



VMOA Curriculum Outline

FALL - Semester 1 (12 Weeks Classes + 1 Week Exams)	Student Classroom Hours/Week
Introduction to Computers in Veterinary Industry	4hrs.
Animal Care	4hrs.
Business Math & Office Accounting	3hrs.
Veterinary Communications	3hrs.
Anatomy	3hrs.
Veterinary Terminology	2hrs.
Veterinary Hospital Marketing & Public Relations	2hrs.
Pharmacology	3hrs.
Clinical Exercises Pre-lab	1hrs.
Clinical Exercises Lab (1 group every other week)	3hrs
Total Hours/Week	28hrs.

WINTER - Semester 2 (9 Weeks Classes + 1 Week Exams)	Student Classroom Hours/Week
Veterinary Office Software (Corner Stone, AVImark Intro to presentation Software (Power Point)	4hrs.
Key Boarding - Dicta Typing	1hr.
Human Resources Management	3hrs.
Nutrition	3hrs.
Animal Diseases	4hrs.
Front Office Management	4hrs.
Clinical Safety / Laboratory Principles	3hrs.
Clinical Exercises II	3hrs.
Work Placement	4 weeks (35 hrs/wk)
Total Hours/Week	25hrs.

UNIVERSITY OF GUELPH RIDGETOWN CAMPUS

Veterinary Medical Office Administration Course Descriptions

FALL - SEMESTER 1

Anatomy CVMOA*1040

Students will gain an understanding of ten different anatomical systems. Systems included are: digestive, excretory, reproductive, cardiac, respiratory, muscular, skeletal, nervous, endocrine, and integumentary. Students will also become familiar with the anatomy of the eye and ear. This course will discuss basic physiology as well as common conditions related to these systems.

Animal Care CVMOA*1010

Human-animal bond is explored in this course, as well as a basic understanding of animal management and care, both in hospital and at home. Students will learn common canine/feline breeds and animal behaviour, general health care including grooming, and in-hospital care. They will become familiar with emergency triage and management, prenatal and neonatal care, as well as several common surgical procedures performed in a veterinary hospital.

Veterinary Communications CVMOA*1270

This course is designed to develop the student's interpersonal communication (verbal, non verbal, and written) and listening skills and with these newly developed skills, students will actively problem solve through some veterinary case scenarios. This course also introduces the student to effectively handle conflict resolution, have a good understanding of the importance of client services including telephone etiquette. Students will develop coping skills for dealing with grief and bereavement through understanding pet loss. Students will prepare resumes and cover letters, and discuss effective interviewing skills.

Business Math & Office Accounting CVMOA*1090

This course is designed to familiarize the students with mathematical operations related to the veterinary office, financial management needs of a veterinary clinic, understand the routine financial forms and procedures, basic accounting of a commonly used small business accounting software programs.

Clinical Exercises Part 1 CVMOA*1200

Following a pre-lab lecture, students have the opportunity for hands-on experience during laboratory sessions. Labs for Semester 1 will include:

- 👉 Surgical Principles
- 👉 Emergency Care and Triage
- 👉 Equine Handling, Restraint and Grooming
- 👉 Bovine Handling and Restraint

Introduction to Computers in Veterinary Industry CVMOA*1280

The emphasis of this course is to provide students with hands-on computer experience. Students will become acquainted with a computer; its operating system, word processing (Microsoft Word) & spreadsheet applications (Microsoft Excel). Learn the basics about Internet access, modems, & electronic mail. Internet (History, explore Veterinary related sites) -Word processing (Microsoft Word) Spreadsheets (Excel).

VMOA Course Descriptions

FALL - SEMESTER 1 (Continued)

Pharmacology CVMOA*1120

Students will understand related pharmacological terminology commonly used in the Veterinary Clinic; be able to understand various abbreviations and produce a proper label; be familiar with narcotic control regulations as they apply to the Veterinary Clinic; be able to perform some basic mathematical calculations. This course also will discuss different drug classifications of drugs commonly used in the Veterinary Clinic. Students will understand and perform the various administration techniques; be able to safely store and handle drugs and understand the importance of safe handling and have some awareness of herbal homeopathic care available in Veterinary Medicine.

Veterinary Terminology CVMOA*1160

Students will become familiar with common medical terms, suffixes and prefixed. Upon completion of this course, students will be able to interpret the meaning of commonly used veterinary medical terms.

Veterinary Hospital Marketing and Public Relations CVMOA*1190

This course is designed to introduce students to marketing as it relates to veterinary practices, with focus on small animal facilities. Emphasis will be placed on understanding CVO legislation as it pertains to veterinary hospital marketing, the challenges of marketing professional services vs. products, and client expectations. The marketing process and strategy planning will be addressed in this course.

