

# Epitome

SUMMER 2015

A publication of the Illinois State Veterinary Medical Association



## IN THIS ISSUE

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Advancing the well-being of veterinarians,  
animals, the public and the environment.

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# An Exciting Time for *ISVMA*

by Tracy Myers, DVM



It is my pleasure to announce ISVMA's new executive director, Debbie Lakamp. She served as assistant executive director from April 2012 to August 2014, when she became the interim executive director. Over the course of the last eight months, Debbie has moved forward with ISVMA's duties and responsibilities, actually taking us in several new directions.

A search committee of ISVMA members from each region was formed in November to begin the process of filling the role. On April 22, 2015, the final interviews were conducted at the Starved Rock State Park. The candidates were asked to give a 30-minute presentation on three topics:

1. Ways to increase ISVMA's membership
2. Ways to diversify revenue
3. Ways to increase ISVMA's legislative impact

Following the presentation, questions from the Board of Directors were asked. After all the interviews, the Board evaluated each candidate. Debbie was chosen by a unanimous decision.

Debbie led the charge on the legislative front, researching and investigating the ins and outs of numerous proposed bills. She organized a meeting in January between the ISVMA's legislative committee, our lobbyists and all the regions in order to find a way to work together toward a common statewide goal. We are working closely with the Chicago VMA on several legislative issues, one of which is the proposed ban on the use of antimicrobials in food products. We were able to defeat several bills in the Senate. SB 108 was a kennel licensing bill that would have required veterinarians to obtain a kennel license and would have removed veterinary clinics from the definition of an animal shelter. SB 1365, a research animal adoption bill, created a new process instead of using the long-standing adoption process.

Debbie has also become involved in the Power of 10 Leadership Program. This program is geared toward bringing in our emerging leaders and making them stronger, both in the workplace and leadership arena. She is currently finalizing the program details with Dr. Colleen Lewis, Region IV Board of Directors representative. Watch for program applications this summer.

Debbie's previous background is heavy in agriculture; she was raised on a farm and showed Corriedale sheep in order to finance her college education. Her children are active in horse shows, shorthorn cattle shows, the FFA and 4-H. She has worked for the National Pork Producers Association; Cargill; and the Fraternal Order of Police, Illinois State Lodge; and she has successfully run her own business. This made it possible to greet several officials, including new Director of Agriculture Philip Nelson's Food Safety and Animal Protection Division Manager Ray Hanks, during a recent meeting at the Department of Agriculture as an old friend and colleague.

These few things exhibit only a small portion of what Debbie has brought and will bring to the table. ISVMA is in for some wonderful changes in the future. I am very proud to stand beside her and be an ISVMA member. I think you will enjoy seeing the ideas that Debbie proposed in her interview presentation come to fruition.

I continue to travel the state of Illinois visiting the ISVMA regions at their continuing education seminars. There is such an abundance of high-quality, LOCAL continuing education opportunities. Mississippi Valley VMA hosted a two-day conference in East Peoria, March 4-5, 2015. This is an annual meeting that is held the first Wednesday and Thursday of March. On March 18, 2015, I traveled to Effingham to attend Southern Illinois VMA's large-animal evening seminar. Then, on April 29, 2015, Northern Illinois VMA held its yearly conference at the Tebala Shrine in Rockford. It was another quality education presentation with over 80 people in attendance.

ISVMA's education offerings continue to improve the skills and professionalism of our membership. On May 6, ISVMA presented Anesthesia and Pain Management with Dr. Stuart Clark-Price from the University of Illinois Veterinary Teaching Hospital. Dr. Colleen Koch presented Integrating Low-Stress Techniques to Improve Patient Compliance on June 3, 2015, in O'Fallon.

Best of all, on May 15, the Class of 2015 graduated from the University of Illinois Veterinary School as doctors of veterinary medicine. What an exciting time! I know we all remember that special day when we walked across the stage to the rest of our lives, no matter how long ago we took those steps. Could we have guessed where the future would take us? Where it will still take us? ISVMA is ready to help in any way possible with our new executive director at the helm. 🐾



## Ideas and Innovations

by Deborah Lakamp, CAE, Executive Director



It is with pleasure that I type my first column as the executive director of the ISVMA. I would like to take a moment to thank the ISVMA staff, the government relations team, our committees, the Board of Directors and our members for coming together to keep the association moving forward. Everyone has worked hard, and many have found new strengths. Now, we must keep the momen-

tum going as we formulate all of our discussions into a formal strategic plan in June.

So, if you have read Dr. Myers' article, you may be wondering how I answered the questions posed by the Board of Directors. The following are just some of the ways I want to help the ISVMA grow and prosper in the years to come. However, please understand that these are ideas and have yet to be evaluated through our ISVMA process.

### Membership Benefits

- To create opportunities for specialty-focused networking, including sections for small-animal and large-animal practitioners, shelter medicine and research
- To develop a more user-friendly website, with sections for practice owners, associate veterinarians, new veterinarians, students, CVTs and pet owners
- To educate the public about the value veterinarians bring to both the animals they treat and their families through public relations activities
- To publicize the question-and-answer service offered to all ISVMA members, helping provide them with the information they need to succeed in their practices
- To offer one hour of FREE CE per member per year, as continuing education is critical to members having the most up-to-date knowledge
- To create even more value in ISVMA membership by providing discounts on the products and services members need most,

such as pet health insurance, cremation services, office supplies, shipping, car rental, travel/entertainment and others

### Increasing ISVMA Revenue

- To increase the number of veterinarians and CVTs throughout Illinois who are members of ISVMA
- To provide a benefit for practices in which every employee is a member of ISVMA
- To focus on the industry partnerships that help make our association stronger and help us continue to serve the needs of our members
- To investigate the creation of an online CE learning center for our members to help them earn the continuing education they need for continued industry success
- To explore our options in grant writing, special events and planned giving to increase awareness of and participation in the Illinois Veterinary Medical Foundation's important work

### Government Relations

- To continue building up the ISVMA's Key Contact program, with the ultimate goal of at least one ISVMA-member contact per legislator and per director of Illinois' state agencies
- To set up regional tours of veterinary clinics by Illinois legislators in 2015
- To continue ISVMA's team efforts with other regional veterinary medical associations and the American Veterinary Medical Association
- To bolster the efforts of the Veterinary Medical Political Action Committee in terms of both funding and influence, attending candidate forums and fundraisers and researching which legislators are voting pro-science

This is by no means a comprehensive list, and I'm always on the lookout for new, fresh ideas on how we can make the ISVMA a better, stronger, more prosperous association for everyone. I'd love to hear your ideas. Please contact me at [Debbie@isvma.org](mailto:Debbie@isvma.org) or (217) 546-8381 to share your thoughts. 🐾



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# The Beat Goes on at the Veterinary Teaching Hospital

*Brendan McKiernan Retires, Laura Garrett Named Chief of Staff*

by Dean Peter Constable



Like the very heart of our college, the Veterinary Teaching Hospital plays a central role in teaching, service and discovery. Students circulate through it during

all four years of their education, learning the art and science of clinical practice at the sides of outstanding faculty members. Through the flow of referral patients, consultations, student externs and more, the hospital keeps the college in close touch with Illinois veterinarians like you. And, it fosters scholarship through basic and applied research, clinical trials, and the training of clinical residents.

Recently, the hospital transitioned to a new administrative structure. I'd like to take this opportunity to share those details with you and to recognize the contributions of key faculty leaders.

