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POLICIES

Last updated July 2024

Contents

| | |
|---|----------|
| Section 1: Purpose | 3 |
| Section 2: Definitions, Roles and Responsibilities | 4 |
| Section 3: Board of Director Policies | 7 |
| Section 4: Personnel Policies | 17 |
| Section 5: Operational Policies | 23 |
| Section 6: Social Media Policy | 26 |
| Section 7: Financials | 29 |
| Section 8: Conferences and Annual General Meeting | 35 |
| Section 9: Membership | 37 |
| Section 10: Complaints and Discipline for Members | 42 |
| Section 11: Awards | 42 |
| Section 12: Privacy Policy | 45 |
| Appendix A: BCVTA Volunteer Code of Conduct | 48 |
| Appendix B: BCVTA Board Member Job Scope | 51 |
| Appendix C: NAVTA Veterinary Technician Code of Ethics | 53 |
| Appendix D: Executive Director Job Description | 54 |
| Appendix E: Appointment of Executive Director | 56 |
| Appendix G: Executive Director Interview Questions | 63 |
| Appendix F: Award – BCVTA RVT of the Year | 64 |
| BCVTA RVT of the Year Recipients | 64 |
| Appendix G: Lifetime Achievement Award Recipients | 65 |
| Appendix H: Appreciation Award Recipients | 65 |
| Appendix I TRU BCVTA Distinction Award Onsite | 65 |
| Appendix J TRU BCVTA Distinction Award Open Learning | 66 |
| APPENDIX K Douglas College BCVTA Award of Distinction | 66 |
| Appendix L: Expense Form | 67 |
| Appendix M: BoD Meetings Proxy | 68 |
| Appendix N: Assessment of Continuing Education (L.Hillis-Schmidt,A.Barker November 2023) | 68 70 |
| APPENDIX O: COMPLAINTS PROCESS | 70 |

Mission

To lead and advocate for our profession; while working to elevate veterinary standards for the protection of animals and the public.

Vision

For every animal care facility in British Columbia to employ and fully utilize RVTs.

Strategic Pillars

Educate, Advocate and Advance

Strategic Statement

The BCVTA, acting with integrity, serves to educate and advocate for our members, to advance the profession of veterinary technology.

Section 1: Purpose

The Board of Directors of BCVTA have developed and enacted the following policies and procedures by virtue of the by-laws of the organization. These policies and general operating procedures were enacted and are being adopted for the effective operation of BCVTA.

The day-to-day functional implementation of these policies and procedures is the responsibility of the Executive Director of BCVTA. The purpose of these policies and procedures is to serve as a reference tool in making decisions involving the management and operation of BCVTA; to establish guidelines to be followed by the ED in determining personnel practices; and to acquaint stakeholders with their general rights and responsibilities. The manual will also provide personnel with information on BCVTA's policies and procedures with respect to accounting and financial management, procurement, records retention and security.

Organizational policies and procedures may be amended through the Board of Directors on recommendation of the Executive Director. Organizational policies and procedures should be reviewed on a periodic basis by the Board of Directors to determine if any changes are necessary.

Section 2: Definitions, Roles and Responsibilities

Board of Directors (BoD), Directors, BoD members, Board members, or Board The appointed representatives that make up the BCVTA Board of Directors – voted in by members at AGM

BCVTA (the Association) BC Veterinary Technologists Association

Bylaws means the bylaws of the Association as filed with the Registrar.

Constitution means the constitution of the Association as filed with the Registrar.

Electronic means means any system or combination of systems, including but not limited to telephonic, electronic, radio, computer, or web-based technology or communication facility.

Executive Board The Executive Board consists of President, Vice President, Treasurer, and Executive Director

Executive Director (ED) The Executive Director is a hired contract position, with a job description set out by the Board.

Members Members means those persons who are, or who subsequently become, members of the Association in accordance with the Bylaws and have not ceased to be members.

Officers Members of the Board are assigned specific jobs such as: CVBC Liaison, Secretary, Vice President, President, Financial Officer or Treasurer, 2 RVTTTC Representatives, and President Elect.

The BCVTA is a not-for-profit organization helping to raise Veterinary Standards for the Protection of the Public and the Animals of British Columbia. The Association is run by a volunteer BoD and an ED. Activities of the organization are guided by the members. Members of the Association are Registered Veterinary Technologists, and have met the requirements as detailed in the bylaws Article 1 Sections 1 thru 3. Each member of the Association shall adhere to the Constitution, Bylaws, Code of Ethics, and Standard of Practice of the BCVTA.

The BoD will conduct business on behalf of its members that fulfills its strategic objectives, mission statement and vision statement. They work with the ED to enact policies, procedures, values and long-term planning to meet the mission of the organization. The ED reports to the Board to ensure that operational goals are being met and is responsible for carrying out the work of the organization within the approved budget. The ED hires and oversees any staff members or contractors to achieve the strategic initiatives of the Association.

2.1. Constitution

The name of the society is British Columbia Veterinary Technologists Association or BCVTA. The purposes of the society are to:

- Promote, encourage, and maintain the knowledge, ability, and competence of members of the Association in the area of animal care.
- Establish standards of training for members of the association.
- Participate in the development of provincial recognition as a profession.
- Provide a means of communication among members.
- Establish and maintain ethical standards for members of the association.
- Promote and maintain good relations and open communications with related associations.
- Protect the interests of the public.
- Do all such lawful things as may be incidental or conducive to the attainment of these objects.

2.2. Code of Conduct (see also Appendix B)

Every Board of Director, Committee Member or BCVTA Volunteer must sign the BCVTA Code of Conduct form before working/volunteering for the BCVTA.

2.3. Code of Ethics

The BCVTA adheres to the National Association of Veterinary Technicians in America (NAVTA) Code of Ethics and the BCVTA Code of Ethics. The object of these codes is to uphold the honour and dignity of this profession.

- Members are required to conduct themselves with dignity.
- It is the solemn duty of all members of the Association to deport themselves in accordance with the object of this code.
- This code may not preclude the Association from considering and dealing with any form of professional misconduct, although it may not be specifically outlined in the code.
- Humane treatment of animals is expected of members at all times.
- A breach of the Code of Ethics is deemed to be conduct injurious to the objects of the Association as determined by the Grievance and Ethics Committee.

2.4. Occupational Title Protection

The BCVTA has Occupational Title Protection over the title British Columbia Veterinary Technologist Association and the use of the letters RVT (Registered Veterinary Technologist).

For more information, [click here](#).

2.5. BCVTA Logo

The official logos of the BCVTA are:



Any request or permission to use the BCVTA logo is to be approved by the Executive Director. The process of trademarking this logo was started in April 2019, paperwork complete, waiting for processing began in October 2019. May take up to 2 years to complete. As of December 2022, this process was still not finished.

M.John/K.Donchi (December 2022)

2.6. Office Location

The operating office of the BCVTA will be located at the home of the ED. Safe storage of all official documents and records of the BCVTA will be maintained at this office. Contact options for the BCVTA include: email, mail and BCVTA maintained social media outlets. All options are to be monitored and maintained by the Executive Director.

Mailing address: Box 4573 Williams Lake, BC V2G 4C1

Email: executivedirector@bcvta.com

The Association shall be carried on without purpose of gain for its members and any profits or other accretions to the Association shall be used for promoting its objects.

T.McKenzie-Wyatt/L.Hillis-Schmidt (December 2022)

Section 3: Board of Director Policies

Board of Directors

The property and business of the Association shall be managed by a board of eight Directors, plus the ex-officio Past-President. Directors must be individuals, 19 years of age, with power under BC law to contract. The Directors of the board shall abide by the policies governing the Board of Directors.

The BCVTA Board of Directors consists of (to a maximum of 10 individuals as per *BCVTA Bylaws Article 6.4*):

- Past-President
- President
- Vice President
- Secretary
- Treasurer
- CVBC Liaison
- RVTTC Representatives
- Student Liaison

(A.Barker, E.Carefoot March 2024)

3.1. Appointment of Directors

See Bylaws Article 6.6 appointment of Directors/Officers

3.2. Board of Director Terms

See Bylaws Section 6.7 Term of Directors and 6.8 Consecutive Terms and Term limits.

- 3.2.1.** The President and Vice-President may be elected for up to one (1), two (2) year term.
- 3.2.2.** The Secretary and Treasurer will be elected for up to two(2), two (2) year terms.
- 3.2.3.** The RVTTC Representative will be appointed for up to three(3), two (2) year terms, following the Bylaws and Policies of the RVTTC.
- 3.2.4.** The CVBC Liaison will be elected for up to two, two (2) year terms.

(K.Donchi, A.Barker Jan 2024)

3.3. Duties, Responsibilities and Job Scope (Appendix C)

Each Director of the BoD is expected to do the following:

- Abide by the Association bylaws, code of conduct and policies.
- Attend and actively participate in all Association BoD meetings; including access to google documents where Association business information will be shared.
- Prepare and submit reports as requested ie: AGM, Committee Meetings, Events, BoD meetings.
- Participate in the hiring and, if required, release of the ED, other BoD members or Committee

members.

- Provide guidance and direction for the ED.
- Participate in the annual performance evaluation of the ED.
- Identify and recruit prospective BoD and committee members.
- Participate in the annual BoD self-evaluation.
- Contribute to the work of the BoD as a member of a board committee.
- Attend and participate in the Annual General Meeting.
- Monitor the financial performance of the Association.
- Review and implement the Association's mission, vision and strategic objectives.
- Respect others' views while advocating for your own.
- Support BoD governance decisions.
- Establish, review and monitor the bylaws, policies, and standard operating procedures of the Association.
- Act as an ambassador for the Association.
- Acquire and maintain current understanding of provincial veterinary community issues.

(A.Barker, E.Carefoot March 2024)

3.4. Director Tasks and Responsibilities

3.4.1. President of the Association shall:

Preside at all executive board and general business meetings and shall enforce bylaws.

- Have the power to call special meetings.
- Give general supervision to the Association activities and support to all positions of the Executive Board as needed.
- Present an annual report at the Annual General Meeting.
- Appoint all standing and special committee chairman and fill any vacancies on those committees.
- Be responsible for any correspondence pertaining to this position.
- Transfer all presidential records to the incoming President.

3.4.2. Past President of the Association shall remain as an ex-officio member of the Executive Board in an advisory position for one year.

3.4.3. Vice-President of the Association shall:

- Serve in the absence of the President, then assuming all powers of the Presidential position.
- Assist the President in whatever duties deemed necessary.
- Stand as a member of the Executive Board in a learning position for a period of one year prior to their term as President commences.

3.4.4. Secretary of the Association shall:

- Maintain accurate minutes of all Executive Board and General Business meetings.
- Ensure all members have access to the minutes of General Business meetings within two (2) weeks of the meeting.
- Ensure that all directors have access to the minutes of Executive Board meetings within two (2) weeks of the meeting.
- Be responsible for all correspondence pertaining to this position.
- Transfer all secretarial records to the incoming Secretary.
- Ensure copies of all meeting Agendas are retained in accordance with Section 5.3 of the policy manual.

(A.Barker, E.Carefoot)

3.4.5. Treasurer of the Association shall:

- Be custodian of the financial resources of the Association.
- Present a written and verbal financial report to the membership.
- Keep an itemized account of all transactions.
- Ensure all bills are paid promptly.
- Have an unaudited financial statement prepared by a Chartered Accountant to be presented at the Annual General Meeting.
- Keep all books available to be reviewed by any member.
- Turn over completed and accurate records to the newly elected Treasurer.

3.4.6. RVTTC Representatives of the Association shall:

- Be the Association Representative of the Registered Veterinary Technologists and Technicians of Canada (RVTTC).
- Present reports of RVTTC activities to the Executive Board and the general membership.
- Be responsible for writing BCVTA reports to the RVTTC and coordinating the submission for RVTtalk
- Be responsible for all correspondence pertaining to this position.
- Transfer all records to the incoming representative.

3.5. Conduct and Accountability

Association Board members are to:

- Hold regular monthly conference calls (ZOOM), the second Monday of the month, a spring conference in April, and a fall conference in October.
- Attend and participate in all meetings.
- See to their own continuity and renewal, by suggesting suitable candidates for the BoD to consider as their replacement as vacancies occur.
- Communicate information to outside parties only if it has been printed in meeting

minutes.

- Speak on behalf of the Association on Board approved issues.
- Notify the BoD of any concerns with another Director or Committee Member.
- Respect and publicly support BoD decisions. Personal views and opinions on a matter that may differ from the BoD position are not to be publicly communicated.

3.6. No director may hold more than one BCVTA office at one time with the exception of the Vice President and the RVTTC Representative. The RVTTC representative will only hold more than one position from the completion of their term for the BCVTA BoD until the new representative is elected at the RVTTC AGM.

3.7. Board members who are not able to attend will be asked to send regrets to the ED in advance of the meeting. This is important to ensure a quorum at all meetings.

