to mollify them. After several negative experiences with the same antagonistic pet owner, many practices decide they simply can no longer afford to spend the time and energy it takes to deal with such negativity. In these cases, a "firing" is in order.

"One client had seven dogs, two of which had heartworms and were given medication," Soares recalled. "He insisted the practice give him medication for the other five without being seen by the veterinarian, which is against practice policy, not to mention state law. He wouldn't take no for an answer. The veterinarian finally had to tell him to leave the clinic."

"Certain behavior should be defined as unacceptable," Smith said. "Usually, a one-time episode is not sufficient to fire a client, but it could be if the incident is severe enough." Vittori uses a form letter to inform the pet owner that despite the hospital's best efforts, its services don't seem to be working for the client; the form letter includes a list of alternative veterinarians. Egg sends a letter explaining the reason for the expulsion, followed by a phone call.

In some cases, the receipt of such a letter has an almost magical moderating effect on a client's attitude. "We've had a couple of clients beg us not to fire them—suddenly they're willing to do whatever it takes to make it work for both parties," Vittori said. Soares stresses the most important element in dealing with difficult clients is staff support. "Human hospitals have social workers, but in veterinary medicine the job of dealing with difficult people often falls to people who aren't trained for it," she said. "Our vocation attracts people who are very dedicated, but if you don't back them up you won't keep them. I can't think of anything that will bring a practice crashing down around your head faster than not supporting your employees."



Reprinted with permission of *Veterinary Practice News* (<http://www.vetpracticenews.com/vpn/>)



## AVMA REVISES TECHNICIAN PROGRAM STANDARDS

Substantive changes were made to the accreditation standards for veterinary technician training programs at the spring meeting of executive board members of the American Veterinary Medical Association. The changes came following a two and a half year review of current standards by the association's Committee on Veterinary Technician Education and Activities.

While many changes were made for the sake of clarity and organization, other changes revised, created or eliminated guidelines.

Notably, a new standard was created regarding resources for clinical instruction. The new standard deals with animal resources, animal use records and the use of off-campus clinical instructional sites and resources. Animal resources were previously included under the now-amended 'Physical Facilities and Equipment' standard.

"Animals are a big part of the training, and we didn't have a place for them," said Gary Leff, DVM, assistant director of AVMA's education and research division. "We called them equipment and facilities, which they're not."

The standard, as written, requires animals be available for use in teaching, but prohibits the overuse of animals or violations of humane care standards.

"The use of models and other alternate methods of teaching should be considered, as long as the goals and requirements of the curriculum are met," reads the standard.

In addition to the new standard, the board decided to eliminate the requirement that veterinary technology programs offer continuing education, similar to the change made in 2002 that removed this requirement from veterinary colleges.

Dr. Leff said that when the standards were originally developed, which he estimated was around 25 years ago, there was a shortage of such programs that does not exist anymore. "[Continuing education] is a wonderful thing to do; we're just not going to require it anymore," Leff said.

While developing the revised standards, AVMA officials sought input from the Association of Veterinary Technician Educators and people operating the veterinary technology programs.

One of the changes emerging from this collaboration appeared in the standard on curriculum and its appendix. These guidelines were revised to emphasize critical thinking skills in addition to the simple learning of certain tasks.

In addition, distance learning program guidelines were eliminated, making these programs subject to the same standards as traditional programs.

Changes were made to the standard for faculty as well. Programs are now required to employ a full-time veterinary technician. The revisions also alter the requirements for individuals teaching certain classes, and clarifications were made to the position of program director.

The new standards can be found at [www.avma.org](http://www.avma.org) by clicking on 'AVMA Educational Resources' under the heading 'Education' and checking out the links under 'Resources for Veterinary Educators.'




---

**Your veterinary services could be highlighted here for as little as \$300 an issue!**

**TO PLACE YOUR AD IN THE *EPITOME*, please contact ISVMA at 217-523-8387!**

---

## THE 85TH FALL ANNUAL CONFERENCE FOR VETERINARIANS AT THE UNIVERSITY OF IL - COLLEGE OF VETERINARY MEDICINE

If you haven't already done so, mark your calendars! Fall Conference is coming and early registration discounts end September 24. The conference has scheduled events beginning on Wednesday, October 13th with the Investiture Program and ending Saturday, October 16th with the Illini football game.