## New Administrative Model

At the end of April, hospital director Dr. Brendan McKiernan retired after 28 years of service to the college and more than 40 years as a leading respiratory expert. With his departure, veterinary oncologist Dr. Laura Garrett was selected by vote of the clinical faculty to become chief of staff. In this newly created position, Dr. Garrett will chair a hospital board comprised of section heads and two elected faculty members. The board will assist in hospital governance, especially in matters related to patient care.

Anna Lee Fenger, assistant dean for administration in the college, will oversee the operational and financial management of

the hospital, assisted by a core team of staff members and technicians.

Under this new structure, the chief of staff and the hospital administrator will work together under the direction of the department head, Dr. Karen Campbell, who will have authority over both the department and the teaching hospital.

## Hospital Director McKiernan

Many of you who attended our college between 1974 and 1998 recall Dr. Brendan McKiernan as an exacting, gifted and ponytailed specialist in small-animal internal medicine. More recently, you have known him as hospital director, a role he ably took on in 2011, returning to Illinois after 13 years in private specialty practices in Colorado and Oregon.

Dr. McKiernan is an internationally renowned specialist in respiratory diseases of dogs and cats. While an Illinois faculty member, he founded and served as first president of the Veterinary Comparative Respiratory Society.

Among the accomplishments that occurred during his tenure as hospital director are:

- A boarded neurologist, Dr. Devon Hague, and a boarded cardiologist, Dr. Ryan Fries, joined the clinical faculty after an absence of those specialties for several years.
- Communications with referring veterinarians increased with the appointment of Referral Coordinator Ginger Passalacqua. She serves as the initial contact for referrers; visits referrers' practices; and spearheads a monthly print and email newsletter, *vet ILLINOIS*, for referrers.
- Recurring satisfaction surveys of referrers and of clients were implemented to provide data about our service, and process

improvement teams were charged with acting on this feedback.

## Chief of Staff Garrett

Dr. Laura Garrett, who joined the faculty in 2006, brings her considerable skills as a leader and facilitator to two new roles: Not only has she become hospital chief of staff, but she was also named coordinator of communications training after the college's new communications wing opened last fall in the Clinical Skills Learning Center.


Dr. Garrett has been instrumental in incorporating communication skills into our innovative veterinary curriculum. She is a Bayer Animal Health Communication faculty member, having completed the course in 2007 along with Cheryl Weber, student services coordinator and grief educator at the college. Two additional Illinois faculty members will be trained at the weeklong Bayer program in 2015.

In addition to her clinical service and teaching in oncology and her involvement in clinical trials of new anti-cancer agents, Dr. Garrett currently serves as past president of the Veterinary Cancer Society and is active in the American College of Veterinary Internal Medicine.

"As chief of staff, I will serve as a facilitator for the day-to-day work of the many people involved in the teaching hospital," said Dr. Garrett. "My goal is to improve empathy between coworkers and lead groups toward more autonomous problem-solving."

Please join me in welcoming Dr. Garrett to this new role and in commending Dr. McKiernan for his many contributions as an educator, clinician and administrator at your College of Veterinary Medicine. 🐾





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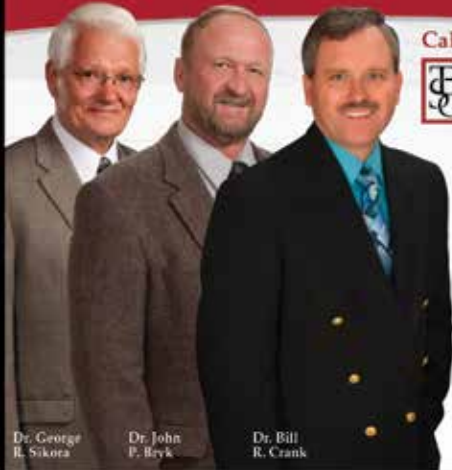
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# Welcome New Members

ISVMA would like to welcome the following new members who have joined the association from November 26, 2014, to May, 20, 2015. Thank you for your support! Please help us spread the news about the many benefits of membership in ISVMA — where dues are investments that pay tremendous dividends!

## New Certified Technician Members

Whitney Brown, CVT  
Taylor Carretti, CVT  
Alexandra Garcia, CVT  
Mikaela Gard, CVT  
Rachel Krause, CVT  
Rebecca Livesay, CVT  
Betsy Mitchell, CVT  
Kimberly Orr, LVT  
Michelle Rickard, CVT  
Andrea Sandberg, CVT  
Jennifer Zajda, CVT

## New CVT Student Members

Michelle Partak, CVT Student  
Kelsey McWhorter, CVT Student

## New Veterinary Members

Paul Bajuk, DVM  
Sarah Blose, DVM  
Julia Brooks, DVM  
Marjori Bundy, DVM  
Stefanie Clay, DVM  
Paul Egan, DVM  
Diane Feutz, DVM  
Kyle Flessner, DVM  
Charity Gottfredsen, DVM  
James Hardiman Jr., DVM  
Desiree Helgren, DVM  
Samantha Hopper, DVM  
Kristin Horazy, DVM  
Jessey Jenkins, DVM  
Saundra Kayne, DVM  
Brittany King, DVM  
Jerry Klein, DVM  
Alicea Klemas, DVM  
Jeffrey Kordell, DVM  
Kerry Kraemer, DVM  
Andrea Kuehn, DVM

Katherine Laabs, DVM  
Kathryn Latham, DVM  
Bohyun Lee, DVM  
Todd Lykins, DVM  
John MacKenzie, DVM  
John Mallard, DVM  
Deborah McClallen, DVM  
Thomas McDavitt, DVM  
Jessica McKinney, DVM  
Denise Messamore, DVM  
Matthew Mettenburg, DVM  
Jeffrey Rak, DVM  
Jay Ryan, DVM  
Elissa Schlueter, DVM  
Mara Schnayer, DVM  
Teresa Seyfert, DVM  
Timothy Simpson, DVM  
Christine Skoglund, DVM  
Vicent Staniskis, DVM  
Nicholas Sterner, DVM  
Lynette VandeVenter, DVM  
Stuart VandeVenter, DVM 🐾

## In Memoriam

ISVMA's Members and Board of Directors Extend Condolences to the Family of the Following Veterinarian

### **Mamdouh H. Abou-Youssef, DVM**

Dr. Mamdouh H. Abou-Youssef, 75, died February 27, 2015. He was born December 4, 1939, in El-Minya, Egypt.

Dr. Abou-Youssef was known to many of his clients as Dr. Youssef or simply as "Doc." He received his veterinary medicine degree from the University of Cairo in 1963. In 1967, he came to the United States to begin a sabbatical and earned a master's degree

and PhD in veterinary medical science at the University of Illinois in Urbana-Champaign, where he met his wife, Karen DeNardo, of Joliet, Illinois. They were married in 1977. After working in Ohio for a veterinary research company, he began clinical work in the Joliet area. He opened Essington Road Animal Hospital in 1987 and received much satisfaction from caring medically for dogs and cats and emotionally for their owners. 🐾



## CVTs: An Underutilized Resource

by Charlotte Waack, CVT, RVT



I am very fortunate to have a job that enables me to speak to veterinary technicians around the world. One of the questions I like to ask technicians, especially those in the United States, is: "Do you feel you are utilized in your clinic?" While many veterinary nurses (that is the title they are given) in other countries, such as Great Britain and Australia, feel they are utilized to the fullest, an overwhelming number of technicians in the United States feel they are not utilized in the veterinary practice.