3.8. Conflict of Interest

BoD members that choose to volunteer as Board or Committee members of similar organizations will be expected to disclose these appointments including pertinent details. The Association BoD may then decide on a case by case basis whether a conflict of interest exists.

3.9. New BoD Members

BoD members are elected at the Annual General Meeting by registered members of the Association. The BoD will then discuss how to best fill vacant positions based on skills and strengths of the newly elected Directors and the needs of the Association.

3.9.1. Prior to their first Board meeting, newly appointed BoD members will:

- Complete a Code of Conduct form.
- Submit a biography and photo for use on Association media within 2 weeks of the appointment.
- Submit a completed Board of Director Consent form provided by the BCVTA lawyer.
- Be provided with a welcome package including:
 - Current strategic plan
 - Board Calendar including Board meeting dates and upcoming events
 - Copy of policy and bylaw manuals
- Gain access to the BCVTA Google Drive
- Complete a governance training course of the BCVTA's choosing, at the expense of the Association.

(A.Barker/M.John Sept 2023)

3.10. Inactive Directors

3.10.1. Board members/representatives that miss two (2) meetings per year and one conference,

without just cause, may by special resolution be removed by the BoD before the expiration of his/her term of office.

- 3.10.2.** If the ED and/or the President feels that any Director is inactive and not communicating effectively as per their position then the following steps will be taken:
- The BoD will be informed of the concern and will determine the best course of action.
 - If the concern is not resolved, the President will ask the BoD member, in writing, to step away from the BoD.

3.11. Outgoing Directors

Outgoing Directors are responsible to notify the President and ED of the completion of their term, or termination of their position. They are expected to pass on all pertinent information and property to the in-coming BoD member.

3.12. Committees (see Section 13 of the Bylaws and Appendix C – Committee Code of Conduct)

- 3.12.1.** Committees may be formed as set out by Section 13 of the Bylaws. 3.10.2 A full outline of tasks and expectations will be given when any committee is formed and goals are set.
- 3.12.2.** The BoD may recognize a need for special committees.
- 3.12.3.** Positions may be filled by BCVTA members only or specifically selected public members and either nominated or appointed at the discretion of the BoD. There will be one Board member appointed to each Standing Committee to act as a liaison. The Executive Director is to be included in both Standing Committee Meetings and Working Group Meetings; however, as an ex officio.

(Governance Committee, March 2023)

3.12.4. Duties and Responsibilities

Committee members are required to carry out the duties asked of the Association with due diligence by:

- Acting honestly and in good faith and in the best interests of the committee they are appointed to.
- Exercising care, diligence and skill of a reasonably prudent person in exercising her/his powers and performing her/his duties.
- Acting with practicality by proceeding cautiously and anticipating any probable consequences of any course of action their committee may choose to undertake.
- Reviewing the agenda and supporting material in advance of each meeting.
- Attending meetings of the Committees appointed to.
- Being prepared to discuss the business before the meeting.
- Voting when required.
- Reporting on and submitting all meeting documents to the ED in a timely manner.

3.12.5. Committee Chairs are appointed by the committee via a vote of committee members.
(Governance Committee, March 2023)

3.13. All materials deemed confidential shall be recorded as such.

3.14. Conduct and Accountability

3.14.1. Committee Members are to:

- Reply promptly to all correspondence from the Association.
- Perform all work as outlined in the committee's directives.
- Have any letters sent on the Association's behalf approved by the ED.
- Maintain confidentiality of the BoD discussions.
- Maintain the confidentiality of any information related to the Association except when it has been printed in meeting minutes and is not marked as confidential.
- Notify the ED or President of any concerns with a Director or Committee Member.
- Respect and publicly support BoD decisions. Personal views and opinions on a matter that may differ from the BoD position are not to be publicly communicated.

3.15. Reports of Misconduct by a Board Member

3.15.1. Complete confidentiality will be used at all times during and following any reports of misconduct by members of the BoD.

3.15.2. If the ED or any Director becomes aware of an alleged violation of the BCVTA Code of Conduct, they may bring it to the attention of the President.

3.15.3. The following steps will be taken:

- The President will investigate and determine if there is a valid reason to proceed with a full Board inquiry.
- A meeting of the BoD will be arranged by the ED.
- The Director in question will be asked to respond to the report.
- The Director will be considered innocent until a full investigation is made.
- Results of the investigation will be discussed at the next BoD meeting.
- The BoD will decide on the validity of the allegations and action to be taken.
- The President will provide the Director in question with the outcome of the investigation and discuss action to be taken as determined by the BoD.

3.15.4. Following the investigation:

If the BoD determines that the Director in question should be asked to leave their position, a motion will be made at the investigatory meeting to that effect. The Director will then be:

- Contacted by the President and asked to leave their BoD appointment.
- Sent a letter reporting the BoD's findings and decisions.

3.15.5. The decision of the BoD shall be final and binding.

3.16. BoD Meetings

3.16.1. Scheduling and Notice

The President, in cooperation with the BoD will pre-determine the need and number of meetings to be held. It is recommended that monthly virtual meetings be conducted.

3.16.2. Meetings shall be:

- A forum for discussion, sharing and conducting of business for the Association.
- A forum for communication of concerns and important items brought forward.
- Conducted according to a predetermined agenda.

3.16.3. The Chair will insure that:

- Discussion during the meeting should be pertinent, effective and reasonable in length.
- Motions must entertain a first, then a second, then discussion as per Robert's Rules.
- The speaker be acknowledged before discussion or motions.

3.17. The ED, in consultation with the President, will develop a draft agenda in advance of each BoD meeting. Every BoD member will receive advance notice of the agenda and anyone wishing an item to be put on the draft agenda of a future meeting will notify the chair of the board in advance of the meeting

3.18. Any financial documentation needed for meetings will be provided by the Treasurer, ED, Financial Institution, and Accountant if needed, required or asked for.

3.19. Order

The order of business for the meetings of the Association shall include, but not be limited to, the following:

- Call to order
- Role call/Introduction of guests
- Acceptance of Consent Agenda
- Acceptance of Agenda
- Open Issues
- New Business
- Adjournment
- In-Camera Meeting

(K.Donchi, K.Holbrow January 2024)

- 3.20.** Minutes of each meeting will be taken by the Secretary as per the bylaws. If the Secretary is unavailable for a meeting another minute taker will be appointed. Members shall have access to minutes within 2 weeks of the meeting.
- 3.21.** BoD meetings will only be attended by BoD members and/or invited guests with approval by the Chair.
- 3.22.** In-Camera Policy

Policy Statement: This policy outlines the guidelines and procedures for conducting in-camera (closed) sessions within the non-profit governance association in accordance with modified Robert's Rules of Order. In-camera sessions provide a platform for the Board of Directors and relevant stakeholders to discuss sensitive and confidential matters in a private setting, ensuring open and honest dialogue without compromising the integrity and confidentiality of the organization.

Purpose of In-Camera Sessions:

- 3.22.1.** To discuss sensitive matters, such as personnel issues, legal matters, potential conflicts of interest, and other confidential information.
- 3.22.2.** To allow board members and stakeholders to express their opinions freely and engage in candid discussions.
- 3.22.3.** To ensure that discussions related to confidential matters do not unduly influence public statements or decisions.

Scope:

- 3.22.4.** This policy applies to all Board of Directors meetings and relevant committee meetings within the non-profit governance association.
- 3.22.5.** In-camera sessions may be called at the discretion of the Board Chair or by a majority vote of the board members present during a regular or special meeting, following the procedures outlined in Robert's Rules of Order.

Confidential Matters:

- 3.22.6.** The following matters may be discussed during in-camera sessions:
 - 3.22.6.1.** Personnel matters, including hiring, termination, performance evaluations, and compensation discussions.
 - 3.22.6.2.** Legal matters, such as pending litigation, legal advice, or attorney-client privileged communications.
 - 3.22.6.3.** Strategic discussions or negotiations that require confidentiality to protect the

association's interests.

- 3.22.6.4. Matters related to potential conflicts of interest involving board members or senior staff.
- 3.22.6.5. Any other matters that, in the judgment of the board, require a closed session.

Announcement of In-Camera Sessions:

- 3.22.7.** The Chair or presiding officer will announce the commencement of an in-camera session and clearly state the purpose of the closed session, following the rules of notice and motion as outlined in Robert's Rules of Order.
- 3.22.8.** Non-board members, including staff or guests, who are not required for the in-camera discussions, will be asked to leave the meeting room during the closed session. At the discretion of the Board they can be invited to attend (see 5.1).

Conducting In-Camera Sessions:

- 3.22.9.** Only board members, legal counsel, and any individuals specifically invited by the board may be present during the in-camera session.
- 3.22.10.** Discussions held during in-camera sessions are strictly confidential and should not be disclosed to external parties, including staff members, volunteers, or the public.
- 3.22.11.** Board members should exercise discretion and refrain from sharing sensitive information discussed during the in-camera session, even among fellow board members, unless explicitly authorized by the board.
- 3.22.12.** The rules of debate, decorum, and voting, as outlined in Robert's Rules of Order, shall be followed during in-camera sessions.

Documentation:

- 3.22.13.** No official minutes will be taken during the in-camera session. However, a summary of the decisions made or actions taken may be documented for internal use only.
- 3.22.14.** Any documents or materials distributed during the in-camera session should be collected and appropriately secured after the session. Access to these materials should be restricted to authorized individuals only.

Compliance and Accountability:

- 3.22.15.** Board members and relevant stakeholders must adhere to the guidelines outlined in this policy and Robert's Rules of Order to maintain the confidentiality and integrity of in-camera sessions.
- 3.22.16.** Violation of the in-camera policy or the rules of order may result in disciplinary actions, including removal from the board or termination of employment.

Regular Review:

- 3.22.17.** This policy shall be reviewed annually by the Board of Directors to ensure its relevance and effectiveness.
- 3.22.18.** Amendments to this policy may be proposed by any Board member.

(A.Barker/K.Donchi Sept 2023)

3.23. Voting

- 3.23.1.** See Section 9.7 of the bylaws for quorum details.
- 3.23.2.** Decisions will be made by majority vote by show of hands or electronically through email vote.

3.24. Electronic Voting

Decisions may be made by BoD vote at any time as determined by the President. Proper notice will be given and reply votes may be given electronically. Votes will be tallied in a manner that permits their subsequent verification. The ED will keep in confidence the direction of each individual's vote, releasing only "for" or "against" and names of persons that did not vote. The vote tally will be posted on the website. Any BoD member who has not voted by the indicated time will be considered an absentee vote.

- 3.25. Voting by Proxy – (Appendix)** If a BoD cannot attend a board meeting they may appoint another BoD member as proxy to vote on their behalf

Section 4: Personnel Policies

It is the policy of the Association that it will operate and conduct business without discrimination or segregation because of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability or conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered, except where there is a bona fide occupational qualification for the job tasks to be performed.

4.1. Executive Director (See Appendix G)

The ED is a hired contract position and is responsible for the day-to-day operation of the Association with guidance and support from the BoD.

The Appointment of Executive Director Template was drawn up by the *legal firm Gillespie & Co. LLP* from Kamloops, BC in 2022

4.2. The Contractor's relationship is that of an independent contractor for the purposes of the Income Tax Act (Canada) and any similar provincial taxing legislation. It is intended that the Contractor shall have general control and direction over the manner in which their services are to be provided to the Association under the contract agreement including the freedom to set own schedule, work in the field, and work from home office as needed. Nothing contained in the Contractor Agreement shall be regarded or construed as creating any relationship (whether by way of employer/employee, agency, joint venture, association or partnership) between the parties other than that as an independent contractor as set forth herein.

4.3. Terms of Appointment

4.3.1. Applications for the ED of the Association will be reviewed by the Executive Board. The ED of the Association:

- Shall be open to all Registered members of the Association.
- Must be applied for.
- Will be appointed for a minimum term of five years.
- Shall be an ex-officio member of the Executive Board.
- Shall receive remuneration for the appointment.

4.3.2. The Association shall provide the ED with a contract detailing the following: Length of appointment

- Steps for renewal
- Salary

- Terms of agreement (ie. Expectations, CRA requirements)

4.3.3. Duties and Responsibilities (See Appendix G)

The ED of the Association shall:

- Maintain a permanent Association office and a post office box address at a mutually agreed upon Post Office location.
- Be responsible for all correspondence received at that address.
- Be responsible for maintaining an accurate membership register and roster, while maintaining member's confidentiality.
- Understand that this position is a contract position and be responsible for payment of all appropriate taxes and fees to the Canada Revenue Agency.
- Fulfill the position requirements in a professional manner, within the Association's values, and normal business practice.
- Organize the operation within the boundaries of prudence and ethics established in the Association's policies.
- Carry out all work necessary to meet the goals as set in the Strategic Plan.
- Serve as the primary contact of the Association for day to day operation and risk or crisis management.
- Be responsible for the direction of any staff under their employment.
- Submit a monthly statement indicating hours worked.