Up to 12 hours of continuing education can be obtained during sessions on Thursday, October 14th and Friday, October 15th. Thursday sessions begin at 10:00AM and run until 5:00PM. Friday sessions begin at 8:00AM and are dismissed at 3:00PM.

Licensed veterinarians and their spouses are invited to attend this event. Register by September 24 for a \$50 discount and register online for an additional \$20 discount. Registrations received by the deadline will be confirmed with a postcard or by email. Advance registration is required for all program sections.

Visit online to register at <http://www.cvm.uiuc.edu/fallconf/>. You can also obtain registration information and forms by contacting the College. Call the Office of Public Engagement at 217/333-2907.

For more information on programs and conference speakers, visit the conference website at <http://www.cvm.uiuc.edu/ope/fallconf/>.

## RENEWAL OF VETERINARIAN LICENSE & CONTINUING EDUCATION

The renewal period for veterinary licenses is nearing. On January 31, 2005, every DVM license will expire and the mandatory 20 continuing education credit hour requirement will need to be fulfilled. As set forth in the Rules For The Administration Of The Veterinary Medicine And Surgery Practice Act Of 1994, Part 1500:

"Each person who applies for renewal of a license as a veterinarian is required to complete 20 hours of continuing education (CE) relevant to the practice of veterinary medicine and surgery during the prerenewal period." (Section 1500.25 Continuing Education, a.1.) "A maximum of 10 hours CE credit may be earned for completion of self assessment examinations in 'Compendium for Practicing Veterinarians,' sponsored by Veterinary Learning Systems, or by completing any other approved method of self-study." (Section 1500.25 Continuing Education, a.4.)

The question has been raised regarding when the clock starts on CE. The Rules state that the hours must be completed during the pre-renewal period. This prerenewal period is defined as the 24 months preceding January 1 in the year of the renewal. In confirming this information with the ISVMA's liaison to the Illinois Department of Financial and Professional Regulation, Dan Harden, this means the prerenewal period is January 1, 2003 through December 31, 2004.

For College of Veterinary Medicine 2004 Graduates, the administrative rules specifically state that the continuing education requirement is not applicable for this first renewal. (Section 1500.25 Continuing Education, a.3.)

*(continued on page 13)*

### *Earning a special mention ...*

Be a part of Illini history by attending The Investiture Program scheduled for Wednesday, October 13th at 4:00PM. The College invests its first endowed chair holder, Dr. Paul Cooke. Dr. Cooke holds the Field Chair in Reproductive Biology and is an international leader in research into the basic mechanisms of reproduction. A reception will follow at 5 pm. Please R.S.V.P. to the Office of Advancement at 217/333-2762.

Thursday evening, October 14th, meet and greet at the Evening Social Hour in the courtyard outside the Large Animal Clinic auditorium at 5:00PM where there will be beverages, hors d'oeuvres, and raffle prizes.

At 5:30 the party will move to the Large Animal Clinic Auditorium for the College/Alumni Awards Ceremony, where the Auxiliary to the Illinois State Veterinary Medical Association will award \$1,000 scholarships to veterinary students, the Alumni Association and College will jointly present the 2004 Dr. Erwin Small Distinguished Alumni Awards and the Special Service Award, and Professor Ted Lock will be recognized in honor of his retirement.

## WELCOME!

ISVMA would like to welcome the following 123 new and returning members (who joined between May 14, 2004 and August 10, 2004). ISVMA is still growing toward the Board established goal of 2000 members by July 1, 2007. Please help us spread the news about the many benefits of membership in ISVMA – where dues are an investment that pays *tremendous* dividends!