The American Veterinary Medical Association (AVMA) -accredited programs have a required task list for students to learn and show proficiency in. Certified Veterinary Technicians (CVTs) in Illinois are required to graduate from an AVMA-accredited program, so we have to have learned and showed our skill level while we are in school. The ISVMA CVT rules task force referred to this task list when we put together the list of tasks that is proposed for what CVTs and unlicensed personnel can legally perform. So why are CVTs not being utilized?

It may be a case of a practitioner not having an experienced staff. While CVTs do learn tasks and show proficiency in school, they still need "seasoning" on the job. Very busy practitioners may not have to time to help these new graduates hone their skills. And I have worked for practitioners who prefer to do some of these tasks themselves, and this can cost the practitioner revenue.

"In 2008, the AVMA Biennial Economic Survey revealed that, on average, for every



credentialed veterinary technician a practice employed, the practice generated \$161,493 more in gross revenue."<sup>1</sup> How would this be accomplished? The following is an example:

Take the task of urinalysis. If a veterinarian collected and ran three of these samples, over a year's time, this would add up to 156 samples per year. According to the Bureau of Labor Statistics, the mean hourly wage for a veterinarian in May 2014 was \$47.23. The mean hourly wage for a veterinary technician in May 2014 was \$15.56. As we all know, it does not take an hour to collect and run a urine sample, but I will simplify this for the purpose of this article. So it would cost the practice \$7,367.88 per year for the veterinarian to run a urinalysis. But it would cost the practice \$2,427.36 per year for the CVT to run a urinalysis. That is a saving of \$4,940.50 per year to allow the CVT to perform a task

he or she learned in his or her AVMA-accredited program and utilizing him or her to the fullest. Not only will it save the practice money, but it will also free up the veterinarian to practice veterinary medicine!

As CVTs, we want to use the skills and knowledge we learned in school. We also want to help our veterinarians as much as we can, help the practice run smoother, allow clients time to talk with their veterinarian and feel that we are an integral part of the team. Utilizing CVTs to their fullest can not only help the practice be more profitable but also give CVTs the confidence to continue learning new skills to be even more helpful! 🐾

1. *Veterinary Business Advisors* (2013). *Utilizing an Underused Resource: Veterinary Technicians*. Retrieved from [http://veterinarybusinessadvisors.com/up/file/Utilizing\\_Veterinary\\_Technicians\\_\(CLacroix\)\(Newsletter\\_11.2013\).pdf](http://veterinarybusinessadvisors.com/up/file/Utilizing_Veterinary_Technicians_(CLacroix)(Newsletter_11.2013).pdf).

# Be Prepared for Animal Disasters

by Anna M. Ruman, DVM, USDA/APHIS/Veterinary Services  
Emergency Coordinator, Illinois/Indiana/Wisconsin/Minnesota

Animal agriculture is essential to the U.S. and Illinois economy. Threats to livestock production include natural disasters, disease outbreaks, agroterrorism and other emergencies. Proper animal agrosecurity and emergency management reduce the effects of these events. In the emergency management community, it is widely known that every disaster starts and ends locally. Preparedness at the local level will greatly aid in the response and recovery efforts needed to protect animal health, human health and our economy. Any veterinarian in a community may be asked by his or her county emergency management to assist, since there may not be anyone else to turn to.

The U.S. Department of Agriculture's (USDA) Animal Plant Health Inspection Service (APHIS) Veterinary Services has a presence in every state, with its goal being to assist a state in managing a livestock disease or other animal emergency concerning livestock. Most states have a fairly robust cadre of personnel to call upon, which often includes field veterinarians, animal health technicians and support staff members employed by the state. With the Illinois economy in sad shape, this has affected how much the Illinois Department of Agriculture is in a position to assist communities in the event of an emergency. All counties in the state have a local emergency manager, although he or she may wear multiple hats. Efforts are constantly being made to enlighten them on just how much could be involved for them in responding to an animal disease threat.

Looking at the current outbreak of highly pathogenic avian influenza occurring in neighboring states, the amount of resources required has



taxed the federal government, as well as local communities. Supplies are being drained, Illinois Veterinary Services personnel are being sent to assist, and available contractors are being used up. Responding to an outbreak such as this is a multifaceted event involving diagnosis, surveillance, depopulation, disposal and disinfection. Each one of these requires local knowledge and strains resources. Having a disease such as this present in a state can halt production, reduce food supplies and cause economic suffering. Many countries will not accept imports or have several restrictions on what they will accept since the disease is present in the United States.

**What can you do to help?** You can be a "force multiplier" as such to make plans within a community to prepare for an animal disaster. Rapid detection and response will be needed to stop the spread of any of these diseases. This will require coordination and cooperation between local, state and federal agencies. Preparedness at the local level will greatly aid in the response and recovery efforts. More information is available through the AVMA, the APHIS website and your local Veterinary Services office. 🐾

*Editor's Note: ISVMA is planning hands-on disaster training at its 2015 Convention, October 23-25 in Springfield, Illinois.*

## Save the Date!

### ISVMA Annual Convention

#### Highlights of Topics & Presenters

- Practice Management, Mark Opperman
- Rehabilitation Wet Lab, Dr. Rosie LoGuidice
- Dental Wet Lab, Dr. Larry Baker
- Hip & Stifle Surgery, Dr. Matt Mahn
- What Is OSHA Up to Now? Phil Seibert, CVT

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- Respiratory Diagnosis, Dr. Liz Rozanski
- Exotics, Dr. Ken Welle
- Bovine Nutrition
- Equine Medicine
- Finances
- Compassion Fatigue

# The Dog-Raising, Drag-Racing Doctor

## ISVMA Past President Enjoys Retirement a Quarter-Mile at a Time

by Michael Adkins

**For most people, retirement is a time to slow down.**

For Clyde Dunphy, DVM, past president of the ISVMA and recently retired from Capitol Illini Veterinary Services in Springfield, Illinois, retirement is a time to put the pedal to the metal — both figuratively and literally.



As chairman of the Newfoundland Club of America's (NCA) Charitable Trust, Dunphy puts his veterinary experience to work to benefit a breed of dog he cares for deeply. And as a driver on the nostalgic drag racing

circuit, Dunphy fulfills his need for speed out on the racetrack.

Dunphy's history with racing goes back to his childhood in White Hall, Illinois. "I grew up on a farm, and I always had an interest in anything with an engine," he recalled. "In the late '50s, I learned about the drag races in town."

Before Dunphy's 16th birthday had arrived, he had already joined the car club that ran the local drag strip. "I had an old '49 Ford, and I did a little drag racing with that," he said. "Then I kind of got out of it with college, veterinary school and my practice."

In the meantime, Dunphy's wife, Cathy, had gotten involved with showing St. Bernards and Newfoundlands. Dunphy soon became involved with the NCA, an association dedicated to the advancement of Newfoundland dogs with approximately 1,800 members nationwide. Owing to the Newfoundland's history as a working dog, Dunphy raised dogs to take part in competitions for water-rescue and draft work. "I used to have three water-rescue dogs and four draft dogs," Dunphy said. "I got pretty proficient at [training], so I became a judge, and I flew to Pennsylvania, New York, California — all over, really — to judge Newfoundland draft work."