4.3.4. All authority and accountability of the Association is considered to be the authority and accountability of the ED with direction from the BoD.

4.3.5. The BoD will respect and support the ED's choices, but may at any time obtain information in the delegated areas.

4.3.6. The ED should expect support from the Board while working within the job description limits.

4.3.7. Modifications to the duties and responsibilities will be reviewed by the ED and the BoD on an ongoing basis and in the best interest of the Association.

4.3.8. The ED may neither cause nor allow any practices or circumstances that violate commonly accepted business and professional ethics or common business prudence.

4.3.9. An annual performance evaluation will be conducted. BoD members will contribute to the development of the ED by providing input through a survey. The President and one other Director will review the results with the ED.

4.3.10. The performance evaluation should be used as a tool to support the ED in their career and to ensure job satisfaction is achieved. By doing so, the Association will be strengthened.

4.4. Cost of Living

The cost of living increase will be based on the National COL, included with the annual ED performance evaluation. This will align with the anniversary of their starting date with the Association. If the ED is to receive a wage increase above the cost of living, it will be recommended by the BoD and voted on by the Association membership at the subsequent AGM.

For Current Executive Director this review date is August 1 of each year

| <i>Year</i> | <i>Cost of Living Increase</i> |
|-------------|--------------------------------|
| 2018 | 2% |
| 2019 | 2.1% ² |
| 2020 | 2% |
| 2021 | 2% |
| 2022 | 5.3% |
| 2023 | 8% |
| 2024 | 3.8% |

4.5. Reports of Misconduct

4.5.1. Complete confidentiality will be used at all times during and following any reports of misconduct by the ED.

4.5.2. If any Director becomes aware of an alleged violation of the Code of Conduct, they must bring it to the attention of the President and the following steps will be taken:

- The President will investigate and determine if there is a valid reason to proceed with a full inquiry.
- A meeting of the BoD will be arranged.
- The ED will be asked to respond to the details of the report.
- The ED will be considered innocent until a full investigation is made.

- At the next BoD meeting the investigation and reports will be discussed.
- The BoD will decide on the validity of the report and the action to be taken.
- The ED will be contacted as to the outcome of the investigation.

4.5.3. Following the investigation:

If the BoD determines that the ED should be asked to leave their position, a motion will be made at the investigatory meeting to that effect. The ED will then be:

- Contacted by the President and asked to leave their appointment.
- Sent a letter reporting the BoD's findings and decisions.

4.5.4. The decision of the BoD shall be final and binding.

4.5.5. Termination of Appointment

The ED shall be asked to resign:

- If they cease to be a member in good standing.
- On being struck from the register.
- On resigning from the Association.
- If they become a Non-Resident.

4.5.6. If the ED does not fulfill the terms of their contract:

- Their performance will be evaluated by the Executive Board and two volunteer members from the general membership.
- They may be relieved of the appointment, if deemed necessary by the above committee.

4.6. ED Succession Plan (Appendix G)

Every effort should be made to support the ED in their role for longevity and job satisfaction, as well as to ensure continuity for the Association. If the ED position becomes vacant, for any reason, it is important to be thorough and efficient to find the best possible candidate for the positions.

The Association has created a detailed job description for searching for an ED. The BoD does not recommend posting this description in its entirety as it can be considered intimidating to potential candidates. The full description can be emailed upon request.

4.6.1. When reviewing potential candidates, it may be necessary to pare down the selection so be sure to ask for the following to ensure only serious applicants are considered:

- Cover letter
- Resume including three (3) references
- Completion of a project such as a quarterly newsletter or a brochure for a conference

4.6.2. Interview (see Appendix H)

Interviews are best conducted by video (skype/zoom) with the following in attendance:

- Current President and Vice-President
- Current ED if possible
- One general member?

4.6.3. Contract (Appendix G)

Have your ED contract ready to be reviewed by the President and the successful candidate to ensure details are clear and questions can be answered prior to signing.

4.6.4. Succession Plan

Prior to the outgoing ED leaving and for the incoming ED to receive help, ensure the BoD has access to the email account to provide support while they are settling in. It may also be pertinent to assign this task to a BoD Director so that the ED is not left on their own. Transparency is vital BoD members must be confident that duties and responsibilities are being carried out.

4.6.5. Operating SOPS

The current ED is to ensure all documents are uploaded to google docs, including SOP's. SOP's should include the following:

- Details for insurance: what policies are held and with whom.
- Company used for conferencing and directions for recording calls.
- An updated list with usernames and passwords.
- Back end directions for the website.
- Specific directions for processing membership.
- An accurate and up to date calendar detailing what happens each month and when to start organizing things

4.6.6. Ideally the Association would be best served with at least a 2-3 month overlap of the outgoing ED and incoming ED. It is also ideal if that could occur at a slower time of year to better orient the new ED (June – September or November to February)

Final Tasks of the Outgoing ED

To help make the transition a smooth one, the Association would request that the outgoing ED performs the following tasks:

- Help with the banking change over until all bank accounts are up and running with the new ED.
- Set up a forwarding address to the new ED's PO box.
- Prepare and seek BoD approval for a budget to set up an office - this is cheaper than shipping large items like printers, filing cabinets etc.
- Purchase a new laptop and printer if appropriate and necessary. Set up the laptop with everything they will need to run the Association
- Have the BOD review and organize all hard copy documents in advance - there is no need to pass old documents from one place to another. Scan as much as possible, properly destroy what isn't needed.
- Prepare a document detailing current projects and tasks and those for the upcoming two months
- Be available to support the new ED for up to 3 months

Section 5: Operational Policies

5.1. Planning Cycle

As with any business, the management responsibility of the BCVTA lies on the BoD and ED. It is imperative to understand that the membership may ask to see financials at any time and it is the BoD duty to run the BCVTA to the best of their ability with undo harm. The BCVTA Board will establish and follow an annual planning cycle, which ensures it provides regular direction to the BCVTA.

5.2. Strategic Planning

The BoD will conduct an annual strategic planning session, ideally in person. This session will be facilitated by the ED and the President of the Association or a third-party consultant as agreed upon by the Board of Directors. This meeting will ensure that the BoD is meeting the goals of the Association as guided by the mission, vision, pillars and input from the membership. Strategic planning will consider current resources including financial and personnel hours, as well as national and global current events.

(K.Donchi, E.Carefoot January 2024)

5.3. Insurance

The ED must ensure that the Association has appropriate insurance to operate. Currently, the Association holds two (2) policies:

- Westland Insurance Company: Commercial General Liability and
- Encon Directors and Officers Liability Package

Please see the Executive Director folder on the Association google drive for complete details on both insurance policies.

5.4. Society Act

The BCVTA will ensure the society act documents are updated within 30 days of the AGM. It will be at the BoD discretion of whether to seek legal counsel for this or to have the ED submit the documentation on behalf of the BCVTA.

5.4.1. Records Retention

Financial records, in paper and/or electronic format, shall be kept for no less than a period of seven years from the end of the last tax year in accordance with Canada Revenue Agency regulations. This includes any supporting documentation required to fulfill tax obligations and aid in calculating entitlements including invoices, receipts, books, bank statements, contracts, membership lists, appointment books, logbooks, and other documentation, if applicable.

- 5.4.2. Individual contractor, volunteer, member, and donor records shall be kept for seven years from the time the relationship with the Association ceases.
- 5.4.3. Bylaws, board minutes, annual general meeting minutes, year-end financial statements, policies and procedures, annual reports, newsletters, and other documents of historical significance to the Association shall be stored on a backup drive and kept indefinitely.
- 5.4.4. The Association laptop shall be backed up once per month to an external hard drive, and the hard drive is to be kept off-site in a secure location.
- 5.4.5. Appropriate documents will also be uploaded to Google Drive as needed.

5.5. Communication

- 5.5.1. Any communications received by a board member addressed to BCVTA is to be sent immediately to the ED to be recorded, circulated and responded to as required.
- 5.5.2. All communications, correspondence or media releases must be approved by the President and submitted by ED or board members.
- 5.5.3. BCVTA will employ a variety of communication strategies to ensure the continuation and integrity of the organization. This includes, but is not limited to:
 - Digital platforms such as Zoom for regular BoD meetings.
 - Email communications for BoD discussion, membership inquiries, important membership notices, and day to day operations.
 - Social media platforms for dissemination of general information.
 - Survey Monkey to gather information from the Association membership.

5.6. Website

The Association maintains a website at bcvta.com, created in 2018 by Adroit services in Kamloops, BC.

Email: info@atws.ca, Phone: 250-828-1198.

5.6.1. Website Maintenance

The ED is responsible for maintenance of the website, with support from Adroit, including:

- Ensuring information is current and up to date.
- Assisting members with registration.
- Conducting an audit of member CE.
- Ensuring links are current and functional.
- Updating current CE opportunities.

5.6.2. Webinars

The Association aims to provide quality continuing education (CE) opportunities for members regardless of geographic location. To meet this goal, the Association will house CE webinars on the website for members to access as required to maintain their RVT Status. These webinars will be equal in cost to attend live CE events in person, minus food expenses.

To confirm that members are watching the webinars in their entirety, it is important to create a question to be answered prior to giving CE credits such as describing an event that occurred during the webinar. CE certificates will only be given once this is completed.

Section 6: Social Media Policy

Purpose:

This policy provides guidance for BCVTA use of social media and is used to:

- Share information on the BCVTA and its activities.
- Increase public awareness of the BCVTA and the Veterinary Technology profession.
- Improve public perception of our profession.
- Promote VT programs (2 onsite, 1 distance) in our province.
- Share positive, fun stories such as clinic recognition, awards, vet tech specialty achievements.
- Share applicable positive/empowering/productive stories and news articles from a third party to gain followers.

6.1. Through social media channels, the Association will:

- Encourage 2-3 contests per year.
- Recognize National RVT month.
- Recognize the accomplishments of RVTs.
- Advertise career opportunities.
- Advertise Buy and sell opportunities - Clinics who have an employer profile can post ads for equipment for sale.

6.2. Career Opportunity Ads

- 6.2.1.** Employers wishing to advertise career opportunities must provide the ED with a full job description including location, clinic description, job scope, and contact information.
- 6.2.2.** Cost for a 30 day career opportunity posted to the website is \$30.00. The ad may also be posted on the BCVTA website.

6.3. Intended Audience

For advertising purposes on social media, the intended audiences of BCVTA are:

- Registered Veterinary Technologists & Technicians
- VT/AHT Students
- Veterinarians
- Veterinary organizations
- Public audience
- Animal or Science oriented organizations

6.4. Access and utilization of Social Media Accounts:

- 6.4.1. BOD PR position to maintain administrative status on all social media platforms. This position will be responsible for:
- Providing Facebook content once per day.
 - Providing Instagram and Twitter content once per week.
 - Reviewing all platforms to remove dated content, update info as needed, and reply to comments in a timely manner.
- 6.4.2. Social media content should focus on a mix of education, information and clean humour.
- 6.4.3. ED shall maintain administrative status on all social media platforms and the President and identified interested BoD members will have access for support.
- 6.4.4. It is highly recommended that Association social media caretakers keep all social media accounts separate from personal accounts, if practical. Access to all accounts must be kept completely confidential. Users are not permitted to allow anyone who has not been given BoD authorization access to these social media accounts.
- 6.4.5. It is also recommended that social media pages and applications be signed out of when not in use. Personal passwords for social media that may grant you access to BCVTA pages should be changed frequently and kept confidential to prevent unauthorized persons from gaining access.

6.5. Social media responsibility

The following principles apply to professional use of social media on behalf of the Association as well as personal use of social media when referencing the Association.

- 6.5.1. Board members, staff & volunteers will adhere to the BCVTA Code of Conduct, bylaws & policies at all times when using BCVTA social media channels.
- 6.5.2. Board members, staff & volunteers are to be aware of the effect their actions may have on the image and reputation of the BCVTA.
- 6.5.3. The information that is posted or published will be public information indefinitely.
- 6.5.4. Board members, staff & volunteers will use their best judgment in posting material and ensuring that content is neither inappropriate nor harmful to the Association or its membership.
- 6.5.5. All third-party content will be shared directly from the third-party site or contain a link to a third party to ensure no possibility of plagiarism.

