



ONTARIO
ASSOCIATION OF
VETERINARY
TECHNICIANS

Regulation Policies
Ontario Association of Veterinary Technicians
December 7, 2024



Regulation Policies (RP)

The following Regulation Policies are set by the Board to provide guidance for how the Board approaches its regulatory mandate within the Association; to promote, maintain and regulate the professional standards of veterinary technicians and veterinary technologists. These policies also provide a framework for Accreditation of Veterinary Technician/Technology Education Programs; to prescribe the courses of study to be pursued by students and candidates in order to satisfy the academic requirements of RVT membership. These policies should be reviewed on a regular basis and may be revised by the Board according to the processes outlined herein. In addition to the regulatory policies set out in the Act and By laws, the following Regulation Policies (RP) provide guidance for the performance of the Board, and behaviour and responsibilities of the Directors and Registrar.

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RP 1 Registration – Admissions, Maintenance

A person must meet and maintain the following qualifications and conditions to use the designation “Registered Veterinary Technician” or “Registered Veterinary Technologist” or the initials “RVT”.

1.1 Admission Standards

Every person must:

- (a) Be a member in good standing of the Corporation; and
- (b) Produce evidence, in a form prescribed by the Registrar, that they have not been convicted of a criminal offence; and
- (c) Successfully complete an information session prescribed by the Directors, on professional ethics and the Ontario regulatory environment; and
- (d) Meet the additional qualifications set out below.

1.1.1 Graduates from Ontario Programs

Every person who graduates from a post-secondary institution in the province of Ontario must:

- (a) Graduate from a program of study that has been accredited by the Directors; and
- (b) Successfully complete the entrance examination prescribed by the Directors.

1.1.2 Applicants from other Canadian provinces and territories

Every person who is a Registered Veterinary Technician in good standing of a provincial or territorial association with whom the Corporation has signed a letter of undertaking must provide evidence, in a form prescribed by the Registrar, that they are not currently under discipline from another association.

1.1.3 Applicants from other jurisdictions

Every person from another jurisdiction must:

- (a) Demonstrate, in a form prescribed by the Registrar, written and oral proficiency in one of Canada’s official languages. This requirement may be waived if, in the opinion of the Registrar, the person has studied or worked in a country where the use of one of those languages is required;
- (b) Demonstrate, in a form prescribed by the Registrar, that they have graduated from a program of study in veterinary technology that is equivalent to a program in Ontario that has been accredited by the Directors; and
- (c) Successfully complete the entrance examination prescribed by the Directors.

1.1.4 Costs

All costs relating to an application for admission to the RVT designation shall be borne by the applicant.



1.2 Admission Process

A person who meets the qualifications and conditions stated in the RP may be granted the RVT designation by resolution of the Directors, upon receipt by the Registrar of:

- (a) An application in the form prescribed by the Registrar;
- (b) Evidence that they have fulfilled the conditions and qualifications as set out in the RP.

1.3 Maintaining RVT Status

To maintain the rights and privileges of a Registered Veterinary Technician, a person must:

- (a) Remain a Member in good standing of the corporation;
- (b) Complete the continuing education requirements as set out in the by laws and Continuing Education (CE) policies; and
- (c) Pay the dues and fees associated with the RVT credential
- (d) A person who qualifies and registers for Retired Member status as outlined in Policy 5.1 shall be exempt from continuing education requirements

RP 2 Reinstatement- Loss, Reinstatement, Appeal

2.1 Loss of RVT Status

2.1.1 A person ceases to be a Registered Veterinary Technician if:

- (a) They submit(s) a letter of resignation to the Registrar;
- (b) Their status is revoked for professional misconduct, disciplinary purposes, incompetence or incapacity in Ontario or another jurisdiction in relation to veterinary or animal health care and such revocation has not been successfully appealed to the Divisional Court.

2.1.2 A person's Registered Member status shall be suspended if:

- (a) They are more than 60 days late from the renewal date in paying the dues and fees associated with the RVT credential; or
- (b) They are more than 60 days late from the continuing education credits (CE) submission due date in providing proof of completion of required CE; or
- (c) They fail(s) to meet the minimum requirements of continuing education credits

2.1.3 If a Registered Member's status is suspended for failure to pay a prescribed due and fee or failure to submit proof of continuing education credits, the Registrar may, within one year of the date of the suspension, lift the suspension on receipt of,

- (a) The due and fee the member failed to pay and / or proof of remediation CE; and
- (b) The penalty for late submission



2.1.4 If the Registrar does not lift the suspension under subsection 2.1.2, the credential is revoked one year after the day of the suspension.

2.2 Reinstatement of RVT Status

The following steps must be completed within 12 months of the application submission.