Eventually, Dunphy rose through the ranks to become president of the NCA for four years. Today, as chairman of the NCA's Charitable Trust, Dunphy helps secure, manage and distribute funding that supports research grants relating to Newfoundland health issues, monetary aid for Newfoundland rescue assistance and educational scholarships for junior members of the NCA.

## CURA TE IPSUM

From the Latin, the headline above translates to "Heal yourself." It's most often used to urge physicians to take care of themselves so they can take proper care of their patients. But it's applicable to veterinarians as well.

In recent years, scholarly research has identified the problem of compassion fatigue and depression among veterinarians. An article posted on the American Veterinary Medical Association's (AVMA) website in March said that as many as one in six veterinarians has considered suicide, and veterinarians are about 1.5 times more likely to experience depressive episodes than the average person.

"I've made a lot of good friends through the NCA," Dunphy said. "It wasn't a total escape from my veterinary career, though, and it can be really hard sometimes when your outlet is still related to your career." (*Editor's note: Please see sidebar.*)

That realization led Dunphy back to the high-octane, high-speed outlet of his youth: drag racing. "About 12 years ago, I went to a racing event in Bowling Green, Kentucky, and it was like going back in time to the '50s," he explained. "I watched a couple of races, and it made me want to get behind the wheel and start racing again."

As she played an integral role in his involvement with the NCA, so too was Cathy Dunphy the key to her husband getting back on the track. "My wife had an old car — a 1972 Ford Mustang Mach 1 — that she'd bought new," Dunphy said. "We'd had it repainted, but it needed new parts, it was rusty, and she'd become less tolerant of its lack of air conditioning. She told me I should go drag racing with that."

And so he has for the last 10 years, running the Mustang Mach 1 down quarter-mile tracks throughout Illinois, including racetracks in Havana and Joliet, as well as regional tracks in Bowling Green, Kentucky; Norwalk, Ohio; Indianapolis; and St. Louis. Several of the races in which he competes on the nostalgic drag racing circuit require all cars to be model year 1972 or older.

Though these races are sometimes for a small cash prize, Dunphy's not in it for the money. "The winnings might pay for my expenses to and from the track," he said. "One of the big joys I get is when



Dunphy urged his fellow ISVMA members to take care of themselves by taking time away from their practices and getting involved in something that makes them happy. "It could be running or coaching your kids' soccer team or whatever you like," he said. "It's not something like 'I watch baseball' — it's got to be something you participate actively in and something you get something back from.

"Get your mind involved and away from the compassion and devotion to veterinary medicine," he advised. "I think that's really important."

For more information on mental wellness in the veterinary industry, visit [www.avma.org/ProfessionalDevelopment/Personal/PeerAndWellness/Pages/default.aspx](http://www.avma.org/ProfessionalDevelopment/Personal/PeerAndWellness/Pages/default.aspx).

people come up to me on the track and say, 'I had a car like that back then,'" he said. "That's really fun for me — to take a step back from the hectic pace of everyday life to remember stories like that."

And that's what it's all about for Dunphy, whether he's working with the NCA or getting ready for the next green light: the time he spends with others who share in his hobbies. "Myself and my wife both have gotten so much back from talking with people — both Newfoundland people and the drag racers and fans," he said. "When you're interacting with people, they say, 'We come here every year just to see your car.' These hobbies are about reaching out to people who have a shared interest — to take a moment to help these people enjoy their day just a little more. That's the philosophy we used in my practice as well. If we'd done our best to help people have the best day possible, then we'd done what we were supposed to do." 🐾



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# MAKING YOUR VOICE HEARD WITH THE AVMA



Many of us know the AVMA as the big umbrella veterinary medicine organization and the supplier of our liability insurance. We also know it has a big convention every year, and an informative journal is mailed to us. But what actually is the AVMA? How do you reach out to such a big organization? Can your voice actually be heard?

The AVMA's mission statement says it is to *lead the profession by advocating for its members* and advance the science and practice of veterinary medicine to improve animal and human health. How does it advocate for its members? How does it know what is important to its members? Who do you contact with questions?

It should be easy to reach out, right? We want to tell you that it actually is! Each state has two members who can be contacted at any time to either give you information or point you in the right direction. They are the delegate and alternate delegate serving in what is officially called the House of Delegates. The House of Delegates is composed of AVMA members from a total of 70 state and territory veterinary associations and allied veterinary groups. Policies are set by the House of Delegates when it convenes each summer at the AVMA Annual Convention and each winter at the Veterinary Leadership Conference.

Your Illinois delegate is George Richards, DVM. He has represented Illinois in the House of Delegates for 17 years. He has served on and chaired numerous ISVMA committees since his graduation from the University of Illinois. He has served as chairperson of the Illinois Veterinary Medical Political Action Committee for 26 years. In addition, he was on the AVMA Political Action Committee Policy Board for seven years and served as chair for two years. He served on the AVMA Task Force on the Legal Status of Animals and has supported the successful candidacy of ISVMA members in their campaigns for AVMA Council positions. Dr. Richards was a partner in three small-animal hospitals in Danville until his recent

retirement. He and his wife, Joan, have five children and nine grandchildren.

Your alternate delegate is Sandra Faeh, DVM. She graduated from the University of Illinois in 1996. Dr. Faeh has been active in organized veterinary medicine since veterinary school, when she served as the president of the National SAVMA Organization. She has been treasurer and president to the Chicago VMA and is currently the vice president of the ISVMA. She is a small-animal practitioner and is part owner of four small-animal clinics in the western suburbs of Chicago. Dr. Faeh lives in River Forest with her husband, Marshall; her 13-year-old son, Pierce; and 10-year-old twins Alex and Aidan.

In addition to the House of Delegates, the country is divided into 11 districts. Each district has a representative who sits on the Board of Directors. Illinois is in Region VI. It includes Illinois, Indiana and Wisconsin. The Board of Directors is the administrative body of the association. The 18-member board is composed of the president, president-elect, immediate past president, vice president, treasurer (non-voting), one representative from each of 11 geographic districts elected by the veterinarians residing in that district, the House Advisory Committee chair (nonvoting) and the student AVMA president (nonvoting).

Your Region VI representative is Chet Rawson, DVM, DACT. He is a 1968 graduate from the University of Illinois College of Veterinary Medicine and became a diplomate for the American College of Theriogenologists in 1980. Following graduation, he worked as a general practitioner serving northwest Illinois and southwest Wisconsin

for over 30 years. In 2002, he took a position with Alta Genetics in technical services and training as a field fertility specialist.

Dr. Rawson has been active in the American Veterinary Medical Association (AVMA) since graduation from veterinary school. He served on the Animal Agriculture Liaison Committee (AALC) from 1996 to 2011 and in the AVMA House of Delegates (HOD) from 2003 to 2011 as the alternate delegate representing the Society for Theriogenology.

Dr. Rawson lives in Markesan, Wisconsin, with his wife, Janet M. Specht. His daughter, Michelle, is married to Kelley Drake, and they have three sons, Brody, Bennett and Nathan. Dr. Rawson's son, Max, is married to Kelly, and they have a daughter, Olivia.

It is important to us, as your AVMA delegates, that your voice is heard. The delegates and the district representative vote what is thought to be best for our state, region and members. But without feedback from you, we cannot do this. Please take the time to look over the AVMA website, and look over the policies, committees, etc. We encourage each of you to contact us with your thoughts, ideas and questions. There are always volunteer opportunities posted as well. We'd love to see more of ISVMA members volunteer!

