



The College of
Animal Welfare

VCA Congress

Wednesday 16th November 2022

9.30am-4.30pm



VCA Congress Programme

9am – 9.30am **Online Registration and Exhibition**

9.30am – 9.35am **Chair's Welcome**
Kirsty Jones RVN Cert Ed, The College of Animal Welfare

9.35am – 10.20am **Client Care for the VCA**

Dr Liz Walker BVetMed BSAVA PgCert SAM MRCVS, IntinsiaVet

The role of the VCA in clinical practice entails far more than animal care. Understanding the client journey and the role you play within it is essential for success in clinical practice. Learning tools and techniques for effective communication will support with each client interaction and help you to successfully navigate the challenging situations as they may arise.

This presentation will cover the following key learning objectives:

- The importance of the client journey in clinical practice
- The role of the VCA in the client journey
- Communication skills for ideal client interactions
- Tools and techniques for challenging situation

10.20am – 11.05am **Compassion Fatigue: What Veterinary Teams Need to Know**

Dr Rosie Allister BSc (Hons) BVSc MSc PhD MRCVS, VetLife

Veterinary teams work hard and look after others, to do that sustainably we need to look after ourselves. There are times when we do our best, and it still doesn't feel enough. Some of our work means we encounter trauma and suffering that affects us in ways we might not expect. Research on moral injury and compassion fatigue offers some explanation for psychological aspects of the work we do and points to strategies for prevention and support. This session looks at what helps.

11.05am – 11.30am **Live Q&A Panel** Present questions to the speakers

11.30am – 12pm **Online Exhibition and Lounges**

12pm – 12.45pm **An Introduction to Patient-friendly Practice**

Linda Ryan BSc (Hons) Animal Behaviour and Welfare, VTS (Behaviour and Oncology), DipAVN (Medical), KPA-CTP, RVN, CCAB, Inspiring Pet Teaching

This session will introduce the concepts and theory of patient-friendly practice.

We will consider what patient-friendly practice is, and why it matters – across all aspects of veterinary care. We will look at some of the practicalities for use in day-to-day veterinary work, considering techniques to prevent and reduce distress as we care for patients.

We will cover what owners can do to prepare pets for low stress veterinary care; what veterinary staff can and should know and do to promote positive vet visits and support pets and their people; and discuss the power of a team in achieving success.

12.45pm – 1.05pm **Live Q&A Panel** Present questions to the speakers

**How to
book...**

For details of prices and how to book your place, please see overleaf to complete and return the booking form. You can also book online at www.caw.ac.uk/events/vca-congress



1.05pm–2.15pm Online Exhibition and Lounges

1.15pm – 2.15pm ***Optional stream* Next Steps: The Veterinary Nursing Diploma Route...**

Claire Hobson RVN Cert Ed Canine Hydrotherapist, The College of Animal Welfare
Lisa Forrest BA(Hons) GTP, The College of Animal Welfare

Are you thinking of taking the next steps to train for the Level 3 Diploma in Veterinary Nursing? Are you concerned you may not meet entry requirements and are looking for ways to achieve these? If so, please join CAW's Claire Hobson (Head of Veterinary Studies, Leeds and Wigan) and Lisa Forrest (Additional Learning Support Manager) for some additional guidance.

Claire will talk through the role of the Veterinary Nurse and the entry requirements needed to undertake the qualification. Lisa will follow with advice on how to achieve Maths and English if needed, and explain the difference between Functional Skills and GCSEs. You may find it is easier than you think! Both will be available on the day to answer any further questions within the live Q&A session.

2.15pm – 3.05pm **First Aid – How can I help?**

Louise Chappell BSc (Hons) Dip AVN RVN, The College of Animal Welfare

This presentation will cover the following key points:

- The VCA role in telephone triage - top ten emergencies and what questions to ask to get the most information for the veterinary surgeon
- How to keep calm in these situations
- The legalities of providing first aid and who has the ability to perform first aid
- How to be prepared
- Some scenario based discussions, to put the information into practice

3.05pm – 4.05pm **Anaesthesia Monitoring: Putting Together the Pieces of the Puzzle**

Courtney Scales DipVN, NCert(Anaesth), RVN, Veterinary Anursethesia

When monitoring a patient's anaesthesia, each physiological parameter is like a piece of a puzzle and it is vital to understand how they all fit together, to form the bigger picture. In this presentation, we will look at all these physiological parameters whilst discussing what they actually mean and how to defunk the terminology.

Topics to be discussed will include:

- The Palpebral Reflex
- Eye Position
- Jaw Tone
- Pedal Reflex
- Pulse Oximetry
- Blood Pressure
- Capnography
- Electrocardiogram (ECG)

4.05pm – 4.25pm **Live Q&A Panel** Present questions to the speakers

4.25pm–4.30pm **Chair's Close**

Kirsty Jones RVN Cert Ed, The College of Animal Welfare

Please note the organisers have the right to change the programme at short notice and without notice.

VCA Congress 2022

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