- 6.5.6. Although not an exhaustive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are:
- defamatory
 - pornographic
 - proprietary
 - harassing
 - libelous or
 - that can create a negative culture within the profession
- 6.5.7. Board members, staff & volunteers are not to publish, post or release any information that is considered confidential. If there are questions about what is considered confidential, board members, staff & volunteers should contact the ED immediately for confirmation.
- 6.6. Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Board members, staff & volunteers should refer these inquiries to the ED before any response is provided.
- 6.7. If a Board member, staff or volunteer encounters a situation while using social media that threatens to become antagonistic, they should disengage from the dialogue in a polite manner and inform the ED and President immediately, seeking advice.
- 6.8. All users must obtain appropriate permission before they identify, by name, any individual on social media. Appropriate permissions must also be obtained before sharing/posting images of current or former employees, members, vendors or sponsors. Additionally, appropriate permission is to be obtained prior to use of third-party copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- 6.9. Social media use should not interfere with staff, Director, or volunteer responsibilities at the BCVTA.
- 6.10. Any staff, Director or volunteer member that has been deemed by the BoD to have contravened items in this policy, damaged the public's perception of the BCVTA, or have failed to follow through with assigned tasks, will be immediately removed as a social media assistant. A volunteer member may petition the BoD to be reinstated as a Social Media Assistant. After receiving a petition from a member, the BoD will review the case and make a final decision as to the outcome of the individual's ability to be reinstated as a Social Media volunteer.

Section 7: Financials

No individual will have complete control of BCVTA finances. The financial integrity of the Association will be managed by the ED with support from the Treasurer and the appointed Accountant.

7.1. Treasurer

See Section 11.9 of the Bylaws for a complete description of the Role of the Treasurer.

7.2. Fiscal Year

The Fiscal year of the Association is May 1st – April 30th.

7.3. Banking

7.3.1. The Association currently holds accounts at Scotiabank including an operations account, savings account, and investments.

(K.Donchi, M.John January 2024)

7.3.2. Investments and surplus funds are to be allocated as follows:

- One-year operating costs in the event of an emergency.
- Large events such as hosting the RVTTC conference held every 5 years in BC.
- In preparation for the 50th BCVTA Year Anniversary Party in 2030.

7.4. Accountant

The Association will appoint an accountant to support the ED and the Treasurer so that the financial wellbeing of the Association is closely monitored. This accountant will:

- Provide monthly income statements and balance sheets.
- Perform an annual audit and provide a year-end financial statement.
- File the annual T2 Corporation Income Tax Return.

7.5. Audit/Review

The BC Societies Act does not require a mandatory appointment of an auditor or presentation of audited financial statements to the members at an AGM, unless deemed necessary by directors or the members pass a resolution requiring an audit. It is recommended by the BCVTA lawyer, Mark Gillespie, that a financial review is performed on a regular basis moving forward.

Starting with the 2022-2023 fiscal year, the BCVTA will hire an appropriate accountant to perform a Notice to Reader review of the financials and provide financial statements on an annual basis. These reports will be shared with the membership at the Annual General meeting.

(A.Barker, M.John, March 2023)

7.6. Budget

A draft budget for each upcoming fiscal year will be prepared by the treasurer and ED and presented to the BoD for discussion at the BoD meeting prior to the Annual General Meeting (AGM). The budget will then be presented at the AGM for approval by the membership.

7.7. In the event that the AGM must be postponed to later than the start of the fiscal year of May 1st, the BoD may approve the budget and give a minimum of 30 day's notice to the membership.

7.8. Membership Fees

The BCVTA membership fees should be re-evaluated on a yearly basis with increases being implemented a minimum of every 2 years. These financial expectations will be reviewed by the BoD at least four (4) months prior to the start of the next fiscal year and approved by the membership at the fall GM.

7.8.1. In the event that the GM must be postponed, membership fees will remain at the current fee schedule and reviewed for the following fiscal year.

7.9. Operating Reserve Fund

The Association shall maintain a minimum Operating Reserve Fund equal to one year of average operating costs, available in cash or cash equivalents.

7.9.1. The Operating Reserve Fund will be recorded in the financial records as Board Designated Operating Reserve.

7.10. Cash Disbursements

7.10.1. Cash disbursements are made by electronic funds transfer or cheque.

7.10.2. The ED approves all invoices for payment. If there are any concerns by the ED for billable items, the ED will request more detail from the contractor that submitted the invoice. If there is any question, the ED may consult the Treasurer and/or the BoD.

7.10.3. Vendor invoices are recalculated to ensure accuracy. This recalculation must occur prior to preparation of payment.

7.10.4. The Association's appointed bookkeeper will include the payment number, fund or class for which the invoice is paid, date and initials to verify accuracy and complete data entry into the accounting software.

7.10.5. Cheques for payment are signed only when supported by approved invoices. Cheques will not be processed and signed in advance of proper invoicing approval procedures.

7.10.6. Signing authorities are expected to compare data on supporting documents to cheques

presented for their signature.

7.10.7. The ED will ensure that all costs paid through the utilization of external funding sources are recognized as ordinary, necessary, within the budget, and do not deviate from established practices of the Association.

7.10.8. **Discretionary Spending**

The purpose of this budget item is to ensure the BCVTA has the ability to provide a small gift of condolence to a BCVTA Director, volunteer, or staff member, as needed. Gifts may include, but are not limited to:

- Flowers
- Gift cards
- Food/Beverage
- Donation in lieu of flowers

The President or Executive Director, and at least one other director must ensure all discretionary gifts meet standards of probity expected of the BCVTA. Any expenditure must be reasonable and have a justifiable purpose. Any expenditure that will be over \$100 requires approval from the Board of Directors.

7.11. **RVTTC AGM**

7.11.1. Every 5 years the RVTTC AGM/CVMA Conference is held in British Columbia and for this conference it is expected that at least three (3) additional members of the BCVTA BoD attends the event to staff the RVTTC/BCVTA booth at the tradeshow, organize a dinner and evening event with the RVTTC representatives.

7.11.2. To plan for this large expenditure, it is of good prudence for the Association to allocate a reasonable amount of funds for this event.

(A.Barker, E.Carefoot March 2024)

7.12. **Expenses for BoD or Committee Members**

7.12.1. **Reimbursements**

- Expenses will be reimbursed only with proof of receipt, except for meal costs, which are at a set rate.
- Costs for alcoholic beverages will not be reimbursed, unless prearranged with the BoD for special events
- President, Executive, and Liaison positions may be reimbursed for expenses incurred to attend meetings that they would otherwise not be able to attend. These expenses may include child care fees, lost wages, or travel fees and must be approved by the Executive Director and Treasurer prior to reimbursement.

(K.Donchi, E.Carefoot January 2024)

7.12.2. **BoD Travel Policy**

The Association will cover transportation, accommodation and meal expenses for pre-approved travel as defined on Expense Form (Appendix P) with the following guidelines:

- Expense Form must be submitted with receipts.
- The most economical route (air vs car) should be considered when traveling.
- If travel fees are paid in advance for a BoD member using BCVTA monies and the individual fails to attend the event, future travel plans will be paid by the individual personally and reimbursed AFTER the event, once proof of attendance is given to the BCVTA. This does not include emergencies outside of the members' control.
- Mileage will be reimbursed at the recommended annual rate by Canada Revenue. This rate can be found [here](#).

(October 2021)

7.13. **ED Travel Policy**

All expenses for the ED are covered for occasions when representing the Association. All events and proposed costs are to be approved prior to the event. The ED will be reimbursed for mileage at the recommended annual rate by Canada Revenue. This rate can be found [here](#).

(October 2021)

Section 8: Conferences and Annual General Meeting

The BCVTA will organize at least one conference per year for the membership. The aim of this conference is to provide current, up-to-date education on a diverse range of topics, provide the membership with networking opportunities, to report on the activities of the Association and earn a moderate profit for the BCVTA.

The Association currently hosts two conferences annually, a Spring Conference with AGM and a Fall Conference with GM. This allows more members to attend BCVTA organized conferences for RVT's, participate in CE, allows for more opportunities for networking, and more involvement with their Professional Association.

It is the goal of the Association to host smaller town hall sessions outside of the conferences in the future to further connect with more of the membership to better serve the mission.

8.1. **BoD Expenses**

When traveling to attend Association meetings and events, BoD members will receive:

- Reimbursement for travel and reasonable accommodation
- Complimentary conference attendance
- A daily meal allowance as per Appendix P

Alcoholic beverages will not be covered while travelling on BCVTA business, unless pre-approved by the board for special events.

8.2. **Conference Guests**

8.2.1. The “meet the RVT” speaker will receive a complimentary conference day for the day they are speaking as well as CE credit as per the CE policy document.

8.2.2. The BCVTA RVT of the Year recipient will receive travel and accommodation costs, complimentary conference attendance and an engraved keeper plaque.

8.2.3. Conference Lecturers will receive travel and accommodation costs, meals or per diem, as well as speaker fees at an agreed upon rate prior to the event.

8.2.4. Trade Show

The Association will host a Trade Show in conjunction with the Spring Conference and AGM. Information packages will be sent to sponsors between July and September the previous year to allow sponsors to prepare their budget and be able to participate in the conferences and trade shows.

Complimentary Trade show booth are available for non-profit, animal related groups such as: RVTTC, CALAS, CAAT, KTRA, St John's Ambulance, etc

8.3. General Meetings

8.3.1. AGM Order as per BCVTA Bylaw Article 4 Meetings Section 4.1 *Meetings shall be run according to Robert's Rules.* The order of business for the meetings of the Association shall include, but are not limited to the following:

- Meeting called to order
- Roll call/Introduction of guests
- Acceptance of Minutes from previous meeting
- Information from the Minutes of previous Executive Board meeting
 - *Approval of minutes*
- Officer's reports
- President's report
- Vice President's report
- Treasurer's report
- CVBC liaison report
- One RVTTC representative report
- Executive Director report
- Committee reports
- Old business
- New business – including bylaw updates & changes
- Election of Directors (at AGM).
- Adjournment

8.3.2. GM Order as per *BCVTA Bylaw Article 4 Meetings Section 4.1*

8.4. Attendance as per BCVTA Bylaw 4.2

8.4.1. Continuing Education credits are given to members for attending general meetings at one (1) credit per meeting.

8.4.2. BoD members are expected to attend general meetings and provide attendees with updated reports regarding their positions. BoD members are also expected to provide written reports to the Secretary for inclusion in the minutes.

Section 9: Membership

9.1. Member Rights and Responsibilities

See *Section 2 of the bylaws* for full membership admission, requirements, eligibility, and responsibilities.

9.2. Inactive or Non-practicing Member

This category was created to support members on parental leave, long term illness or family emergency or for members who wish to remain BCVTA members that are not actively working as an RVT. Non-practicing members are not entitled to work as Registered Veterinary Technologists under this category.

Members can remain in this status for up to five years before they are required to reinstate their membership or retire. No CE credits are required to be submitted while members are registered under this category, and there is no requirement to rewrite the VTNE on return. The absence of less than one year will be rounded up to a full year.

To be reinstated, the member must submit the annual required amount of continuing education activities per year of non-practicing status, up to a maximum of 75 credits. Members who have been in the non-practicing category of membership for more than 5 years may be required to attend additional courses of the Board's choosing **prior** to reinstatement.

To be eligible for this category of membership, a member must be in good standing and up to date on current continuing education requirements. The renewal fee for this category will be 50% of the annual membership fee.

(A.Barker/G.Beer, February 2023)

9.3. Retired Members

9.3.1. Retired members shall:

- Be an Active Member in good standing at the time of category change.
- Have a minimum of 20 years of registered membership in a provincial AHT/VT Association.
- No longer be working in the animal health/veterinary field in any capacity.
- Have access to electronic newsletter and message board.
- Be exempt from continuing education accumulation requirements.
- Be considered a retired registered member of the Association and given the title Registered Veterinary Technologist (Retired) (RVT(ret)).

9.3.2. Retired members wishing to be reinstated to active membership will be required to submit 10 continuing education credits per year of retired membership.

9.3.3. If a retired member has held this status for greater than three (3) years and wishes to be reinstated as an active member but cannot show 10 CE credits for each year of retired

membership, they will be required to re-sit and pass the national examination before being considered for reinstatement.

9.4. Non-resident members (As per BCVTA Bylaw Article 2.3 Membership Eligibility) shall:

- Be non-voting members and ineligible to hold office.
- Pay membership dues.
- Adhere to the Constitution, Bylaws, Code of Ethics, and Standard of Practice of the Association.

(A.Barker/G.Beer, February 2023)

9.5. Student members shall:

- Reside in the Province of British Columbia, or other Canadian Province or Territory that does not have a recognized AHT/VT Association (eg, Yukon, North West Territories, Nunavut).
- Be non-voting members and ineligible to hold office.
- Pay membership dues.
- Not be considered a registered member of the Association.
- Adhere to the Constitution, Bylaws, Code of Ethics, and Standard of Practice of the Association.

9.6. Members may only receive remuneration by the employing Veterinarians or any other employer and not by clientele in accordance with regulations in the Veterinarians Act.

9.7. No member shall participate in illegal Veterinary practice or encourage others to do so. It is the duty of a member of the Association to report such violations.

9.8. No member shall discuss or make an accusation against the integrity of a member of the Association or a member of the College of Veterinarians of British Columbia, without just and probable cause.

9.9. No member shall violate the confidence of their employer or of a client.

9.10. Except as provided by the Veterinarians Act and the Bylaws of the College of Veterinarians of British Columbia, no member shall practice veterinary medicine.