We look forward to hearing from you! 🐾

You can reach ISVMA AVMA Delegates Dr. George Richards at [griehards15@msn.com](mailto:griehards15@msn.com) or (217) 443-6875. You can reach ISVMA AVMA Alternate Delegate Dr. Sandra Faeh at (630) 530-1900 or [s.faebutler@gmail.com](mailto:s.faebutler@gmail.com). You can reach AVMA Board of Directors Regional Representative Dr. Chet Rawson at (563) 542-0298 or [crawson@altagenetics.com](mailto:crawson@altagenetics.com).



# After Hours Practices

by Philip J. Seibert Jr., CVT

Emergency clinics and "after hours" practices must always balance the need to provide accessibility to clients with injured animals with the need to provide security for staff members. Not only is the practice an attractive target for robbery but also the emergency clinic staff must deal with highly stressful medical situations and often with impaired or emotional clients. Add to that situations where staff members must go outside the protection of the facility to assist with injured patients, and it's easy to see why emergency and after-hours practices must take security seriously.

Here are some suggestions that are considered "must haves" for an after-hours practice.

## Barriers

Of course the primary protection from robbery or violence would be substantial and secure doors and locks — both inside and outside. There should be a policy that requires the locking of all exterior "non-client doors" when they are not actively being used. Staff members should be instructed to avoid defeating locks or propping open doors for "convenience." Additionally, the main client entrance door should be locked if there is not a person dedicated to monitoring the front desk and after 10 p.m. If the door is an automatic (electric) door, simply turning off the sensors is normally not enough to secure the doors — they still need to be physically locked.

It is also recommended that a voice intercom (even an inexpensive wireless one from an electronics store) be installed at the client entrance door so the staff can communicate with the person wanting admittance.

Once inside, there should always be locked doors between the waiting room and the "back of the hospital" to prevent clients from surprising the staff in the treatment room. Clients should be escorted into the triage/exam room at the appropriate time but should not be left alone in the secure area of the practice. Just because they are a client with a sick pet doesn't mean they won't get violent!

## Monitors

In most emergency clinics, when the staff is in the treatment room helping patients, it's

very difficult to know what is happening elsewhere unless there are video cameras placed in strategic locations. Typically, there should be a security camera:

- Located in the reception area to see how clients are behaving
- Focused on the front door to track people "coming and going"
- Watching over the exercise area when staff is outside
- Covering the parking lot or "employee entrance"

A recent survey at major home improvement stores found a wireless camera and monitor system for about \$100. Additional cameras can be added to the system for approximately \$50 each.

Although a camera system won't stop someone from behaving improperly (such as an irate client), having a monitor in the treatment room will allow the staff to see what is happening in the rest of the facility or to come to the aid of someone under assault. As an added bonus, a camera placed in the isolation room will give monitoring capability without the risk of contamination.

It's also a good idea to have a small window or peep hole installed in the "back door" of exam rooms so that when a client is in the room, the staff can see what's happening without actually entering the room.

## Safe Rooms

Once a violent person gets beyond the physical barriers of the facility, it's very hard to maintain control if they are intent on harming someone. Reasoning with an "out of control" person is usually not successful, so the

staff members must have a way to protect themselves until help arrives.

In the veterinary practice, physically subduing someone is not practical, so the best action in these cases is to utilize a designated safe room. Ideally, this room should have a solid, substantial door and frame, (preferably swinging outward from the room,) a lock that engages when the door is closed, and access to a telephone from inside.

## Alarms

Sometimes just screaming will bring help, sometimes using the phone to call 9-1-1 is the best action, but sometimes, neither of those actions will suffice. An automated alarm system with "panic buttons" is essential in an emergency practice. At a minimum, there should be alarm activation points at the reception desk and in the treatment room.

Additionally, several wireless panic buttons should be available for staff members who must leave the building to assist a client with an injured pet. These wireless panic buttons are small "beeper-sized" devices that are worn on the belt or a lanyard around the neck. If the staff member is in danger outside, they push two buttons on opposite sides of the device to activate an alarm and summon help.

Although there are increased risks of violence and robbery associated with an after-hours practice, some simple precautions and a little training for the staff can keep the hospital a safe place to work. 🐾

*This article was previously published in The Veterinary Safety & Health Digest (Issue 125, July/August 2014). Reprinted with permission.*

# The Real Purpose of Security

by Philip J. Seibert Jr., CVT

There is a lot of misunderstanding in the veterinary profession about security and violence prevention. Some folks believe the veterinary practice is not a high-risk target for violence, and therefore, security measures are not warranted. Some believe that the addition of security measures will give the practice a “fort-like” atmosphere. And still others believe that security precautions create too much of an inconvenience for the staff and are not worth the effort.

The reality is that most security procedures don't cost a lot of money and integrate easily into everyday operations. And for those that believe the risk is not serious enough to warrant action, consider the murder of a Jacksonville, Florida, veterinary technician in the hospital! Or the case of the Seattle-area veterinarian attacked and injured by a disgruntled client of a NEIGHBORING clinic.

The most effective and unobtrusive security program includes a “layered” approach. The four basic layers of security in a veterinary practice are: procedures, physical barriers, early-warning systems and summoning assistance.

**Procedures.** When we concentrate on getting the job done, we sometimes forget about other things. That's human nature. But humans also operate on a level that is basically a set of habits. If we establish security procedures as part of the everyday operating protocol, the staff is more likely to follow them.

In most cases where violence in the workplace happens, the investigation usually reveals that a key procedural safeguard was bypassed or omitted. Therefore, procedural policies must be reinforced by leadership with actions such as discipline when violations occur. Procedural security includes things like keeping doors locked when necessary, counting the day's receipts away from the front desk, and establishing a safety routine for when folks must work alone.

**Physical barriers.** A locked door is often the best defense against someone trying to hurt you. In general, the protective “barrier”

## Workplace Violence and Robbery Prevention Checklist

Environmental Factors  Yes  No  N/A

1. Does the staff exchange money with the public?
2. Is the practice open during evening or late-night hours?
3. Is the practice in a high crime area?
4. Has the practice experienced other violent incidents in the last three years?
5. Has the practice experienced a robbery in the last three years?
6. Has the practice experienced threats, harassment or other abusive behavior in the past three years?

Scoring: More YES answers indicate a higher risk.

Engineering Controls  Yes  No  N/A

1. Do staff members have access to a telephone with an outside line?
2. Are emergency telephone numbers for law enforcement, fire and medical services and an internal contact person posted adjacent to the phone?
3. Is the entrance to the building easily seen from the street and free of heavy shrub growth?
4. Are all indoor lights working properly?
5. Is lighting bright in the parking lot and animal exercise areas?
6. Are windows clear of advertising or other obstructions?
7. Are nonclient entrance doors locked from the outside when not in use?
8. Is there a “peephole” or window in delivery doors so that the staff can see who is knocking before opening the door?
9. Is the cash register/drawer in plain view of customers and police patrols to deter robberies?
10. Is there a working drop safe or time access safe to minimize cash on hand?
11. Are there height markers on exit doors to help witnesses provide more complete descriptions of assailants?
12. Are there “peepholes” or other ways to see inside of exam rooms from the “back side” without opening the door?
13. Is there a safe where cash and checks are stored awaiting deposit or when the practice is closed?
14. Is there a secure place for staff members to store their belongings while working (such as individual lockers?)