### *Our New ISVMA Members:*

Dr. Laurie H. Aalbue  
 Dr. Heather Adams  
 Dr. O. Wayne Adams  
 Dr. Michael J. Adkesson  
 Dr. Matthew C. Allender  
 Dr. Mihai G. Aluas  
 Dr. Michael Bailey  
 Dr. Erin Baird

Dr. Patrick D. Baker  
 Dr. Andrea M. Baley  
 Dr. Heather Bixler Barnes, VMD  
 Dr. Alissa Behrstock  
 Dr. Cathy A. Best  
 Dr. Erin J. Blakemore  
 Dr. Nancy L. Blondin  
 Dr. James W. Bollmeier  
 Dr. Lara G. Borgerson  
 Dr. Pam Boutilier  
 Dr. Donald A. Brainard  
 Dr. Daniel C. Buller  
 Dr. Rebecca Buraglio  
 Dr. Brenda Burnham-McQuillan  
 Dr. Gail A. Bushur  
 Dr. Ryan P. Church  
 Dr. Sherrie G. Clark  
 Dr. Carolyn Clayton  
 Dr. Peter D. Constable  
 Dr. Karren C. Crownhart  
 Dr. Elizabeth A. Czerwonky

Dr. Wayne W. DeYoung  
 Dr. Cheryl Lynn Distajo  
 Dr. Lerpen D. Duangkaew  
 Dr. Linda J. Dujmovich  
 Dr. James Dundas  
 Dr. Deborah A. DuQuaine  
 Dr. Jennifer F. Dykstra  
 Dr. Laura B. Emge  
 Dr. Robert M. Esbensen  
 Dr. Jimmy J. Estes  
 Dr. Lynda Ewald  
 Dr. Jennifer M. Ewoldt  
 Dr. John J. Fassbinder  
 Dr. Sarah A. Fassler  
 Dr. Waylon R. Fischer  
 Dr. Michael R. Flaherty  
 Dr. Steven Fox  
 Dr. James A. Gratz  
 Dr. Heather Green

*(continued on page 9)*

*Mark Opperman, CVPM, President of VMC, Inc. Will Present*

# “It’s What’s Up Front That Counts”\*

*at the*

**Chicago Marriott Schaumburg  
 October 10, 2004**

***The Nationally Acclaimed One-Day Seminar for the Entire Health Care Team  
 Contains Valuable Information You Can Use Right Now!***

- Simple tips to enhance the client’s perception of value of your practice and services
  - Practical exam room procedures that help form lasting client bonds and foster compliance
  - Powerful marketing ideas that will keep your clients coming back
  - Valuable appointment scheduling techniques that will maximize the use of your time
- ...and much, much more!



*To register for this seminar or for more information please contact our office:*

*VMC, Inc. (RACE Provider No. 177)  
 30792 Southview Drive, Suite 200 ♦ Evergreen, CO 80439  
 Phone: 303-674-8169/Fax: 303-670-3899  
 Or register online now at: [vmc-inc.com](http://vmc-inc.com)*

**\*RACE Approval:** “It’s What’s Up Front That Counts” meets the requirements for 5.5 hours of continuing education credit in jurisdictions which recognize AAVSB’s RACE approval; however, participants should be aware that some boards have limitations on the number of hours accepted in certain categories and/or restrictions on certain methods of delivery of continuing education.



# ISVMA FORUM

Following are actual questions that have recently been asked of ISVMA staff members:

*How do I go about conducting a criminal background check on a prospective employee?*

## CRIMINAL BACKGROUND CHECK

In the state of Illinois, the Uniform Conviction Information Act (UCIA) became a law on January 1, 1991. This law states that all criminal conviction information collected and maintained by the Illinois State Police, Bureau of Identification may be made available to the public. (refer to 20 ILCS 2635/1) All requests for UCIA information have to be made using a Conviction Information Request Form obtained through the Illinois State Police. Each request must be submitted on an original form and accompanied by a check or money order.

There are two forms available. The first, Form ISP6-405B, is a non-fingerprint conviction information request form that furnishes a report based solely on a search of the identifiers provided in the request. The fee is \$16.00. The second form, Form ISP6-404B, is a fingerprint conviction information request. The resulting report confirms positive identification of the subject to whom the fingerprints belong. The fee for this request is \$20.00.