9.11. Members Not in Good Standing

As per BCVTA Bylaw Article 2.9 Member Not in good Standing

An Active member who has previously written the national examination and has allowed their membership to lapse for a period of greater than three years will be required to re-sit and pass this examination before being considered for reinstatement as an active registered member of the Association.

9.12. Members Not in Good Standing within another Province applying to the BCVTA.

9.12.1. If a member has let their membership lapse from another province and they have moved to

BC and they wish to register with the BCVTA, they may:

- Send in a formal appeal to their original province and get a letter of good standing **OR**
- Submit the required annual CE credits per year lapsed plus a letter of support from their employer and then apply as a new member to the BCVTA. Applicants will be required to indicate the reason for no longer being a member in good standing of their current Provincial Association.

See Appendix for a sample letter to the applicant.

(A.Barker, L.Hillis-Schmidt, May 2023)

9.13. Internationally trained veterinary technologists, technicians, and nurses wanting to become RVT's in BC.

Please note that the assessment for immigration to Canada is different from the assessment for Registration with the BCVTA. We request the Veterinary Technology Competency Match Assessment Report. International Credential Assessment Services Canada (ICAS) has a link on their website to the application

<https://www.icascanada.ca/professional-registration.aspx>.

(A.Barker, K.Donchi March 2023)

9.13.1. For internationally trained personnel wishing to become a member of the Association, the process is as follows:

- Applicant to be reviewed by ICAS
- ICAS results will be sent to the Association
- The Association will recommend updates to cover shortcomings in education prior to being eligible to write the VTNE
- The Association sends ICAS results to TRU AHT distance education program or any distance program the Association and the applicant requests, for suggestions on how the applicant can complete their education.
- The TRU AHT distance education program will send recommendations back to the Association.

9.13.2. TRU will indicate what online classes the applicant is to complete with a passing grade so that the applicant will meet the BCVTA criteria in order to write the VTNE. Please note - Before the individual can take classes through TRU, they **MUST** meet all TRU prerequisites including:

- Be a grade 12 graduate.
- Be employed at a minimum of 20 hours per week in a clinic.
- Have a clinic mentor.
- Be a Canadian citizen.

BCVTA BoD will come to a consensus and ED will contact the applicant with educational

requirements before they can sit for the VTNE. This email is also sent to the BCVTA VTNE Committee/Organizer Sonia Walczak (swalczak@tru.ca)

ICAS Note – one common area missed is the Knotts Test, BCVTA BoD requests that the applicant write a document or submit a video demonstrating that they understand what is involved with a knotts test, how to perform one and why.

9.14. Fees

Membership fees will be re-evaluated on a yearly basis. BoD will propose increases to be voted on at the AGM a minimum of every 2 years.

| Year | RVT | New Member | Student/Retired Member | Non-Resident Member | Sustained/Non-Practicing | Late Fees |
|------------|-------|------------|------------------------|---------------------|--------------------------|-----------|
| Up to 2017 | \$100 | \$125 | \$40 | \$130 | NC | \$15 |
| 2018 | \$110 | \$125 | \$40 | \$130 | NC | \$15 |
| 2019 | \$110 | \$125 | \$40 | \$130 | NC | \$15 |
| 2020 | \$125 | \$150 | \$50 | \$130 | NC | \$25 |
| 2021 | \$125 | \$150 | \$50 | \$130 | NC | \$25 |
| 2022 | \$125 | \$150 | \$50 | \$25 | NC | \$25 |
| 2023 | \$125 | \$150 | \$50 | \$25 | NC | \$25 |
| 2024 | \$135 | \$160 | \$55 | \$135 | \$65 | \$26.50 |
| 2025 | \$135 | \$160 | \$55 | \$135 | \$65 | \$26.50 |

(A.Barker, K.Donchi March 2023)

9.14.1. Payment of fees

Dues must be paid by April 30 of each calendar year as per *Bylaw Article 2.8*. BoD members and the ED receive complimentary membership.

9.15. Provincial Association Reciprocity

The Association will offer reciprocity to those members in good standing of other provinces who meet all the

requirements of Article 2 and are active/registered members in their provincial association.

9.16. Continuing Education

A minimum of fifteen (15) credits per year are required to maintain membership with the Association, unless otherwise determined by your registration status see BCVTA Bylaw Article 2.3 (b) Membership Eligibility. Documentation for CE activities must be retained by the member for the most current two collection periods, and uploaded to the member's education record for auditing purposes.

9.16.1 Requests for CE credit allocation (See Appendix P)

9.16.2 Members shall not-renew their membership without meeting the annual CE continuing education credit requirements.

9.16.3 The BCVTA will conduct an annual audit of the continuing education record of no less than 5-10 of the membership to ensure accountability.

(L.Hillis-Schmidt/ M.John 2023)

Section 10: Complaints and Discipline for Members

10.1. Complaints (See Appendix S)

10.1.1. Complaints forms may be submitted by members of the public or of the Association, to the ED of the Association, who believes that a member is:

- Practicing, or has practiced, veterinary medicine contrary to the Veterinarians Act and/or the bylaws of the College of Veterinarians of BC.
- Has violated the Association's Code of Ethics.
- Has acted in an unprofessional manner such as to bring the Association into disrepute.

10.1.2. Upon receiving a complaint against a member of the Association the ED shall:

- Notify, in writing, through registered mail, the member involved in the complaint; and
- Report the complaint to the Grievance and Ethics Committee.

10.2. Complaints and Discipline

All reports of misconduct by a member of the Association will be handled as per *Section 16 of the Bylaws*.

Section 11: Awards

11.1. BCVTA RVT of the Year Award

In 2010, the Association created the RVT of the Year award in order to recognize the efforts of outstanding RVTs in the field.

This honour recognizes an RVT in good standing with the BCVTA who has made significant contributions to the veterinary technology profession, and excels in all aspects of their field. The successful nominee exemplifies the BCVTA's mission: to lead and advocate for our profession; while working to elevate veterinary standards for the protection of animals and the public.

Nominations will be open from January to March annually, and the recipient of the award is announced at the Spring Conference and AGM. The recipient will receive complimentary conference attendance (including travel and accommodation), as well as a plaque. Recipients are included in Association archives in perpetuity.

11.1.1. Current BoD members are eligible to receive this award.

(Policy 11.1.1 updated - A.Barker, K.Holbrow July 2024)

The RVT of the Year recipient is automatically nominated for the RVTTTC Canadian RVT of the Year Award.

11.2. Lifetime Achievement Award

The Lifetime Achievement Award was created in 2021 to honour members of the Board of Directors that have served on the Board and/or BCVTA committee for 10 years or more. Recipients of this award will be chosen by the Board of Directors when an appropriate candidate becomes apparent.

Recipients of the award are announced at the Spring Conference and AGM and are included in Association archives in perpetuity. Recipients of the Lifetime Achievement Award will receive a commemorative plaque or statue and honorary lifetime BCVTA membership.

Recipients of the Lifetime Achievement Award must continue to attend and submit the required amount of continuing education to maintain active membership for their category of membership.

11.3. Appreciation Award

The Appreciation Award was created in 2021 to honour an RVT in good standing of the BCVTA, who has contributed to the activities of the BCVTA in support of the goals of the organization. . Recipients of the award will be chosen by the Board of Directors when an appropriate candidate becomes apparent. Current BoD members are eligible to receive this award.

Recipients of the award are announced at the Spring Conference and AGM and are included in Association archives in perpetuity. Recipients will receive a personalized gift chosen by the Board of Directors up to \$250.00 in value, as well as a keepsake award such as a plaque or statue.

11.4. Practice of the Year

The Practice of the Year award recognizes a veterinary practice that supports the BCVTA's vision; for every animal care facility in BC to employ and fully utilize RVTs. The successful practice will promote utilization of RVTs by providing opportunities for growth and learning in a supportive environment. This practice will encourage their RVT employees to explore and develop their career. To be eligible, the nominee must employ at least one active member in good standing of the BCVTA.

Nominations will be open from January to March annually, and the recipient of the award is announced at the Spring Conference and AGM. The recipient of the Practice of the Year award will receive a commemorative plaque and will be added to the archives of the Association in perpetuity.

11.5. Volunteer of the Year

Nominated by the BCVTA Board of Directors, recognizes the contributions of a BCVTA member in good standing that provides volunteer support for BCVTA initiatives. This individual would be selected by the Board of Directors and will receive a complimentary year of membership and a commemorative plaque or

certificate.

The recipient will receive a plaque or statue and is included in Association archives in perpetuity.

11.6. Mentorship Award

The mentorship award recognizes outstanding efforts of an individual who supports Veterinary Technology students, and/or RVT colleagues in a variety of areas. The successful nominee is someone who regularly offers guidance when requested, and encourages their colleagues to pursue their desired career path.

Nominations will be open from January to March annually, and the recipient of the award is announced at the Spring Conference and AGM. The recipient of this award will receive a commemorative plaque and will be added to the archives of the Association in perpetuity.

11.7. TRU BCVTA Award of Distinction Onsite

This award is presented to the graduating student showing dedication and enthusiasm for Veterinary Technology. Awarded to a student that has shown exceptional enthusiasm and dedication for the profession of Veterinary Technology throughout their time in the VTEC Onsite Program. The recipient must be a permanent resident of BC.

\$500 monetary prize plus one year paid membership in the BCVTA

11.8. TRU BCVTA Award of Distinction Open Learning

Awarded to a student that has shown exceptional enthusiasm and dedication for the profession of Veterinary Technology throughout his/her time in the VTEC OL program. The recipient must be a permanent resident of BC.

\$500 monetary prize plus one year paid membership in the BCVTA – 2022 recipient was Raechel Broadfoot

11.9. Douglas College BCVTA Award of Distinction

This award was established in 2009 by the Veterinary Technology Association of British Columbia. The BCVTA is a registered association working to provide support to its membership and promote the profession of Veterinary Technology. This Award will benefit 2 Veterinary Technology students each year, one Fall recipient entering their 2nd year and one Summer recipient graduating from the program. Recipients must demonstrate a support in the growth of the Veterinary Technology profession such as volunteer work with the Association and will be chosen by the Veterinary Technology Selection Committee.

\$500 monetary prize, plus one year paid membership for each recipient selected.

(Section 11: Awards updated July 2024 - A.Barker/K.Holbrow)

Section 12: Privacy Policy

The Association is committed to providing our stakeholders with exceptional service. As providing this service involves the collection, use and disclosure of some personal information about our stakeholders, protecting their personal information is one of our highest priorities.

While we have always respected our stakeholders' privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information as a result of British Columbia's Personal Information Protection Act (PIPA). PIPA, which came into effect on January 1, 2004, sets out the ground rules for how B.C. businesses and not-for-profit organizations may collect, use and disclose personal information.

We will inform our stakeholders of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting stakeholders' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our stakeholders' personal information and allowing our stakeholders to request access to, and correction of, their personal information.

12.1. Scope of this Policy

This Personal Information Protection Policy applies to the Association and to any service providers collecting, using or disclosing personal information on behalf of the Association.

12.2. Definitions

12.2.1. Personal Information is information about an identifiable individual, including name, age, home address and phone number, photo, medical information, education, banking information, and employment information. Personal information does not include contact information (described below).

12.2.2. Contact information means information that would enable an individual to be contacted at a place of business and includes name, position name or title, business telephone number, business address, business email or business fax number. Contact information is not covered by this policy or PIPA.

12.2.3. Privacy Officer means the individual designated responsibility for ensuring that the Association complies with this policy and PIPA.

12.2.4. Unless the purposes for collecting personal information are obvious and the stakeholder

voluntarily provides his or her personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection.

12.3. Collecting Personal information

The Association will only collect stakeholder information that is necessary to:

- Identify stakeholder preferences.
- Deliver requested products and services.
- Send out association membership information.
- Contact our stakeholders for fundraising.
- Ensure a high standard of service to our stakeholders.
- Meet regulatory requirements.

12.4. Consent

12.4.1. The Association will obtain stakeholder consent to collect, use or disclose personal information (except where, as noted below, we are authorized to do so without consent). Consent can be provided orally, in writing, electronically or it can be implied where the purpose for collecting, using or disclosing the personal information would be considered obvious and the stakeholder voluntarily provides personal information for that purpose.

12.4.2. Consent may also be implied where a stakeholder is given notice and a reasonable opportunity to opt-out of his or her personal information being used for mail-outs, email listservs or fundraising and the stakeholder does not opt-out.

12.4.3. Subject to certain exceptions (e.g., the personal information is necessary to provide the service or product, or the withdrawal of consent would frustrate the performance of a legal obligation), stakeholders can withhold or withdraw their consent for the Association to use their personal information in certain ways. A stakeholder's decision to withhold or withdraw their consent to certain uses of personal information may restrict our ability to provide a particular service or product. If so, we will explain the situation to assist the stakeholder in making the decision.