Scoring: Each NO answer indicates a weakness in the facility's precautions.

around the whole practice is the facility with supervised, controlled entrance points. Inside the building, there should be designated “safe rooms” throughout the facility that can be used in case another employee or a visitor becomes violent. Safe rooms should have a sturdy, lockable door (preferably swinging outward of the room) and access to a telephone so that staff members can barricade themselves inside and summon assistance.

Physical barriers are the primary prevention and defense tool in your arsenal, but a door

or a lock is of no use if it isn't used properly and consistently!

**Early-warning systems.** Using door chimes and even cameras with a easily visible monitor to alert the staff members that someone has entered their “protected zone.” Although these items are not a replacement for necessary physical barriers, having just a few seconds' advance warning of impending violence may make the difference between an incident and tragedy!

**Administrative/Work Practice Controls**    Yes    No    N/A

1. Is there a written violence prevention plan in place to address robberies and other acts of violence?
2. Have staff members been instructed to report suspicious persons or activities?
3. Have staff members been trained in emergency response procedures for robberies and other crimes that may occur on the premises?
4. Have staff members been trained in conflict resolution and nonviolent response to threatening situations?
5. Are daily receipts or change funds counted away from the front desk in an "out-of-sight" place?
6. Does the practice have a policy of limited cash (no more than \$50) available in the register/drawer?
7. Are there signs posted notifying the public that limited cash, drugs and other high-value items are on hand?
8. Is there more than one staff member on duty at all times?
9. Are there procedures in place to assure the safety of staff members who open and close the practice and on holidays or weekends?
10. Are bank deposits made daily using a bonded courier and/or varying the times and routes to the bank?

Scoring: Each NO answer indicates a weakness in the procedural precautions.

**After-Hours Practices or High-Risk Communities**    Yes    No    N/A

1. Are security cameras placed at the front door, staff entrance door, animal exercise area and waiting room (with monitor in treatment room or activity center) in an after-hours or high-risk practice?
2. Is there an automatic locking door between the waiting room and the "back" of the hospital?
3. Is there an automatic alarm system with a "panic button" that would summon assistance?
4. Is there a "portable panic alarm" for when staff members must go outside the building?
5. Is there a designated "safe room" in the facility with a sturdy door, a lock and access to a telephone from inside the room?
6. Are staff members protected through the use of bullet-resistant enclosures in locations with a history of robberies or assaults in a high crime area?

Scoring: Each NO answer indicates a potentially serious risk to the staff.

*This checklist and article were previously published in The Veterinary Safety & Health Digest (Issue 125, July/August 2014). Reprinted with permission.*

**Summoning assistance.** If all the precautions fail, there has to be a way for the staff to summon assistance quickly and easily. In some cases, the telephone is adequate, but in high-risk situations, there may be a need for more direct communications, such as panic buttons.

And security isn't just to keep people out of the practice. By some accounts, as much as 10 percent of "losses" in a veterinary practice are the result of employee theft. That isn't to say that all employees are dishon-

est, but it's a fact that some people will take things that don't belong to them if given the chance.

Some security precautions are visible to clients and the general public as a deterrent to crime ... things like cameras and signs. But some security procedures like training and background checks are "transparent" in an attempt to avoid problems or prevent them from escalating when they do happen. 🐾

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*Phil Siebert, CVT, will be speaking on a variety of OSHA and Veterinary Pharmacy Rules at the ISVMA Annual Convention on October 23, 2015, in Springfield. He was the first veterinary technician to evaluate and accredit veterinary hospitals for the American Animal Hospital Association. The experience of "inspecting" over 1,200 veterinary hospitals has given him a unique perspective of our profession. Phil is the founder and director of the OSHA Center on the Veterinary Information Network and Veterinary Support Personnel Network. He has earned the reputation of the veterinary profession's OSHA expert and has even written "the authoritative" reference on the subject, The Complete Veterinary Practice Regulatory Compliance Manual (5th Edition). Phil is also the founder and managing editor of the profession's only safety-specific newsletter, The Veterinary Safety & Health Digest.*



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- We are seeking a dedicated, enthusiastic professional to join our team as an associate veterinarian in Arlington Heights, Illinois. We're looking for someone with at least two years of experience in general medicine and surgery. Candidate must have license and be legally eligible to practice in the state of Illinois. Email résumé to [officemanager@mah1.com](mailto:officemanager@mah1.com).
- Seeking part- or full-time associate small-animal veterinarian to join our growing clinic in the Quad Cities. Experience is preferred, but new grads are welcome to apply. Positive attitude, confidence and communication skills are a must! The schedule is flexible, no emergencies, and compensation is generous. Send résumé to Compassionate Care Veterinary Clinic, 2300 18th Avenue, Rock Island, IL 61201, or email to [compassionatecarevet@gmail.com](mailto:compassionatecarevet@gmail.com).
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- Bensenville Animal Hospital is a newly reopened veterinary clinic near Chicago O'Hare in need of a DVM. We support top-notch medicine with excellent facilities and equipment. Continuing education, licensing, paid vacation, health insurance and 401(k) provided. Base salary and production bonuses based on experience. We also offer ownership vesting opportunities to veterinarians who work hard and exhibit quality veterinary and business skills with no money out of pocket. H1B visa assistance is available. Why work for a clinic that may never be your own? Contact [kelly@advancedanimalhospital.com](mailto:kelly@advancedanimalhospital.com) or (414) 248-8891.
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  - Fast-growing 1.5-doctor small-animal mobile veterinary practice in central Illinois looking to add on an associate to this wonderful team. Looking for someone who is flexible, has great communication skills and excels in a fast-paced environment. New grads are welcome to apply. Potential for partnership long-term. Visit [TheSmartVet.com](http://TheSmartVet.com) for info about the practice. Email [dromanie@gmail.com](mailto:dromanie@gmail.com) with application.
  - Small-animal private practice in Northbrook (established 48 years) looking for a full- and part-time veterinarian with personable bedside manner, finely developed communication skills, and ability to promote high-quality medicine in the best interest of their patients and families at all times. Team approach to cases in a compassionate, supportive, cohesive environment; well-equipped hospital including digital radiology, full surgery and dental equipment, ultrasound, therapy laser, in-house blood analyzers, CO<sub>2</sub> lasers, and endoscopy. Loyal, middle- to upper-class clientele; this practice is dedicated to providing our community with a service of preventive and natural wellness health, including a friendly, symbiotic relationship with an on-campus animal shelter. Please email Dr. Kristine Preiser at [PreiserAnimalHospital@gmail.com](mailto:PreiserAnimalHospital@gmail.com), call (847) 827-5200, or fax résumé to (847) 827-7176.
  - Full-time veterinarian needed for busy six-doctor AAHA-accredited small-animal practice in Chicago northwest suburban Lake Zurich. Practice provides excellent service (*Daily Herald Reader's Choice* winner for Best Veterinary Hospital, 2010-13) and is fully equipped with state-of-the-art equipment to allow the highly skilled, highly motivated practitioner to pursue even the most complex medical and surgical cases to resolution. Digital X-ray, ultrasound, endoscopy, bronchoscopy, full in-house lab, dental suite with digital X-ray, laser, complete soft-tissue and orthopedic surgical capabilities, and veterinarians and staff members who know how to effectively utilize it all. Awesome staff that understands and supports the goal of providing the highest-quality compassionate veterinary care. Base salary plus production bonus. Excellent benefit package. Great clientele. Awesome community. Come join our caring and dedicated team and use ALL of your skills! Contact Dr. Andrew Cox at [andrewcoxsvm@allcreatureslakezurich.com](mailto:andrewcoxsvm@allcreatureslakezurich.com)
  - Busy two-doctor small-animal practice in north central Illinois looking for an associate veterinarian. We are a primary care hospital emphasizing preventive health care, medical services and surgery. Salary is negotiable, and we offer a SIMPLE IRA plan, CE fees, liability insurance, and ISVMA and AVMA dues. Buy-in would be possible for the right person. Please send résumé to [bill\\_condie\\_538@comcast.net](mailto:bill_condie_538@comcast.net).
  - Hiring HOME EUTHANASIA veterinarians throughout Chicagoland and nationwide. Very part-time, part-time, full-time. Study our website, [www.PetLossAtHome.com](http://www.PetLossAtHome.com). Email [DrKaren@PetLossAtHome.com](mailto:DrKaren@PetLossAtHome.com).
  - Illiana Veterinary Hospital has an exciting opportunity for a full-time associate veterinarian to join our growing practice. We are looking for a veterinarian who is eager to help us grow our practice. We welcome all candidates with a passion for providing comprehensive and compassionate medical, surgical and preventive healthcare. Experience would be considered a plus. Our veterinarians are rewarded with superior salary and benefits. Interested candidates should contact Sean Sornsin at [ssornsin@vetcor.com](mailto:ssornsin@vetcor.com).
  - Hillcrest Animal Hospital has an opening for an associate veterinarian to join our fast-paced practice. We have been a staple in the Rockford community for nearly 50 years. Our hospital meets all demands on a walk-in basis, and our doctors practice a high standard of care. The atmosphere here is friendly and welcoming, which is appreciated by all our devoted clients. Hillcrest Animal Hospital is a great place to practice high-quality medicine. Equipment includes full in-house IDEXX lab, digital X-ray, digital dental X-ray, GE ultrasound and surgical laser. We provide our clients with routine and cutting-edge services, such as stem-cell therapy and orthopedic surgical care. The entire team works together, diligently, in this busy environment. The team includes both longtime employees and more recent additions who complement the practice. Our technicians are hardworking, have strong technical skills and expertly assist our doctors throughout appointments and surgery. An enthusiastic and friendly individual who is eager to work in a fast-paced environment will thrive here. If you would like to help us continue to grow within the Rockford community, please contact Lynn Williams at [lwilliams@vetcor.com](mailto:lwilliams@vetcor.com).
  - Full-service state-of-the-art hospital in Orland Park, Illinois, seeking highly motivated, detail-oriented DVM to join our dedicated

