

M: Course Objectives / Learning Outcomes

The learner has reliably demonstrated the ability to:

1. use computer software to produce a variety of business documents meeting industry standards;
2. use word processing software to create resumes and cover letters;
3. use browser software to explore veterinary material and conduct a job search;
4. identify the legal implications of confidentiality of veterinary medical records and discuss veterinary medical ethics;
5. identify the techniques used in maintaining an efficient, professional yet friendly office environment;
6. maintain an appointment scheduling system;
7. complete forms used to refer animals to other veterinary facilities and other veterinarians;
8. use appropriate telephone techniques;
9. effectively handle office mail;
10. maintain and control drugs, medical equipment and supplies;
11. recognize stressful situations, use stress-management techniques, recognize and process on-site emergencies;
12. identify classifications of records retained for office and veterinary clinics/hospitals;
13. set up and maintain veterinary records filing systems;
14. prepare journals, ledgers, petty cash records, bank reconciliation statements and payroll registers.

N: Course Content:

1. Word Processing
 - create, save, preview, print, close, open, and edit a Word document
 - proofread and correct all types of Word documents with the Spell and Grammar Checker, and Thesaurus
 - enhance documents with character, paragraph and global formatting features
 - adjust margins and line spacing
 - create headers and/or footers
 - use and modify styles
 - adjust page breaks and section breaks
 - insert special symbols, bullets, and enumerations
 - create custom tab settings
 - create footnotes and/or endnotes
 - create resumes and cover letters with the aid of wizards and templates
2. Internet
 - browse the World Wide Web;
 - conduct searches using search engines and subject directories;
 - send and receive email messages;
 - use career sites to explore careers, post resumes, and find jobs;
3. Reception, Public Relations and Professionalism
 - image
 - attitude
 - working as a team member
 - conflict resolutions
 - communications
 - absenteeism and its effect on the work place
 - providing an inviting environment
 - role of public relations person in office
 - grooming, dress, etiquette, empathy

4. Computers in the Office Setting
 - appointment systems and procedures
 - initial appointment - priorities, time required
 - appointment confirmations and cancellations
 - factors disrupting appointment schedules
 - preparation and formatting of business correspondence
 - preparation of estimates/quotations
5. Telephone Techniques and Procedures
 - telephone etiquette
 - screening policy
 - communicating
 - problem situations
 - procedures for emergency telephone situations
6. Time and Stress Management
 - on site emergencies
 - stressful situations
 - recognizing the human-animal bond
 - grief counselling
 - stress management techniques such as time management, exercise etc.
7. Interacting with Clients
 - outgoing mail procedures
 - incoming mail procedures
 - verbal and non-verbal communication
 - admitting a patient
 - describing a procedure and providing cost estimates
 - processing consent forms and cage card identification
 - providing home care instructions
 - describing euthanasia procedures
 - providing proper care for remains
 - handling complaints, conflict resolution
 - effective listening: receive, process and respond to the message
 - education information and pamphlets
8. Veterinary Medical Ethics and Canadian Law
 - veterinary medical ethics
 - malpractice and malpractice prevention
 - consent for treatment/euthanasia
 - limits of responsibility
 - confidentiality
9. Financial Records
 - process of recording patient charges, etc., in cash disbursements and cash receipts journals
 - process of posting journals to ledgers
 - patient statement of account
 - petty cash
 - process of depositing cheques and cash
 - bank statement reconciliations
 - payroll deduction tables and payroll sheets
 - Revenue Canada payroll and remittance forms

<p>10. Inventory Control</p> <ul style="list-style-type: none"> • procedures and controls for drugs, medical instruments and supplies • storage and maintenance 												
<p>O: Methods of Instruction</p> <p>The mode of presentation will be lecture, discussion, demonstration and will include videos and/or guest speakers.</p>												
<p>P: Textbooks and Materials to be Purchased by Students</p> <p>Kehn, Robert. <u>Veterinary Office Practices</u>, Latest Edition, Thomson Delmar</p> <p>Shelley, Gary and Thomas Cashman and Misty Vermaat. <u>MS Word: Introductory Concepts</u>, Latest Edition, Thomson Nelson</p>												
<p>Q: Means of Assessment</p> <table style="margin-left: 40px;"> <tr> <td>Assignment(s)</td> <td>20%</td> </tr> <tr> <td>Quiz(s)</td> <td>15%</td> </tr> <tr> <td>Midterm</td> <td>25%</td> </tr> <tr> <td>Final</td> <td>30%</td> </tr> <tr> <td>Participation</td> <td><u>10%</u></td> </tr> <tr> <td></td> <td><u>100%</u></td> </tr> </table>	Assignment(s)	20%	Quiz(s)	15%	Midterm	25%	Final	30%	Participation	<u>10%</u>		<u>100%</u>
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<p>R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR</p> <p>Yes</p>												

Course Designer(s): **Wayne Ratcliffe**

Education Council / Curriculum Committee Representative

Dean / Director: **Robert Buller**

Registrar: **Trish Angus**