12.4.4. We may collect, use or disclose personal information without the stakeholder's knowledge or consent in the following limited circumstances:

- When the collection, use or disclosure of personal information is permitted or required by law.
- In an emergency that threatens an individual's life, health, or personal security.
- When the personal information is available from a public source (e.g., a telephone directory).

- When we require legal advice from a lawyer.
- For the purposes of collecting a debt.
- To protect ourselves from fraud.
- To investigate an anticipated breach of an agreement or a contravention of law.

APPENDIX

Appendix A: BCVTA Volunteer Code of Conduct

The BCVTA Board is committed to effective decision-making and, once a decision has been made, speaking with one voice. To this end, volunteers of the organization will:

- Reflect their understanding of member interests.
- Represent one's own view as an individual view ("my own thinking on this is that...").
- Endeavor to build on others ideas or offer alternative points of view as options to be considered and invite others to do so too.
- Refrain from trying to influence other board or committee members outside of meetings that might have the effect of creating factions and limiting free and open discussion.
- On important issues, be balanced in one's effort to understand other members and to make oneself understood.
- Support and defend board decisions, even if one's own view is not in agreement.
- Not disclose or discuss differences of opinion on the board outside of board meetings, especially with staff or members.
- Respect the confidentiality of all information discussed or provided during meetings.
- Refrain from speaking for the organization unless authorized to do so by the BoD.
- Disclose one's involvement with other organizations, businesses or individuals where such a relationship might be viewed or perceived as a conflict of interest.
- Refrain from giving direction to the executive director or any member of staff.
- Act in a professional manner at all times while representing the BCVTA.

Accountability

The Board of Directors is collectively accountable to the member Association. The BOD is accountable for the BCVTA's performance in relation to its mission and strategic objectives.

The BoD may delegate any of its powers to committees to carry out the work of the Board, or to complete specific tasks or projects. Committees will conform to any rules that may be imposed by the BoD and are accountable to the board at all times.

Authority

Individual board and committee members have no authority to approve actions by the BCVTA, to direct staff, or to speak on behalf of the BCVTA unless given such authority by the board in advance of the action.

Responsibility

Board and committee members are responsible for acting in the best interests of the organization and are expected to make informed decisions.

Principle Duties

Every director or committee member is expected to:

- Attend and actively participate in all meetings
- Prepare and submit timely reports as requested by the Executive Director or the Board
- Participate in the hiring, evaluation, and releasing of the Executive Director as needed
- Identify prospective board and committee members and assist in recruitment
- Participate in an annual self-evaluation
- Attend and participate in the Annual General Meeting
- Participate in the approval of the annual budget and monitor the financial performance of the BCVTA if asked by the Treasurer
- Participate in the review of the BCVTA's strategic plan on a regular basis and monitor progress on goals
- Listen to others' views, advocate their own, identify common interests and alternatives, and be open to compromise
- Support governance decisions
- Keep informed about community issues relevant to the mission, vision and objectives of the BCVTA
- Be an ambassador for the BCVTA – ensure one's involvement is known within their own network of friends and contacts.

Qualifications

The following are considered key volunteer job qualifications:

- Demonstrate enthusiasm for the profession and the growth of the BCVTA
- Display commitment to the organization's mission, vision and strategic directions
- Display commitment to attend meetings and events as required to be effective in their position.
- Assist at conferences, events, and strategic planning meetings
- Demonstrate an interest in learning and developing volunteer skills
- Possess reliable access to high speed internet
- Evaluation
- The performance of individual directors is evaluated annually in addition to the evaluation of the whole board and is based on the carrying out of duties and responsibilities as outlined above.
- Removal of a Board Member
- A director or committee member may be removed from the board for not performing his/her duties, including missing several consecutive meetings.

The code of conduct establishes and promotes the highest standards of conduct for the direction, management and administration of the affairs of the BCVTA by members of the Board of Directors, Committees, Task Forces and representatives, volunteers and staff. The following principles and standards will be adopted by the leaders, volunteers, and staff of the BCVTA:

Loyalty and Commitment

Maintain loyalty to the BCVTA and pursue its programs and activities in ways that are consistent with its interests and advance its mission.

Legality

Uphold the laws and regulations of Canada and use only legal and ethical means in all BCVTA activities.

Integrity

Serve the BCVTA and its members with fairness, integrity and impartiality and promote the collective good of the veterinary profession and not just one's own field of practice.

Confidentiality

Maintain the confidentiality of privileged information.

Interpersonal Relationships

Foster an environment where the interaction with and among colleagues, members, and staff is conducted with respect, dignity, and professionalism and without any form of discrimination or harassment.

Conflict of Interests

Undertake all of the activities of the BCVTA for the collective good of the association and its members without consideration for personal gain. Declare any actual, potential, or apparent conflict of interests without allowing outside interests to jeopardize one's professional integrity or independence.

I agree to abide by the British Columbia Veterinary Technologists Association Code of Conduct

Name of Board or Committee Member

Signature of Member

(A.Barker/M.John Sept 2023)

Appendix B: BCVTA Board Member Job Scope

Accountability

The Board of Directors is collectively accountable to the member Association. The BOD is accountable for the BCVTA's performance in relation to its mission and strategic objectives.

Authority

Individual board members have no authority to approve actions by the BCVTA, to direct staff, or to speak on behalf of the BCVTA unless given such authority by the board in advance of the action.

Responsibility

Board members are responsible for acting in the best long- and short-term interests of the organization, the community. Board members are expected to make informed decisions based on broad knowledge and an inclusive perspective.

Principle Duties

Every member of the Board of Directors, is expected to:

- Attend and actively participate in all meetings
- Prepare and submit timely reports as requested by the Executive Director or the Board
- Participate in the hiring of, guiding of and if required, the releasing of, the Executive Director
- Participate in the evaluation of the Executive Director
- Identify prospective board and committee members and assist in recruitment
- Participate in the evaluation of the board itself (annual board self-evaluation)
- Contribute to the work of the board as a member of a board committee as needed
- Attend and participate in the General & Annual General Meeting
- Participate in the approval of the annual budget and monitor the financial performance of the BCVTA if asked by the Treasurer
- Participate in the review of the BCVTA's mission, vision and in the implementation of the strategic plan
- Listen to others' views, advocate their own, identify common interests and alternatives, and be open to compromise
- Support governance decisions once made
- Help the board to monitor the performance of the BCVTA in relation to its mission, vision, strategic statements, core values and reputation
- Abide by the by-laws, code of conduct and other policies as they apply to the board
- Help establish, review and monitor standard operational policies
- Keep informed about community issues relevant to the mission, vision and objectives of the BCVTA
- Be an ambassador for the BCVTA – ensure one's involvement is known within their own network of friends and contacts.

Qualifications

- The following are considered key volunteer job qualifications:
- Enthusiasm for the profession of Veterinary Technology and the growth of the BCVTA
- Commitment to the organization's mission, vision and strategic directions
- Commitment to attend 8-12 one to two-hour teleconference meetings annually plus additional time as required to be fully active and prepared in their position.
- Additional time to attend and assist at conferences, strategic planning meetings
- Openness to learning
- Creative thinking
- Reliable access to high speed internet is required as is access to transportation and flights.

Evaluation

The performance of individual directors is evaluated annually in addition to the evaluation of the whole board and is based on the carrying out of duties and responsibilities as outlined above.

Removal of a Board Member

A director may be removed from the board, by a majority vote, for not performing his/her duties. Directors are required to abide by the current attendance policies as outlined by the board.

Appendix C: NAVTA Veterinary Technician Code of Ethics

Introduction

Every veterinary technician has the obligation to uphold the trust invested in the profession by adhering to the profession's Code of Ethics.

A code of ethics is an essential characteristic of a profession and serves three main functions:

1. A code communicates to the public and to the members of the profession the ideals of the profession.
2. A code is a general guide for professional ethical conduct.
3. A code of ethics provides standards of acceptable conduct that allow the profession to implement disciplinary procedures against those who fall below the standards.

No code can provide the answer to every ethical question faced by members of the profession. They shall continue to bear responsibility for reasoned and conscientious interpretation and application of the basic ethical principles embodied in the Code to individual cases. Ethical standards are never less than those required by law; frequently they are more stringent.

Preamble

The Code of Ethics is based on the supposition that the honor and dignity of the profession of veterinary technology lies in a just and reasonable code of ethics. Veterinary technicians promote and maintain good health in animals; care for diseased and injured animals; and assist in the control of diseases transmissible from animals to humans. The purpose of this Code of Ethics is to provide guidance to the veterinary technician for carrying out professional responsibilities so as to meet the ethical obligations of the profession.

Code of Ethics

1. Veterinary technicians shall aid society and animals by providing excellent care and services for animals.
2. Veterinary technicians shall prevent and relieve the suffering of animals with competence and compassion.
3. Veterinary technicians shall remain competent through commitment to life-long learning.
4. Veterinary technicians shall promote public health by assisting with the control of zoonotic diseases and educating the public about these diseases.
5. Veterinary technicians shall collaborate with other members of the veterinary medical profession in efforts to ensure quality health care services for all animals.
6. Veterinary technicians shall protect confidential information provided by clients, unless required by law or to protect public health.
7. Veterinary technicians shall assume accountability for individual professional actions and judgments.
8. Veterinary technicians shall safeguard the public and the profession against individuals deficient in professional competence or ethics.

9. Veterinary technicians shall assist with efforts to ensure conditions of employment consistent with excellent care for animals.
10. Veterinary technicians shall uphold the laws/regulations that apply to the technician's responsibilities as a member of the animal health care team.
11. Veterinary technicians shall represent their credentials or identify themselves with specialty organizations only if the designation has been awarded or earned.

Ideals

In addition to adhering to the standards listed in the Code of Ethics, veterinary technicians must also strive to attain a number of ideals. Some of these are:

- Veterinary technicians shall strive to participate in defining, upholding, and improving standards of professional practice, legislation, and education.
- Veterinary technicians shall strive to contribute to the profession's body of knowledge.
- Veterinary technicians shall strive to understand, support, and promote the human-animal bond.

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Appendix D: Executive Director Job Description

Executive Director, 0.6 FTE July 2017

Job Summary:

In support of the Mission, Goals, Values, and the strategic directions of the British Columbia Veterinary Technologists Association, member's service is a priority and a responsibility shared by everyone on the Executive Board, and the Executive Director. As such, the requirement to continuously improve service and communication in the veterinary community is inherent in all aspects of this position.

For the first year, the incumbent's focus will be made on the primary administrative and members' services tasks, with some additional "goal" tasks, as time allows. The Job Description will be reviewed annually. More specialized tasks will follow when the Executive Director is confident with the core work schedule.

Please note the BCVTA has an accountant to help the Executive Director with the financials and a marketing team to create content for the association's social media channels. Additional help may be approved as needed by the Board.

Duties:

Regulation Compliance

- Maintain all official records securely, including the minutes from Board meetings and General Meetings.
- Ensure compliance with Federal and Provincial regulations, including filing all paperwork with the government such as annual tax returns and monthly source deductions ***with the help and support of the hired BCVTA accountant.***

- Communicate the status of these with the treasurer specifically and the Board members, monthly.
- Maintain on-going awareness of relevant Government legislation, and relay changes to the Board in a timely manner, monthly or sooner if applicable.
- Ensure all BCVTA Operating Insurance is kept up to date annually

Operations

- Process Annual Membership Registration including all payment methods
- Plan events such as conferences and other CE events This includes:
 - Recruit speakers, and take care of out of town guests needs (eg pick up at airport, concierge)
 - Arrange venue and catering
 - Advertise to Membership, veterinary practices, vendors, etc
 - Solicit vendor promotion for speakers, meals, or other
 - Coordinate Spring Conference Trade Show
 - Process Conference registration and payment
- Maintain BCVTA website
-
- Upload job postings
- Attend board and committee meetings
- Assist committees with the development and execution of projects, as directed by the Executive Board.
- Provide use of a personal home for office space and storage, a BCVTA laptop and printer will be provided.
- Maintain the technology of the office to meet the organization's goals.
- Update, create and maintain SOPs for routine office tasks and conferences.

Communications / Marketing

- Maintain Membership, Stakeholder, Government, and Public awareness of the BCVTA, and its importance to ensuring public health and animal welfare.
- Enhance BCVTA's visibility with public relations, organizational branding, and merchandising.
- Identify strategic partnerships with vendors and other groups to enhance educational opportunities and member's services.
- Represent the BCVTA to external agencies and the community in outreach programs.
- Monitor media for issues that could impact the organization, this includes social media.
- Monitor Member's Only Facebook Group and association social media channels
- Keep the Executive Board informed immediately of all developments that could affect the BCVTA, such as communications with members, vendors, and veterinary community, etc.
- Participate in provincial ED meetings, and relay information to the BCVTA Board, and the Membership in a timely fashion.
- Relay information from the Registered Technologists and Technicians of Canada (RVTTTC) to the Membership.
- Deliver presentations to specific groups as required when designated Executive Board member may be unavailable.
-
- Promote RVTs at public outreach events such as pet expos and similar trade shows
- Maintain accurate records of all Board Committees, their contacts, mandates and progress on allocated responsibilities.