team. Our busy practice model stresses high-quality medicine and surgery in our full-service facility. We perform advanced surgery (both soft-tissue and orthopedic), endoscopy, ultrasound, chiropractic, acupuncture, physical rehab and laser surgery/therapy. Benefits include major medical, association dues, licensing fees, vacation time and continuing education. Please submit résumé by email to: [admin@MidwestHospital.com](mailto:admin@MidwestHospital.com).

- Full-service state-of-the-art hospital in the West Loop neighborhood of Chicago, Illinois, seeking highly motivated, detail-oriented DVM to join our dedicated team. Our busy practice model stresses high-quality medicine and surgery in our full-service facility. We perform advanced surgery (both soft-tissue and orthopedic), endoscopy, ultrasound, and laser surgery/therapy. Benefits include major medical, association dues, licensing fees, vacation time and continuing education. Please submit résumé to Jamie Josephson by email: [admin@AnimalCareChicago.com](mailto:admin@AnimalCareChicago.com).
- BluePearl Veterinary Partners, Chicago, is seeking emergency clinicians with internship and/or equivalent experience to join our growing team. We have hospitals in Northfield, Elk Grove Village and Skokie. We currently offer strong cardiology, critical care, emergency, internal medicine, oncology, ophthalmology and surgery services. BluePearl Veterinary Partners is a leading provider of specialty services that are owned and operated by veterinarians and veterinary professionals. We confidently offer exciting, collegial and fulfilling work environments, flexible schedules that allow a focus on both professional development and quality of life, competitive compensation and benefits, and potential buy-in opportunity. If interested, please send CV to [Sonja.olson@bluepearlvet.com](mailto:Sonja.olson@bluepearlvet.com).

### Out-of-State Opportunities

#### SEEKING VETERINARIANS

- Emergency Veterinarian Needed, Appleton, Wisconsin. Fox Valley Animal Referral Center is a 24-hour hospital with a terrific emergency team and specialists board-certified in emergency and critical care, surgery, internal medicine, dermatology, and radiology. Check us out at [www.fvarc.com](http://www.fvarc.com). Our collaborative approach to patient care contributes greatly to our enjoyable working environment. Our 33,000-square-foot hospital was designed to enhance communication and promote smooth interaction between all services. Our facility is well equipped: digital radiology, ultrasound, CT, endoscopy equipment, ventilators, operating microscope, full laboratory and multiple critical-care monitors. All of our doctors enjoy the benefit of a culture that strongly supports teaching and continued education. In particular, our ECC residency program helps to ensure everyone is continually learning and growing. FT emergency schedule averages 12 shifts per month. Compensation based on percentage with a guaranteed base and excellent benefits package. Northeast Wisconsin is a gorgeous part of the country. Lakes, parks and a lot of green space make it the perfect location for those who enjoy outdoor activities. Appleton is refreshingly progressive and surprisingly diverse. A liberal arts university in town creates a community focus on music and the performing arts. Appleton is also an environmentally friendly city offering plenty of options for those who prefer to live green and/or organically. It's also a sports fan dream with many local teams and, of course, only 30 miles from the home of the Green Bay Packers! Learn more about the area at [www.foxcities.org](http://www.foxcities.org). Interested individuals may contact Alyce D'Amato at [adamato@horizondvm.com](mailto:adamato@horizondvm.com) or (920) 882-4301. We look forward to hearing from you!

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- Part-time emergency veterinarian needed for emergency practice in the south metro of Minneapolis/St. Paul, Minnesota. Experience Needed. Must be willing to work all shifts, including holidays and weekends. Please contact Dawn: [dawn@smaec.com](mailto:dawn@smaec.com).
- Job opportunity in northeast Missouri: Bowling Green Veterinary Clinic is seeking full-time associate for a contemporary (ultrasound laser and in-house lab) mixed practice (with emphasis on large-animal), located approximately one hour from St. Louis and Columbia. Experiencing tremendous growth, especially in small-animal and equine medicine. Call (573) 324-3145 or email [bgvc1@yahoo.com](mailto:bgvc1@yahoo.com).

the home of the Green Bay Packers! Learn more about the area at [www.foxcities.org](http://www.foxcities.org). Interested individuals may contact Alyce D'Amato at [adamato@horizondvm.com](mailto:adamato@horizondvm.com) or (920) 882-4301. We look forward to hearing from you!

