

DEPARTMENT OF ANIMAL SCIENCE

COURSE OUTLINE – FALL 2022

AH 145 OFFICE COMMUNICATIONS AND MANAGEMENT FOR THE VT – 3 (2.5-0-2)

72HOURS 16 Weeks

Northwestern respectfully acknowledges that we are located on Treaty 8 territory, the traditional homeland and gathering place for many diverse Indigenous peoples. We are honoured to be on the ancestral lands of the Cree, Dene/Beaver and Métis, whose histories, languages, and cultures continue to influence our vibrant community. We are grateful to have the opportunity to work, learn, and live on this land.

INSTRUCTOR:	Karlee Worobetz, RVT	PHONE:	(780) 835-6686
OFFICE:	AS 141	E-MAIL:	kworobetz@nwpolytech.ca
OFFICE HOURS:	As posted		

FALL 2020 DELIVERY:

Mixed or High-Flex Delivery: this course will largely be delivered onsite with the possibility of occasional remote lectures via ZOOM. Students must have a computer with a webcam and reliable internet connection. Exams will occur onsite/in-person as well but will require a computer to complete. Technological support is available through helpdesk@nwpolytech.ca

CALENDAR DESCRIPTION:

Students will develop communication and office skills to prepare them to work in the veterinary industry, and will learn how to communicate effectively in both written and oral form. They will develop skills in office duties – basic financial transactions, filing, computer skills and inventory control. Students will also develop a solid foundation of utilizing medical records to promote continuity of quality animal care.

PREREQUISITE(S)/COREQUISITE:

- Must be registered in the NWP Animal Health Technology Program

REQUIRED TEXT/RESOURCE MATERIALS:

- 101 Communications Skills for Veterinary Teams
- McCurnin's Clinical Textbook for Veterinary Technicians and Nurses

DELIVERY MODE(S):

Lab/Lecture

COURSE OBJECTIVES/LEARNING OUTCOMES:

- **Principles of Communications & Feedback.** Upon successful completion of this unit students will be able to:
 - discuss the importance of communication
 - describe the communication process in a veterinary setting
 - identify tools to develop critical thinking skills
- **Group Dynamics.** Upon successful completion of this unit students will be able to:
 - identify and discuss appropriate and inappropriate lines of communication with team members
 - describe how to incorporate teamwork into a practice
 - describe advantages of teamwork
 - describe how to create a fun work environment
 - list the normal body responses to stress
 - list and explain the 3 factors that determine whether stress is positive or negative
 - identify physical, mental, emotional, relational or spiritual stress symptoms
 - what are causes of stress and give examples
 - identify tips to manage stress

- **Oral Communication.** Upon successful completion of this unit students will be able to:
 - prepare an estimate to a client or discharging a patient
 - book an appointment over the phone
 - perform phone call backs
- **Social Media in Veterinary Medicine.** Upon successful completion of this unit students will be able to:
 - identify and discuss the use of various social media platforms
 - identify relevant website information
 - evaluate client information and handouts
- **Veterinary Medical Health Information Management.** Upon successful completion of this unit students will be able to:
 - discuss and apply characteristics of medical records in a veterinary hospital setting.
- **Inventory Management Principles.** Upon successful completion of this unit students will be able to:
 - describe and use inventory management principles to positively influence veterinary clinic income.
- **Introduction to Veterinary Software.** Upon successful completion of this unit students will be able to:
 - discuss and demonstrate features of veterinary software programs.
 - Complete electronic medical record training modules
- **Financial Transactions.** Upon successful completion of this unit students will be able to:
 - prepare and manage daily financial transactions that are likely to occur in a veterinary practice.

- **CCAC.** Upon successful completion of this unit students will be able to:
 - Explain the significance of the ACC
 - Complete 4 training quizzes for the ACC

TRANSFERABILITY: (if applicable)

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferalberta.ca>.

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

EVALUATIONS:

GRADING CRITERIA:
GRADING CONVERSION CHART for ANIMAL HEALTH TECHNOLOGY
OVERALL GRADE POINT AVERAGE HAS TO BE 2.0 OR HIGHER TO BE SUCCESSFUL IN THE AHT PROGRAM.

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100	C+	2.3	67-69
A	4.0	85-89	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	FAIL	1.3	55-59
B	3.0	73-76	FAIL	1.0	50-54
B-	2.7	70-72	WF	0.0	00-49

	Mark Distribution
A. Assignments & Quizzes	60%
D. Software Training Modules	40%
	100%

*A minimum of 60% must be obtained in order to successfully pass AH144

Please review NWP's Examination and Grading policies.

Attendance is mandatory for all labs and guest speakers. A 5% deduction from the final course mark will occur if a student has an unexcused absence from lab or a guest speaker. Labs will not be made up and absences will result in a zero for any reports or assignments given out during that lab. It is the student's responsibility to obtain missed assignments and notes for any absence.

Missed class assignments and tests will not be made up and will result in a zero mark (*at the discretion of the instructor*). LATE ASSIGNMENTS WILL NOT BE ACCEPTED and will result in a 0% grade for the missed/late assignment.

For further clarification on the attendance policy, see the AHT Program guidelines in the orientation booklet and NWP Policy and Procedures.

* Please note: marks will be deducted for spelling errors. Please treat all exams, quizzes and assignments as medical records and use only correct medical corrections. Failure to do this will result in mark deductions. Illegible writing will result in deducted marks (if I can't read it, I can't mark it!). No electronic devices (except approved computers) are to be used in exams or quizzes. Having an electronic device present during an exam or quiz will result in dismissal from class and an automatic fail on that test.

COURSE SCHEDULE/TENTATIVE TIMELINE:

As posted

STUDENT RESPONSIBILITIES:

Enrolment at NWP assumes that the student will become a responsible citizen of the Institute. As such, each student will display a positive work ethic, take pride in and assist in the maintenance and preservation of Institute property, and assume

responsibility for his/her education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting instructor expectations concerning attendance, assignments, deadlines, and appointments.

STATEMENT ON PLAGIARISM AND CHEATING:

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the Northwestern Polytechnic Calendar at <https://www.nwpolytech.ca/programs/calendar/> or the Student Rights and Responsibilities policy which can be found at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

****Note:** all Academic and Administrative policies are available on the same page.

ADDITIONAL INFORMATION:

Disruptive behavior in the class will result in the student being excused from the class; this include, but is not limited to, use of cell phones or any handheld equipment that has not been approved by the instructor.

YEAR: 2022