- assist during times of crisis.

Member Services and Support

- Provide mentorship for members or coordinate mentorship opportunities for members
- Seek out innovative ideas and programs that can help support the members and develop positive interest by the members in the organization.
- Coordinate an annual Continuing Education audit of 10% of the Membership with the Continuing Education Committee.
- Communicate with members regularly, and in a timely manner, within the regular office hours of the association
- Coordinate Service awards, and other recognition initiatives with the Awards Committee

Financial

- Prepare and monitor operational budgets,
- Maintain BCVTA financial records and documents
- Process payment for membership dues, conference registration etc.
- Work with the accountant to prepare the monthly statements
- Maintain accurate and reliable ongoing financial records
-
- Work with the Treasurer to prepare quarterly financial reports for review by the Board of Directors and an annual financial report for the membership
- Develop alternate sources of revenue including sponsorship opportunities.
-

Qualifications:

- Member in good standing of the BC Veterinary Technologists Association
- Excellent written and verbal communication skills
- Ability to work as a team member
- Proficient at information processing using Microsoft Office (Word and Excel)
-
- Must be self-motivated, goal orientated and have excellent attention to detail skills

2017 Salary:

Contract based on 0.6 FTE rate at \$28.33/hour = \$34,000 per year with cost of living increase each year.

Spring and fall are very busy times for the BCVTA, winter and summer are slower. It will be expected for the new hire to keep track of hours and if this contract salary needs to be increased, it may be voted on at the annual AGM.

Appendix E: Appointment of Executive Director

THIS AGREEMENT is made effective on «Effective Date» (the “Effective Date”) **BETWEEN**

«**EXECUTIVE DIRECTOR**» a registered member of the British Columbia Veterinary Technologists Association, having an address at «Executive Director Address»

AND

BRITISH COLUMBIA VETERINARY TECHNOLOGISTS ASSOCIATION a non-profit association incorporated pursuant to the laws of the Province of British Columbia (“**BCVTA**”)

WHEREAS BCVTA wishes to appoint «Executive Director» as its executive director in accordance with its Bylaws;

AND WHEREAS «Executive Director» has consented to the appointment of Executive Director for the BCVTA in accordance with the terms and conditions of the Agreement;

NOW THEREFORE in consideration of the mutual covenants herein contained, the parties hereto agree as follows:

1. Definitions

a) “Agreement” means this Appointment of Executive Director and any schedules thereto.

b) “Board” means the Executive Board of the BCVTA as elected from time to time in accordance with the bylaws and constituting documents of the BCVTA.

c) “Bylaws” means the Bylaws of the BCVTA as posted at <https://www.bcvta.com/constitutionbylaws/> and as may be amended from time to time.

d) “Confidential Information” means any technical, financial, personal, employee, operational, or other information or data of the BCVTA that at the time of disclosure (i) is designated as confidential (or like designation), (ii) is disclosed in circumstances of confidence, or (iii) would be understood by a person exercising reasonable business judgment to be confidential, and includes this Agreement, information relating to BCVTA business. Confidential Information for any Party will not include information which is: i) publicly available when it is received or which subsequently becomes publicly available through no fault of the Executive Director;

ii) already known to the Executive Director at the time of its disclosure and is not known by the Executive Director to be the subject of an obligation of confidence of any kind; or

iii) received by the Executive Director from a third party in good faith without any obligation of confidence of any kind from a third party;

iv) but includes information provided by either party to the other party prior to both before and after the

Effective Date that was obviously intended to be confidential.

e) “President” means the President of the Board.

2. Appointment, Term and Compensation

a) The Board hereby appoints «Executive Director» as executive director of the BCVTA ("**Executive Director**") commencing on «Effective Date».

b) In accordance with Article IV, Section 1 of the Bylaws, the Executive Director’s length of appointment will be five years, ending «Term End Date» (the "**Term**"), unless terminated earlier in accordance with this Agreement or the Bylaws.

c) BCVTA will compensate the Executive Director for «his/her» performance under this Agreement in the amount of \$[**INSERT SALARY**] annually, paid monthly.

d) BCVTA will compensate the Executive Director on a pro-rated basis if this Agreement is terminated prior to the end of the Term.

e) The parties agree that the relationship of the Executive Director to the Board is that of an independent contractor. BCVTA does not require exclusivity of services from the Executive Director.

3. Expenses

a) BCVTA will reimburse the Executive Director for travel costs incurred in performing «his/her» duties under this Agreement, all as are pre-approved by the Board and at rates that may be determined by the Board in its sole discretion. The Executive Director will retain receipts for all travel expenses and report to the Board in accordance with the reporting requirements in this Agreement.

b) BCVTA will provide the Executive Director with a BCVTA credit card to pay for certain expenses related to the Services, provided the Executive Director provides a receipt to the Board showing the expense claimed and the purpose of the expense, including:

i) telephone usage and charges related to the Services;

ii) paper, postage, courier, and photocopying expenses;

iii) reasonable travel and hotel costs and other reasonable expenses for attendance at the BCVTA annual general meeting;

iv) vehicle travel for trips greater than 30 kilometers, one way, is reimbursed at \$0.50 per kilometer when such trips receive pre-approval from the Board; and

v) applicable Provincial and Federal Sales taxes on any approved expenses;

c) except as outlined in this Agreement, no other reimbursement of expenses shall be paid to the Executive Director without Board approval.

4. Services and Independent Contractor

a) BCVTA hereby agrees to engage the Executive Director to provide BCVTA with services (the “Services”) as set out in Article IV, Section 2. DUTIES of the Bylaws, and as more particularly described in Schedule “A” hereto attached.

b) The Executive Director acknowledges and agrees that they shall provide the Services as an independent contractor and that they are not an employee of the BCVTA. The BCVTA shall not control the times or locations at which the Executive Director provides the Services. Nothing in this Agreement shall be construed as creating a partnership, joint venture or agency relationship between the Executive Director and the BCVTA, or as authorizing the Executive Director to enter into any contracts or other commitments on behalf of the BCVTA without the prior written authorization of the BCVTA to do so or as otherwise contemplated in this Agreement.

c) The Executive Director agrees to indemnify, defend and save harmless BCVTA and its directors, officers, and other representatives from and against any and all losses, claims, demands, debts, actions, causes of actions, damages, penalties, interest, costs or expenses (including legal fees and disbursements) or liability of any kind whatsoever resulting from any employee source deductions, employer contribution or other employer/employee obligation, including interest and penalties thereon, which BCVTA may be assessed or otherwise may incur under any federal, provincial or municipal law as a result of a federal, provincial or municipal governmental department or agency, authority or competent tribunal determining that the Executive Director is considered an employee of BCVTA.

5. Reporting Requirements of Executive Director

a) The Executive Director will:

i) provide the Board, submitted by email on Gdrive, with monthly interim reports on the activities of the BCVTA, including Executive Director report, a summary of the BCVTA activities, expense reports, and BCVTA correspondence;

ii) provide the Board with an annual detailed report summarizing the BCVTA activities during the year; and

iii) immediately advise the Board in the event of any conflict of interest, personal or professional, arising in the provision of Services under this Agreement.

6. Requirements upon resignation or termination of Appointment

a) Upon resignation or termination of the Appointment, the Executive Director:

i) will, within 30 days of said resignation or termination, provide the Board with a final detailed report in accordance with paragraph 5) ii).

ii) shall cease to act as agent for the BCVTA, and shall inform any and all persons inquiring about the BCVTA that «he/she» no longer represents the BCVTA, redirecting any such inquiries to the Board, or to «his/her» successor.

iii) no longer has authority to sign any documentation on behalf of the BCVTA, and shall not bind the BCVTA in respect of any agreement or obligation. In the event of violation of this provision, the Executive Director shall indemnify and save harmless the Board from any damages resulting from such violation.

7. Confidentiality

a) The parties acknowledge that the Executive Director will, in the course of providing Services, have access to Confidential Information. The Executive Director acknowledges that «he/she» owes a duty to the BCVTA and to the Board to protect and keep confidential the Confidential Information. The Executive Director acknowledges that this duty shall survive the termination of this Agreement and shall continue indefinitely to prevent the former Executive Director from acting against the interests of the BCVTA, the Board, or its BCVTA members, past or present.

8. Indemnity of Executive Director

a) Unless prohibited by law, the BCVTA shall indemnify and save harmless the Executive Director as follows:

i) except in respect to actions by or on behalf of the BCVTA to procure a judgment in its favor to which the Executive Director is made a party, the BCVTA will indemnify the Executive Director respecting all costs, charges, expenses, fines, and penalties, including any amounts paid to settle an action or satisfy a judgment, which are reasonably incurred by the Executive Director in respect of any civil, criminal or administrative action or proceeding to which the Executive Director is made a party by reason of her acting as Executive Director, provided that:

(1) the Executive Director has acted honestly and in good faith with a view to the best interests of the BCVTA, the Board and its members.

(2) in the case of criminal or administrative action or proceeding that is enforced by monetary penalty, the Executive Director had reasonable grounds to believe that «his/her» conduct was lawful.

9. Miscellaneous

a) Any part of this agreement that is found to be void or unlawful, shall be deemed to be severable and the remainder of the agreement shall continue in full force and effect.

b) Headings in this document are for ease of reference only and shall not change the effect of any clause herein contained.

c) This Agreement shall enure to and be binding on the parties hereto, and upon their personal representatives, heirs, successors and permitted assigns.

d) This agreement shall be interpreted in accordance with the laws of the Province of British Columbia.

e) Where used in this agreement, references to the singular shall include the plural where the context so requires.

IN WITNESS WHEREOF the parties hereto have executed this Agreement:

BRITISH COLUMBIA VETERINARY TECHNOLOGISTS ASSOCIATION

Signed this ____ day of _____, Year _____:

[PRINT NAME], BCVTA President

«EXECUTIVE DIRECTOR»

Signed this ____ day of _____, 2017:

«Executive Director»

SCHEDULE "A" SERVICES

Standard of Services

1. At all times provide the Services in accordance with the Mission, Goals, Values, and the strategic directions of the BCVTA, including:
 - a. prioritizing service to BCVTA members, and
 - b. continuously improving service and communication in the veterinary community.

Regulation Compliance

2. Maintain BCVTA records securely, including hard copy of the minutes from the Board and general meetings.
3. Ensure compliance with applicable Federal and Provincial regulations, including as may be required from time to time, BCVTA filings, including annual tax returns, monthly source deductions, and taxes.
4. Communicate regulatory compliance in monthly reports to the Board.
5. Maintain on-going awareness of relevant government legislation, and relay changes to the Board in a timely manner, monthly or sooner if applicable.

Operations

5. Perform Services in accordance with the BCVTA bylaws, policies and operating procedures.
6. Plan events for biannual conferences and other continuing education events, including:
 - a. recruit speakers and coordinate of out of town guests' needs (for example: pick up at airport, concierge),
 - b. arrange venue and catering,
 - c. advertise to members, veterinary practices, vendors, etc.,
 - d. solicit vendor promotion for speakers, meals, or other,
 - e. coordinate Spring Conference Trade Show, and
 - f. process conference registration and payment thereto.
7. Maintain BCVTA website, including:
 - a. update information regularly,
 - b. monitor member's message board, and upload job postings.
8. Attend Board meetings, either in person or by zoom conferencing.
9. Assist committees with the development and execution of projects, as directed by the Board
10. Maintain the technology of the office to meet the organization's goals.
11. The Executive Director agrees to provide Services from her own office space, which currently is an address at Box 26091 Valleyview PO Kamloops, BC V2C 0A9 13. The Executive Director will maintain the mailing address for the BCVTA and for provision of Services at: Box 26091 Valleyview PO Kamloops, BC V2C 0A9.

Communications and Marketing

12. Maintain membership, stakeholders, government, and public awareness of the BCVTA and its mandate.
13. Enhance the BCVTA's visibility with public relations, organizational branding, and merchandising.
14. Identify strategic partnerships with vendors and other groups to enhance educational opportunities and members' services.
15. Represent the BCVTA to external agencies and the community in outreach programs.
16. Monitor media for issues that could impact the organization.
17. Keep the Board informed immediately of all developments that could affect the BCVTA, such as communications with members, vendors, and veterinary community, etc.
18. Participate in quarterly provincial executive director meetings, and relay information to the Board and the members in a timely fashion.
19. Relay information from the Registered Veterinary Technologists and Technicians of Canada (RVTTC) to the Membership.
20. Deliver presentations to specific groups as required by the Board.
21. Write and maintain standard operating procedures for routine office tasks and conferences.
22. Attend and organize the BCVTA booth at the BCVTA conference and other conferences approved by the Board.
23. Maintain accurate records of all Board committees, their contacts, mandates and progress on allocated

responsibilities.