#### PRACTICE PERSONNEL

- The Animal Emergency Clinic of Springfield, Illinois, is seeking a full-time technician. It promises to be a great experience for a self-motivated person with a positive attitude. We are an after-hours emergency clinic committed to excellent patient care and free from the monotony of vaccinations and itchy dogs. Shifts include nights, weekends and holidays, working an average of three shifts per week (12- to 14-hour shifts). Excellent hourly wage and benefits compensate for odd hours, and the schedule allows for a life outside work. Please contact Nick McClimon at [practicemanagers@comcast.net](mailto:practicemanagers@comcast.net) or 1333 Wabash Avenue, Springfield, IL 62704.
- Immediate opening for experienced practice office manager. CVT or other medical office professional with training in scheduling, inventory, productivity reports, customer service and personnel management. Low staff turnover, all CVT. [www.okawvetclinic.com](http://www.okawvetclinic.com), (217) 253-3221.
- Licensed veterinary technician needed for a growing business in Mount Vernon, Illinois. Technicians needed for outpatient services, surgeries and hospital care. Quali-

fied applicants need professional customer service skill as well as team member skills, the ability to learn computer programs and the willingness to excel in the profession of veterinary medicine. Please send résumé to lamczyk\_jo@charter.net.

- AAHA-accredited, two-doctor small-animal practice looking for a full-time licensed certified veterinary technician and part time receptionist/assistant to join our team. Experience preferred but not required. Candidates must be self-motivated, enthusiastic and have a strong work ethic with excellent communication skills. We focus on client education, preventive health care, diagnostic medicine, and soft-tissue and orthopedic surgery. Full time: approximately 35 hours; part time: 28 hours per week, including Saturday morning hours. Starting pay is based on experience level/qualifications. Send résumé: Teegarden Veterinary Clinic P.C., 2323 Eureka Road, Washington, IL 61571, or email tvc@telstar-online.net.

#### In-State

### PRACTICES FOR SALE

- VETERINARY HOSPITAL \* SITE SELECTION (PURCHASE/LEASE) \* DESIGN \* CONSTRUCTION \* EQUIPMENT PURCHASE. Ninety (plus or minus) animal care facility projects completed in the Chicagoland area. We welcome the opportunity to demonstrate how cost-efficient and pleasant the process can be. No contracts or retainers required until ready to break ground. Contact RWE Management Company at (630) 734-0883, www.rwemanagement.com or Jason Sanderson: jason@rwemanagement.com.
- Illinois — Chicago, practice and real estate, purchase both for \$225,000. Owner very motivated. George Sikora, DVM, or John Bryk, DVM, toll-free at (877) 487-7765 or go to: www.TotalPracticeSolutionsGroup.com.
- Chicago, Illinois — general practice grossing \$1.3 million with RE, net \$200,000 after debt service. George Sikora, DVM, or John Bryk, DVM, toll-free at (877) 487-7765 or go to: www.TotalPracticeSolutionsGroup.com.

- Illinois — Chicago suburb, small-animal practice with RE, low grossing with high net. Room for expansion. George Sikora, DVM, or John Bryk, DVM, toll-free at (877) 487-7765 or go to: www.TotalPracticeSolutionsGroup.com.

- Illinois — Chicago suburb, grossing \$1.2 million with pristine RE. George Sikora, DVM, or John Bryk, DVM, toll-free at (877) 487-7765 or go to: www.TotalPracticeSolutionsGroup.com.

- Practice for sale near Chicago. Beautiful small-animal practice (large facility) for sale in Chicago suburb. Owner moving due to family reasons. Practice grossing close to \$400,000. Selling price for practice is \$250,000. Real estate also available. Current owner working 4.5 days (approximately 31 hours) a week. Send inquiries to mkaur02.83@gmail.com.

- Illinois — Chicago Suburb — Cook County! Multidoctor, +/-2,200-square-foot small-animal hospital with real estate. Secure and growing revitalized area. A wise investment for new owner and room to build this practice! Code: IL2. PS Broker, Inc. www.psbroker.com, info@psbroker.com, (800) 636.4740.

#### Out-of-State

### EQUIPMENT FOR SALE

- ALOKA SSD-500V Portable Ultrasound with 5.0mHz rectal probe. Padded carrying bed included. Excellent condition. Brand-new in 2011. \$5,000. Contact hossedoc2004@yahoo.com or call (515) 494-8317.
- Progeny Vet Vision Dental X-Ray Unit. Perfect condition; will work with digital imaging. \$1,750. Set of seven ShorLine kennel doors with three back panels (to make a seven-unit kennel module). All 10 pieces in excellent condition, \$1,495. Will accept reasonable offers. Contact drbethbenson@aol.com, (312) 618-6472.

### SERVICES

- Need help selling, buying or appraising your veterinary practice? For a free consultation, call G.R. Sikora, DVM, or J.P. Bryk,

DVM, toll-free at (877) 487-7765 or go to www.TotalPracticeSolutionsGroup.com.

- Veterinary hospital design and construction to start? We can help answer these questions with facility planning, including complete cost budgets; site evaluation to determine feasibility and cost; and design and construction. Renovations, additions, tenant build-outs and new construction. For a complementary consultation, contact: JF McCarthy, MBA, CFM, (708) 547-5096, joe.mccarthy@jfmccarthyconstruction.com.

- AVMA Group Health and Life Insurance Trust — Fred Rothschild, CLU, RHU, and David Rothschild have advised over 400 veterinarians. For AVMA Group Health and Life information, underwritten by New York Life Insurance Company, New York, New York, contact us at (800) 673-5040 or Rothschild-Ins@icloud.com for analysis. 🐾

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## OCSA Celebrating Five Wonderful Years We Could Not Have Done It Without the ISVMA!



### **OCSA 5K Dog Walk & Fun Run on September 13, 2015**

Join OCSA at one of two locations for its annual 5K Dog Walk and Fun Run! Registration begins at 8:30 a.m. with Opening Ceremonies at 9:30 a.m. Tickets are \$35 for adults, \$25 for students, \$20 for children, and \$10 for scouts and dogs, which includes an OCSA T-shirt for the walkers and a teal bandana for the participating pooches.

- **Bunker Hill Forest Preserve:** Touhy and Harts Road, Niles, IL 60714 – Register today!
- **Leroy Oakes Forest Preserve:** 37W700 Dean Street, St. Charles, IL 60175 – Register today!

### **133rd Annual ISVMA Convention – October 23-25, 2015, Springfield, Illinois**

OCSA Board Member Kristin Junkas, DVM, will conduct a one-hour lunch-and-learn presentation on Sunday, October 25, 2015, at the ISVMA Convention at the Crowne Plaza in Springfield, Illinois. She will reveal how she practices the One Health concept on a daily basis at Wright Animal Hospital. The lecture will be part of the Continuing Education (CE) that is routinely offered at the convention. 🐾

## Animal Poison Control Center Announces Release of **New Mobile App**



The ASPCA Animal Poison Control Center has released its new free mobile app — APCC by ASPCA. The app focuses on dogs, cats, horses and birds and was created as an owner-friendly pet app. The app lists over 275 toxins. The app helps owners quickly and accurately identify common household hazards, toxic and nontoxic plants, and potentially harmful medications, as well as warm- or cold-weather hazards within the searchable database.

The app features color-coding for each identified toxin; built-in anti-coagulant rodenticide and chocolate dose calculators; one-touch access to the ASPCA APCC 24/7/365 hotline number, (888) 426-4435 (note: fees may apply to callers); and example images and potential symptoms for each listed substance. The built-in calculators provide quick and accurate information to help determine the level of concern if these items are ingested.

The app is available for download for iPhone and Android mobile devices: [www.aspc.org/pet-care/animal-poison-control/download-our-free-aspc-a-pcc-mobile-app](http://www.aspc.org/pet-care/animal-poison-control/download-our-free-aspc-a-pcc-mobile-app). 🐾