The forms are free. The ISVMA office requested a small supply and will be happy to forward these upon request. Forms may also be ordered directly from the Illinois State Police, Bureau of Identification located at 260 North Chicago Street, Joliet IL 60431-1060 or by phone at (815) 740-5216 on Monday through Friday from 8:00 a.m. through 4:00 p.m.

Any person may request a background check, regardless of position. You don't have to be an employer. The information that is provided on the report, however, is a record of the individual's conviction(s) while living in Illinois. Each state maintains their own records, and currently there is no federal program that tracks data from state to state.

If you have a prospective employee who lived and/or worked in another state, you will need to contact that state and seek information there. Each individual state regulates their mandates on supplying criminal conviction information.

*\*Note – None of the proceeding is offered as legal opinion. It is offered only as information. If you wish to obtain professional legal advice, please contact your practice attorney.*

**Please call ISMVA, send us an email, or call with any questions you may have. With permission, we may print your question, along with the researched answer, in the next issue of EPITOME.**

## Renewal

(from page 7)

If it has been an exceptionally difficult year, and you have experienced an incapacitating illness, prolonged hospitalization, or unable to practice veterinary medicine on a temporary basis, the Rules in Section 1500.25 Continuing Education, f.1., Waiver of CE Requirements state that:

*"Any renewal applicant seeking renewal of a license or certificate without having fully complied with these CE requirements shall file with the Department a renewal application, a statement setting forth the facts concerning noncompliance, a request for waiver of the CE requirements on the basis of such facts and, if desired, a request for an interview before the Board. If the Department finds from the statement or any other evidence submitted, that good cause has been shown for granting a waiver of the CE requirements, or any part thereof, the Department shall waive enforcement of CE requirements for the renewal period for which the applicant has applied. At that time, the renewal applicant will be requested to submit the required renewal fee."*

Additionally, waivers of continuing education requirements may be requested if a licensee has served full time in the armed forces of the United States of America during a substantial part of the prerenewal period.

Be aware that the Rules also address the old adage, "it must have gotten lost in the mail when I moved." Each licensee is held responsible for notifying the Department of any change of address. Specifically, Illinois law states in the Medicine and Surgery Practice Act (225 ILCS 115/20) that "Every person licensed under this Act shall notify the Department of the location of such person's principal office, and shall notify the Department within 10 days of any relocation of such person's principal office." Failure to receive a renewal form from the Department does not excuse failure to renew.

If you are at a different location than is specified on your current license, you may

(continued on page 15)



**Our New ISVMA Members:***(from page 8)*

Dr. Kimberly A. Gryl  
 Dr. Annette M. Gutzwiller  
 Dr. David S. Hall  
 Dr. Brian K. Heuring  
 Dr. Patricia A. Hoagland  
 Dr. Robina Hogan  
 Dr. Steven M. Jacobs  
 Dr. Christina M. Johnson  
 Dr. Martin T. Johnson  
 Dr. Leah M. Katz  
 Dr. Monica M. Keith  
 Dr. PJ Klopfenstein  
 Dr. Stefanie Kols  
 Dr. Anna V. Kopec  
 Dr. Elizabeth A. Krzak  
 Dr. Peter J. Langley  
 Dr. Jeremy Larson  
 Dr. Michelle A. Leckrone  
 Dr. Chad E. Lehenbauer

Dr. Robert N. Liebman  
 Dr. Kimberly M. Lighthiser  
 Dr. Margaret R. Lobitz  
 Dr. Ted F. Lock  
 Dr. Jayme S. Looper  
 Dr. Heather Mangold  
 Dr. Belinda Marcordes  
 Dr. Nicole L. Marquardt  
 Dr. Nathan McClain  
 Dr. Nicholas McClimon  
 Dr. Derek McFarland  
 Dr. Janelle R. McFarland  
 Dr. Jerome D. McGraw  
 Dr. David A. McKenna  
 Dr. James E. McMahon  
 Dr. Cynthia T. Menke  
 Dr. Elaine M. Merriwether  
 Dr. Gene E. Mueller  
 Dr. Timothy Ness  
 Dr. Katy Parr  
 Dr. Ernesto Perez  
 Dr. Keith A. Peterson  
 Dr. Jennifer Phillips