24. Assist as requested by the Board during media or issue crises.

Member Services and Support

25. Organize and execute a mentorship program for the members.

26. Seek out innovative ideas and programs that support the members and develop positive interest by the members in the BCVTA.

27. Conduct an annual continuing education audit of 10% of the BCVTA membership.

28. Communicate with members by telephone, email and in-person regularly, and in a timely manner, as determined by the Board

29. Co-ordinate service awards, and other recognition initiatives.

Financial

30. Ensure fiscal responsibility by preparing and monitoring operational budgets for the Board.

31. Maintain the BCVTA financial records and documents, process payment for membership dues, conference registration, etc.

32. Prepare the monthly statements and maintain accurate and reliable financial records. 35. Ensure an annual audit is scheduled and completed by the Board-approved external auditor.

33. Follow the progress of the annual budget and provide guidance to the Board when there are trending surpluses or shortfalls.

34. Pursue alternate sources of revenue including sponsorship opportunities. 38. Act as agent for the Board for the purpose of signing documents on behalf of the BCVTA.

Limit on Discretion when providing Services

35. In providing the Services, the Executive Director will consult with the President, and/or Vice President, on any matter that arises that may fundamentally affect the BCVTA, the Board, or the bylaws, policies and operating procedures of the BCVTA members. The President or the Vice President will either provide the Executive Director with written instructions to resolve the matter, or determine if a meeting of the Executive Board is required to resolve the matter.

Appendix G: Executive Director Interview Questions

- What attracted you to the BCVTA Executive Director position?
- What do you consider the difference between a manager and a leader?
- Tell us about a time when you used your communication skills to ensure that a concept or details were understood?
- What strategies will you take if you are unsure of how to accomplish a task?

- How quickly do you pick up tasks?
- Tell us about a project that you have been in charge of, that made you proud.
- When given a task/project do you prefer to have step by step instructions to do it the way it has always been done, or prefer to find your own way?
- What causes you stress in the workplace? How do you handle it?
- Tell us about a time you've felt overwhelmed in your work and personal life. How did you cope? What was the outcome?
- Tell us about your current personal and employment commitments and how you will manage your time if you are offered the BCVTA position with over 800 members.
- Are you comfortable working with an accountant and an administrative assistant, as their leader but under the direction of the BCVTA Board?
- What is the difference between taking ownership of a task/project/job versus having to control how the task/project/job is completed?
- Do you prefer to be told, shown or walked through when learning a new task?
- Could you tell us about your computer and organizational skills?
- Any suggestions for improvements with the BCVTA?
- Any questions for us?
- References, what do they pertain to: e you comfortable with confrontation and speaking your mind?

Appendix F: Award – BCVTA RVT of the Year

The RVT of the year is someone who has demonstrated outstanding support, has contributed to the increased awareness of the BCVTA and the RVT's role in the Animal Health Community and the General Public.

Is there someone you would like to nominate?

The BCVTA Executive Director will be in touch. Each nominee requires at least 2 letters of recommendation from peers.

Your name: _____ Your email: _____

_____ *Thank you for supporting your colleagues!!*

BCVTA RVT of the Year Recipients

2010 Kristie McKee Waddell
2011 Donna Lasser
2012 Dawn Brodie
2013 Recognition of Julia Taylor passing (no award presented)
2014 Betty Caldwell
2015 Nicole Jameson Fritz
2016 Cathy Hall-Patch

2017 Lindsay Ramage
2018 Jennifer Bell Irving
2019 Robina Manfield
2020 Sonia Walczak
2021 Allison Fagan
2022 Christina El Hamzaoui
2023 Trina Legge
2024 Melissa Hill

Appendix G: Lifetime Achievement Award Recipients

2021 - Tina Douglas, Kirstin Wilson
2024 - Sonia Walczak

Appendix H: Appreciation Award Recipients

The Appreciation Award was created in 2021 to honor RVTs, either on the Board of Directors or an Active Member, to recognize outstanding contribution to the BCVTA and the profession. Recipients of the award will be chosen by the Board of Directors when an appropriate candidate becomes apparent.

Recipients will receive a personalized gift chosen by the Board of Directors up to \$250.00 in value, as well as a keepsake award such as a plaque or statue.

2021 - Heather Shannon
2023 – Denise Hitt, Tinille McKenzie-Wyatt
2024 - Kim Holbrow

Appendix I TRU BCVTA Distinction Award Onsite

This award is presented to the graduating student showing dedication and enthusiasm for Veterinary Technology. Awarded to a student that has shown exceptional enthusiasm and dedication for the profession of Veterinary Technology throughout his/her time in the VTEC Onsite Program. The recipient must be a permanent resident of BC.

\$500 monetary prize plus one year paid membership in the BCVTA – 2022 recipient was Brianna Jarvis

2022 - Brianna Jarvis
 2023 – Veronica Dessa
 2024 - Bianca Migueles

Appendix J TRU BCVTA Distinction Award Open Learning

Awarded to a student that has shown exceptional enthusiasm and dedication for the profession of Veterinary Technology throughout his/her time in the VTEC OL program. The recipient must be a permanent resident of BC.

\$500 monetary prize plus one year paid membership in the BCVTA

2022 - Raechel Broadfoot
 2023 -
 2024 - Emily Unrau

APPENDIX K Douglas College BCVTA Award of Distinction

This award was established in 2009 by the Veterinary Technology Association of British Columbia. The BCVTA is a registered association working to provide support to its membership and promote the profession of Veterinary Technology. This Award will benefit 2 Veterinary Technology students each year, one Fall recipient entering their 2nd year and one Summer recipient graduating from the program. Recipients must demonstrate a support in the growth of the Veterinary Technology profession such as volunteer work with the Association and will be chosen by the Veterinary Technology Selection Committee.

Past Recipients

| YEAR | WINTER | FALL |
|------|------------------|--------------------|
| 2009 | Jessica Mercier | Rennette Lapierre |
| 2010 | Carly Franks | Iris Wong |
| 2011 | Josh Middler | Irene Chu |
| 2012 | Samantha Langley | Leslee Utter |
| 2013 | Pat Chiu | Christine Yanagawa |
| 2014 | | Sin Cindy Cheng |

| | | |
|------|---------------------|-------------------|
| 2015 | Brittany Walker | Nikki Craig |
| 2016 | Victoria Dawe | Danielle Barbeau |
| 2017 | Amy Maunsell | Justine DeNure |
| 2018 | Cara Teller-Sawyer | Anna Nain-Leventi |
| 2019 | Christine Leung | Allison Canvin |
| 2020 | Allison Canvin | Kristine Wong |
| 2021 | Amanda Fike-Siebert | |
| 2022 | Lisa Robertson | Kate Wilcox |
| 2023 | | |

Appendix L: Expense Form

Name: _____

Reason for Expense: _____ Date: _____

| | Amount Budget Account (office use only) |
|---|---|
| Receipts are required where applicable | |
| Personal Vehicle use (0.68 per km x km) | |
| Parking | |
| Taxi | |
| Airfare | |
| Hotel | |
| Ferry | |
| Meal # of breakfast(s) x \$23 each | |
| Meal # of lunch(es) x \$23 each | |
| Meal # of dinner(s) x \$23 each | |

| |
|--------|
| Other: |
| Total |

Date of submission:

Signature: _____

Date approved: _____ Approved by: _____

Scan with receipts to executivedirector@bcvta.com

Appendix M: BoD Meetings Proxy

I, _____ (name) being a member of the Board of Directors of the BCVTA, hereby appoint _____ (name) a current member on the BCVTA Board of Directors, as my proxy to attend and vote on my behalf at the next BCVTA meeting held on _____ (date) and at any adjournment of that meeting.

Signed: _____

Dated: _____

Please return this form 10 days prior to the said meeting to

BCVTA Executive Director at:

executivedirector@bcvta.com

Appendix N: Assessment of Continuing Education

Continuing education is an essential verification that a member has made efforts to enhance their skills and knowledge and remain up to date with the best practices in their field. To remain a member in good standing of the BCVTA, members must acquire a minimum of fifteen (15) credits per year unless otherwise determined by registration status (see *BCVTA Bylaw Article 2: Membership*).

Members are expected to maintain records of all submitted continuing education documents for a minimum of 2 collection periods for audit purposes. Random audits of continuing education records will be conducted by the BCVTA CE Committee annually. ***Failure to maintain appropriate CE credits may affect registration status.***

Continuing Education courses/programming should *optimally*:

- Address regional and contemporary needs of RVTs;
- Be educational and relevant to the member's area of professional activity;
- Including activities that stimulate the development of non-technical professional skills such as practice management, self-care, emotional regulation, professionalism and ethics, critical thinking, communication, and mindfulness;
- Identify specific learning outcomes; and
- Provide documentation of satisfactory completion.

RACE approved CE sessions are automatically eligible for CE credits at the amount provided on the certificate of completion, as do any sessions provided by a Canadian Veterinary Technologist Association, and the veterinary college governing bodies.

Generally, programs with the following content may be considered appropriate:

- a) Relevant to animal health or welfare
- b) Relevant to practice management, communications or leadership
- c) Relevant to professional ethics
- d) Relevant to safety on the job, or any skill required to work as an RVT (examples here WHMIS, boat safety, chainsaw safety, radiation safety, first-aid, etc.)
- e) Mental health and wellness to address and prevent challenges that are prevalent in veterinary medicine
- f) Complementary and integrative medicine topics where topics are applicable to veterinary medicine

BCVTA accepts continuing education credits from a variety of activities that can be divided into one of two categories: education activities or outreach and volunteer activities. Education activities are things such as conferences, webinars, or lunch and learn events, whereas outreach and volunteer activities may include participation at a community health care clinic, serving on an executive board, or serving on a BCVTA committee. **Learning opportunities that do not specify the number of credits will be calculated at 1 credit/hour.**

Some activities qualify for a specific amount of credits, including the following:

| Activity | Credit Amount |
|--|--|
| Education Activities | |
| Veterinary technology program graduation and successful completion of the Veterinary Technician National Exam | 30 credits |
| Successful completion of a specialty certification | 30 credits |
| Attendance at the BCVTA annual general meeting | 1 credit |
| Presenter/speaker/workshop facilitator (Preparation time does not count as CE) | 1 credit per hour |
| In-Clinic training (includes lunch and learn events with sales reps) | 1 credit per hour, to a maximum of 3 credits per year |
| Outreach and Volunteer Activities (Self assessed Activities) | 5 credits max per collection period, no roll over |
| Board of Director Service (includes BCVTA, RVTTC, NAVTA, CAAT or similar animal health/RVT related organizations) | 5 credits per Board |
| Committee Member Service (includes BCVTA, RVTTC, NAVTA, CAAT or similar animal health/RVT related organizations) | 2 credits per committee, to a maximum of 6 credits |
| Member in good standing with an animal related professional organization <i>other than</i> BCVTA or RVTTC such as CALAS, CAZA, AZVT | 1 credit per organization |
| Volunteer and outreach work with a recognized veterinary or animal welfare organization, i.e BCVTA, SBCV, BC SPCA event booths, conference, job fair, wildlife rescue work, public awareness and education event | 2 credits per event to a maximum of 6 credits per year |
| Participation with a recognized organization providing animal wellness projects or disaster relief, i.e. Canadian Animal Assistance Team, Veterinarians Without Borders, etc. | 5 credits per trip to a maximum of 5 credits per year |

APPENDIX O: COMPLAINTS PROCESS

See bylaw 16.1 for additional information regarding the Complaints Committee.

The complaints process is as follows:

1. Executive Director receives complaint via email or by phone
2. Executive Director informs the Board of Directors and schedules a Complaints Committee Meeting
3. Complaints Committee reviews the complaint and prepares two letters:
 - a. Letter to the Complainant to confirm complaint;
 - b. Letter to the Respondent notifying them of the complaint and detailing the process
4. Executive Director sends the letter to the complainant by email, or most appropriate means
5. Complainant confirms the complaints and desire to move forward. At this time, they may decide to withdraw the complaint, at which time, the Complaints Committee would close the complaint and provide the Board of Directors with a summary report
6. If the Complainant continues with the complaint, the Executive Director sends the letter to the Respondent to notify them that the complaint has been filed, and detailing the next steps
7. Complaints Committee will then:
 - a. meet with the Respondent to discuss the issues and allow the Respondent to respond and provide additional information;
 - b. discuss dismissal, recommendations for disciplinary action;
 - c. refer to the Inquiry Committee for further investigation;
 - d. make recommendations to the Board of Directors
8. Board of Directors will discuss the recommendations and decide on next steps
9. Executive Director will send the Respondent and Complainant each a letter detailing the outcome of the Complaints Committee review and support to complete any action, if required.

Adopted January 2023 (K.Donchi/L.Hillis-Schmidt)