VMOA Course Descriptions

WINTER - SEMESTER 2

Animal Diseases CVMOA*1050

This course will focus on the more common diseases and parasites of small and large animals. The student will learn about common diseases (including zoonotic diseases), as well as their prevention through vaccination. Also included will be the transmission and control of common parasites.

Clinical Exercises Part 2 CVMOA*1210

Continued from Semester 1, Labs will include:

- 🐾 Canine Handling/Restraint & Medicating (Oral & Topical including Ophthalmic & Otic)
- 🐾 Feline Handling/Restraint & Medicating (Oral & Topical including Ophthalmic & Otic)
- 🐾 Radiography and Developing Principles

Clinical Safety CVMOA*1060

This course will equip the student with the knowledge of how to protect themselves and others from common hazards while working in a veterinary hospital, or related business. The student will complete and receive WHMIS certification and have an understanding of safe handling of various types of laboratory and biological hazards. This course will also provide the student, with hands on approach, the basic knowledge of commonly used veterinary laboratory procedures, sample collection and safe sample handling.

Front Office Administration CVMOA*1140

This course is designed to introduce the student to veterinary office administration practices and procedures. Emphasis will be placed on first impressions, maintaining medical records, appointment scheduling and inventory maintenance.

Human Resource Administration CVMOA*1170

This course is designed to explore the ideas of our human need to work, how our values play a vital role in our choices of employment. Students will have a good understanding of the Employment Standards Act and know their rights as an employee, as well as know the rights of the employer. Students will become familiar with and have an understanding of important areas such as personnel record management, work ethics, and a positive professional image. Students will have a hands-on approach to building a policy manual specifically designed for a veterinary hospital.

Key Boarding - Dicta Typing CVMOA*1070

This course will provide students with the necessary techniques to keyboard accurately using the alpha and numeric keyboard. Students will also become familiar with dicta-typing equipment and techniques.

VMOA Course Descriptions

WINTER - SEMESTER 2 (Continued)

Nutrition CVMOA*1100

The student will be introduced to the fundamentals of nutrition of various species. General feeding guidelines as well as specific nutritional needs including prescription and specialty diets will be covered. Guest speakers from manufacturers of the more commonly utilized veterinary diets will be invited to present material to the students, and assignments will be given to promote an understanding of the nutritional needs and responses of companion animals.

Veterinary Software (Corner Stone, AVI mark) CVMOA*1020

This course is designed to give students hands on experience creating invoices, estimates, generation reports, and inventory tracking using Cornerstone, a leading veterinary software program. Students will also learn how to create an attractive, effective electronic presentation using Microsoft PowerPoint.

Work Placement CVMOA*1150

Upon completion of the second semester, students are required to take part in a mandatory 4-week (140 hour) work placement at a veterinary related business organized with the assistance of our work placement co-ordinator. The host business will have a chance to evaluate the student, as well as the program.

UNIQUE PROGRAM FEATURES

- ☛ Class trip (previous trips)
 - Royal Winter Fair
 - Veterinary Purchasing & Seelster Farms
 - Colosanti's & Dr. Biederman Equine
 - This year possibly to Earth Rangers in Woodbridge

- ☛ All computer classes will be split if class size is near 30 students therefore small teacher, student ratio.

- ☛ Hands-on practical computer software training:
 - Corner Stone (Veterinary Software)
 - AVImark (Veterinary Software)
 - Simply (Accounting Software)

- ☛ Pet Bereavement and Grief counselor () - guest speaker

- ☛ Ann MacDonald with K-9 concepts - guest speaker with live demonstration on canine behaviour

- ☛ Basic Laboratory Procedures follows Clinical Safety, with practical experience in:
 - Fecal Flotation Preparation
 - Macroscopic Urinalysis (chemistry stick, colour, clarity, S.G)
 - Diagnostic Test Kits (Heartworm, Felv/FIV)
 - PCV/Plasma Protein Preparation and Reading

- ☛ Hands-on practical experience with colony animals in Clinical Exercises

- ☛ Barn Tours – Dairy

- ☛ Randy Hamlin - guest speaker with live demonstration on Equine Care

- ☛ Pet Food Company Representatives - guest speakers for animal nutrition explain about their respective diets.
 - Medi-Cal
 - Hills

- ☛ Kennel Duties / Bathing Duty

- ☛ Gentle Leader behaviour training with a colony dog

- ☛ 50% animal health training/50% veterinary office administration