Dr. John J. Plishka  
 Dr. Holly A. Pohl  
 Dr. Steven S. Pope  
 Dr. Bruce L. Probst  
 Dr. R. Scott Radasch  
 Dr. Jill Rigg  
 Dr. Mitchell A. Robbins  
 Dr. Jeanette Romanowski  
 Dr. Lori L. Ross  
 Dr. Joan K. Saner  
 Dr. Christina D. Shepherd  
 Dr. Byron J. Shotts  
 Dr. Gregory T. Skelton  
 Dr. Jessica Smith  
 Dr. Sarah B. Smith  
 Dr. Barbara A. Storslee  
 Dr. Julia W. Sugden  
 Dr. Kevin A. Sugden  
 Dr. Lacey A. Summerville  
 Dr. Will Sutkay  
 Dr. Matt Teuscher  
 Dr. Abraham E. Trone  
 Dr. Beth S. Turnbull-Dyer  
 Dr. Suzanne Virant  
 Dr. Kata L. Voegeli  
 Dr. Eric K. Wagner  
 Dr. Benjamin D. Welbourne  
 Dr. Kenneth R. Welle  
 Dr. Amy L. Wiedemann  
 Dr. Jessica C. Wiehrdt  
 Dr. Kerri L. Wilcoxon  
 Dr. Kathryn Wilkes  
 Dr. Doug A. Yanik

**VetNetAmerica™**

**Employment  
 Placement  
 Services**

We can help get you on the road to success with the right career choice. *VetNetAmerica* has literally hundreds of positions available across the country.

**100% Confidential!  
 No Cost to Job Seeker!**

With one free phone call to us, we can introduce you to some of the highest quality private and corporate hospitals in the country. We have both general and specialty positions open. You owe it to yourself to see what's available.

See what some satisfied job seekers have to say about how *VetNetAmerica* has helped them...

*"I think VNA went above and beyond the call of duty in helping me select the best position possible. As a matter of fact, my new job has promotional possibilities that perfectly complement my future plans." D. Fletcher/Surprise, AZ*

*"VetNetAmerica always had my best interests in mind. They matched my job preferences and happily satisfied me and my new employer." W. Grambow/Haverhill, MA*

The right job for YOU is one free phone call away!

Phone: 804-733-9900

Fax: 804-733-9100

Toll Free: 877-838-6384

E-mail: [Careers@VetNetAmerica.com](mailto:Careers@VetNetAmerica.com)

Visit our website: [www.VetNetAmerica.com](http://www.VetNetAmerica.com)

**C-SAR***(from page 4)*

Currently there are two working groups without ISVMA representation: Expanding Agricultural Markets and Rural Economic Development. Although organizations are not required to have a representative on each working group, C-FAR encourages it. The ISVMA is an organizational member. As such, any active ISVMA member who wishes to become involved with C-FAR may do so free of charge. Contact the ISVMA for more information.

More information about the Illinois Council on Food and Agricultural Research (C-FAR), visit them online at [www.cfar.org](http://www.cfar.org), write at 1101 West Peabody, Urbana IL 61801, phone: 27/244-4232 or email [cfar@aces.uiuc.edu](mailto:cfar@aces.uiuc.edu)

## PETMED EARNS NO. 1 RANKING FOR HOT GROWTH

PetMed Express Inc. was ranked as the No. 1 "hot growth company" in *Business Week* magazine's June 7, 2004 issue.

"The ability to find – and then exploit – a sweet spot in the economy is still the common denominator of our list," states the magazine. "Our top company, PetMed Express Inc., forged a whole new industry by selling pet medications via e-mail, phone or fax. Though now under pressure from veterinarians unhappy with losing this profitable business, the company has already become America's largest pet pharmacy."

The magazine reports that "to win a position in this table, a company must excel in three ways. The selection process begins by ranking companies according to their three-year results in sales growth, earnings growth and return on invested capital."

According to the magazine's three-year analysis, PetMed Express experienced an average increase in sales of 102 percent, a 174 percent increase in profits and a 52 percent average return on capital.

"Companies were drawn from Standard & Poor's Compustat database of more than 10,000 publicly traded companies," the magazine reports. "To qualify, a company must have annual sales of more than \$50 million and less than \$1.5 billion, a current market value greater than \$25 million, a current stock price of at least \$5 and be actively traded."

Following behind PetMed Express at No. 2 was Universal Technical Institute, a car technician training program in Phoenix. University of Phoenix Online, which provides higher education in virtual classrooms, was ranked No. 3.

PetMed Express, based in Pompano Beach, FL, did not appear on the magazine's list last year.



## New and Proposed Regulation Changes for Veterinarians

Members who have shared their e-mail addresses with the ISVMA have been on the cutting edge of weekly regulatory decisions that pertain to State agencies. The E-Source, the ISVMA's electronic newsletter, has forwarded information pertaining to veterinarians and their practices. These new and/or proposed regulation changes are taken from "The Flinn Report," a reporting of changes taking place in agency administration in Illinois.

If you have an e-mail address and are currently not receiving the E-Source from our office, please contact us and verify your e-mail address. We'll be happy to add your name to the list of those receiving the ISVMA's electronic newsletter.

The following changes were taken from Issue 28 (Vol. 28, July 9, 2004). This source can be found at <http://www.legis.state.il.us/commission/jcar> and is accessible to the public.

### VETERINARIANS

The DEPARTMENT OF PROFESSIONAL REGULATION adopted amendments for rules titled "Veterinary Medicine and Surgery Act of 1994" (68 Ill Adm Code 1500), effective 6/28/04, to implement Public Act 93-281. An applicant for the licensure examination who graduated from an unapproved veterinary medicine program is given the option of enrollment in the Program for the Assessment of Veterinary Education Equivalence (PAVE) from the American Association of Veterinary State Boards in order to meet certification standards. Previous rule recognized only the American Veterinary Medical Association Educational Commission of Foreign Veterinary Graduates for this purpose. Additional amendments specify what information constitutes properly maintained medical records and require that patient records be maintained a minimum of 3 years. Those offering veterinary services will be affected by this rulemaking.

### ANIMAL EUTHANASIA

DPR also adopted amendments for rules titled "Illinois Controlled Substances Act" (77 Ill Adm Code 3100), effective 6/28/04. A companion emergency rulemaking became effective 3/5/04. As noted above, animal shelters or animal control facilities may become certified as euthanasia agencies. This necessitates the amendment of Part 3100 to allow a licensed euthanasia agency to obtain a mid-level practitioner controlled substances license in order to administer euthanasia drugs. Those affected by this rulemaking include animal shelters and animal control facilities.

*Questions and/or requests for copies of the two rulemakings above, contact:  
Barb Smith, DPR, 320 West Washington, 3rd Floor, Springfield IL 62786.  
Tel: 217-785-0813. Fax: 217-782-7645.*





## ISVMA Member

The ISVMA Member Spotlight is a  
Each future issue of the *Epitome* will  
in Illinois that are leading the way

### Bethany Animal Hospital

Bethany Animal Hospital traces its roots to when Dr. Russell Schelkopf purchased the local veterinary practice in Sycamore, IL in 1959. In 1961, his brother Dr. Sterling Schelkopf joined the practice. This mixed animal practice was primarily large animal focused, catering to the agricultural area in the north-central Illinois. In 1966, Dr. Jack Anderson joined the Schelkopf brothers. Dr. Russell Schelkopf retired from active practice in the mid-60's after a bout of Brucellosis and complications.

Dr. David Madsen joined the practice in 1970. Dr. Anderson and Dr. Madsen carried on the practice after Dr. Sterling Schelkopf moved back to his native Nebraska. When Dr. Anderson decided to move to Nebraska in 1978, Dr. Russell Schelkopf again temporarily stepped into world of veterinary medicine after having been involved with Cornhusker Cattle Company and Illini Swine, Inc. during the interim years. In the years since leaving Illinois, both Dr. Anderson and his wife, Patricia have been involved in the AVMA and related associations.

In 1978, Russell Schelkopf passed the reigns onto his oldest son, Dr. Michael Schelkopf and his future daughter-in-law, Dr. Deborah Valentine Schelkopf. Both Michael and Deborah were recent graduates of the University of Illinois College of Veterinary Medicine. Three years later, upon his graduation from the University of Illinois, Russell's younger son Charles Schelkopf joined his brother and sister-in-law in the practice.

In 1980, the growing practice purchased a new location and changed its name from Schelkopf Veterinary Clinic to Bethany Animal Hospital.

Over the years Bethany Animal Hospital has continued to grow. With the spreading growth of the urban areas into the DeKalb/Sycamore areas the clinic has experienced steady growth of its companion animal practice. In addition to Dr. Deborah Schelkopf, Dr. George Balster has been a cornerstone of the hospital as he approaches twenty years of practice at Bethany Animal Hospital. Dr. Carlos Dominguez and Dr. LeAnn Gruber round out the excellent companion animal doctors. From a one-girl office, Bethany Animal Hospital now has a small animal staff of twenty CVTs, receptionists, animal handlers and kennel staff.

This well-trained professional staff provide outstanding, modern services to clients with not only dogs and cats but birds, reptiles and other exotic pets. For over twenty years, Bethany Animal Hospital has maintained the highest level of certification with the American Animal Hospital Association.

While urbanization has had an impact on the agricultural area and over the years the number of farms has diminished, Bethany Animal Hospital continues to provide unparalleled veterinary service to farmers in Northern Illinois. Michael and Charles have continued the practice of preventative contracted veterinary services that was begun by their father and uncle. Dr. Steven Feuerbach and Dr. Noel Garbes, with their knowledge, experience and dedication, complete the large animal veterinary staff that provides not only veterinary health services but also farm management, nutrition and consultation services. The large animal doctors of Bethany Animal Hospital have taken an aggressive lead in the industry to keep the remaining farmers as competitive as possible. To this end, in 1997 they formed the first of four sow centers which have been created to assist their clients in obtaining a high quality, cost effective, consistent flow of pigs on their farms while

removing the high labor and costly breeding and gestation portion of swine production. Managing these sow centers in addition to their feedlot cattle and swine consultation services keep the large animal doctors and support staff of five busy.

All the veterinarians of Bethany Animal Hospital have supported the ISVMA in its efforts to maintain the highest standards of the profession and to speak toward legislation that would encumber the efforts of veterinarians to provide the highest quality medicine for their clients.

#### Bethany Animal Hospital

Dr. Russell Schelkopf (retired)

*Member since 1959*

Dr. Michael Schelkopf

*Member since 1978*

Dr. Deborah Schelkopf

*Member since 1978*

Dr. Charles Schelkopf

*Member since 1981*

Dr. George Balster

*Member since 1976*

Dr. Steven Feuerbach

*Member since 1991*

Dr. Noel Garbes

*Member since 2002*

Dr. Carlos Dominguez

*Member since 2001*

Dr. LeAnn Gruber

*Member since 2001*



## Member Spotlight

A new feature in the *Epitome* newsletter. We will introduce you to veterinary practices and people for organized veterinary medicine.



### Wyoming Veterinary Service

Dr. Munson opened Wyoming Veterinary Service in the 1930s. As with many veterinary practices at the time, he worked mostly with farm animals. Farmers in that part of Illinois dominated the local economy.

Dr. Munson was busier than he could have imagined!

There eventually came a day when Dr. Munson wanted a slower pace. He loaded up a hog in the back of his pickup truck and started driving west. When he reached western Nebraska, someone saw the hog and asked, "What is that?" Dr. Munson knew he was safe! He chose to settle in western Nebraska and start a new practice.

Dr. Roger Grant continued the practice at Wyoming Veterinary Service upon his arrival in 1948. Dr. Fahrenbacher joined the practice in 1952 – he was also a member of the first graduating class at the University of Illinois – College of Veterinary Medicine. In later years, Dr. Fahrenbacher liked to tell stories about his time at the UI-CVM. Among his favorites was how, as a student, he used to watch Dr. Irwin Small in his most humble beginnings - cleaning the manure out of the horse stables.

Dr. Dale Bennett (a retired Life Member of ISVMA) joined the staff in 1962. He was joined by Dr. Lynn Keller and Dr. Ruel (Buzz) Iliff in 1979. Dr. Derek McFarland joined the now 3-doctor practice in June 2004.

Wyoming Veterinary Service is still primarily serving large animals – 30% Hogs, 30% Cattle, and 20% Equine. The remaining 20% of their practice is companion animal. They also work with the Wildlife Prairie Park in Peoria. Dr. Iliff jokes that he does have some feline experience – but the cat was a little larger than seen in most veterinary practices. He has treated tigers at Wildlife Prairie Park.

The veterinarians at Wyoming Veterinary Service have always supported organized veterinary medicine through membership in ISVMA. Because of increasing regulation and non-veterinary encroachment in what has traditionally been veterinary medicine, they acknowledge that membership in ISVMA is more important than it has ever been. Veterinarians need a strong voice to represent the interests of the veterinary profession.

#### Celebrating full-membership in ISVMA, the Wyoming Veterinary Service veterinarian members include:

Dr. Ruel (Buzz) Iliff  
*Member since 1979*

Dr. Richard (Lynn) Keller  
*Member since 1993*

Dr. Derek McFarland  
*Member since 2004*

Dr. Dale Bennett (retired)  
*Member since 1959*

### ISVMA Committee Members

(from page 5)

Dr. Christine Merle, Urbana IL 61802, Region 7; Dr. Sarah Probst Miller, Carthage IL 62321, Region 4; Dr. Ellen Paul, Urbana IL 61802, Region 3. Executive Director: Mr. Peter Weber, Springfield IL 62701, Region 2

#### LABORATORY COMMITTEE

The 2004-2005 Laboratory Committee is comprised of 24 members. Led by chairman, Dr. Richard Hull, their mission is to enhance the veterinary diagnostic laboratory system in the state of Illinois to better serve the veterinary profession and their clients, both now and in the future.

*Members of the committee are:*

**Committee Chair:** Dr. Richard Hull, Region 2, Springfield IL

**Ad Hoc Committee Members:** Dr. John Andrews, Region 3, University of IL; Dr. Gavin Meerdink, Region 3, University of IL; Dr. Dale Webb, Region 4, Galesburg Laboratory; Dr. Gene Niles, Region 1,

**Centralia Laboratory Committee Members:**

Dr. James A. Bates, Region 1, Duquion IL; Dr. James F. Lowe, Region 1, Carlyle IL; Dr. William J. Armbruster, Region 2, Hartsburg IL; Dr. Terry L. Bolton, Region 2, Atlanta IL; Dr. William A. Johnson, Region 2, Pittsfield IL; Dr. Kevin Kackley, Region 2, Mt. Sterling IL; Dr. Al Whitman, Region 3, Chatsworth IL; Dr. Allen Barclay, Region 4, Bushnell IL; Dr. Joseph F. Connor, Region 4, Carthage IL; Dr. Mark Ernst, Region 4, Washington IL; Dr. Patrick R. Fairbrother, Region 4, Woodhull IL; Dr. Dave Hahn, Region 4, Canton IL; Dr. William L. Hollis, Region 4, Hamilton IL; Dr. Ruel (Buzz) L. Iliff, Region 4, Wyoming IL; Dr. Ronald S. Nord, Region 4, Bloomington IL; Dr. K. T. Wright, Region 4, Blandinsville IL; Dr.

Thomas H. Champley, Region 6, Oregon IL; Dr. D. Robert Melcher, Region 6, Stockton IL.