Per reinstatement policy, an applicant for reinstatement (“Applicant”) must:

- (a) Be a member in good standing of the Corporation;
- (b) Produce evidence, in a form prescribed by the Registrar, that they have not been convicted of a criminal offence;
- (c) Not be the subject of an outstanding complaint that has not been resolved or dealt with by the Corporation;
- (d) Successfully complete an information session prescribed by the Directors, on professional ethics and the Ontario regulatory environment; and
- (e) Successfully complete any required entrance examination(s) as prescribed by the Directors.

2.2.1 Costs

All costs relating to application for reinstatement of the RVT credential shall be borne by the Applicant and shall be paid prior to reinstatement of their RVT Member status.

2.2.2 This process does not apply to those members whose status has been revoked as a result of Regulation Policy 2.1, Loss of RVT Status, 2.1.1 (b), or were, at the time they ceased being a member, the subject of an outstanding OAVT investigation of the Complaints, Discipline, or Fitness to Practice Committees’ decision.

2.3 Appeal

2.3.1 The Directors shall appoint a Registration Appeals Committee consisting of one Director, two RVT or Retired Members of the Corporation in good standing who are not Directors, and two persons who are not members of the Corporation, and shall name one of the appointees as Chair of the committee.

2.3.1.1 Three members of the Committee shall constitute a quorum.

2.3.1.2 The Registration Appeals Committee holds the power to determine and prescribe such remedies as it deems appropriate in regards to the appeals from OAVT Members whose application for Registration has been denied or whose Registered status has been revoked.

2.3.1.3 Per the Registration Appeals policy, the Committee provides a decision to the OAVT office, within sixty days of the receipt of the appeal.

2.3.1.4 The Registration Appeals Committee shall provide the OAVT Board of Directors the Decisions and Reasons letter.



2.3.2 The Registration Appeals Committee shall have the power to hear appeals from applicants who have been denied or whose credential has been revoked after April 1, 2009, and to make such determination and prescribe such remedies as it deems appropriate.

2.3.2.1 The Registration Appeals Committee shall have the power to consider applications concerning CE exemptions as received from the RVT Member per Regulation Policy 3.2 Continuing Education.

2.3.2.2 Members whose credential has been revoked shall have the right to appeal to the Divisional Court.

2.3.2.3 The Registration Appeals Committee shall have the power to consider applications for additional entrance exam attempts.

2.3.3 Appeals shall be made in writing, stating the grounds for the appeal, in a form prescribed by the Registrar.

2.3.4 The Registration Appeals Committee shall render its decision in writing to the appellant and the Registrar within sixty days of receipt of the appeal.

RP 3 Professional Standards – Professional Misconduct, Continuing Education, Entry to Practice Skills

3.1 Professional Misconduct

The following are acts of professional misconduct for the purposes of these policies

3.1.1 Practice of the Profession

3.1.1.1 Contravening a term, condition or limitation imposed on the RVT Members status.

3.1.1.2 Failing to meet the standards of the profession.

3.1.1.3 Performing a procedure which the RVT Member knows or ought reasonably to know that they are not qualified to perform by education, training or experience.

3.1.1.4 Practicing veterinary medicine in contravention of the Veterinarian's Act.

3.1.1.5 Failing to properly carry out a veterinarian's order, except when:

(a) The order involves a procedure which the RVT Member knows or ought reasonably to know that they are not qualified to perform by education, training or experience; or

(b) Carrying out the order would place the RVT Member, another person or a patient at serious risk of harm.

3.1.1.6 Doing anything to a patient in the course of practicing the profession in a situation in which consent is required by law, without such a consent.

3.1.1.7 Abusing a client physically or verbally.



3.1.1.8 Causing or allowing the physical abuse of a patient, or failing to provide humane medical care for a patient.

3.1.1.9 Using information obtained during a professional relationship with a client or using their professional position of authority to coerce, improperly influence, harass or exploit a client or former client.

3.1.1.10 Practicing the profession,

(a) While under the influence of any substance; or

(b) While suffering from illness or dysfunction, which the RVT Member knows or ought reasonably to know impairs their ability to practice.

3.1.1.11 Discontinuing professional services that are needed unless,

(a) The client requests the discontinuation;

(b) The client withdraws from the service;

(c) Reasonable efforts are made to arrange alternative or replacement services;

(d) The client is given a reasonable opportunity to arrange alternative or replacement services; or

(e) Continuing to provide the services would place the RVT Member at serious risk of harm.

3.1.1.12 Recommending a product or service that the RVT Member knows or ought reasonably to know is not likely to benefit the patient.

3.1.1.13 Putting the RVT Member's interest, other than their personal health or safety, ahead of the patient's or client's in the course of performing the RVT Member's professional duties.

3.1.1.14 Giving information about a patient to a person other than the client or their authorized representative except,

(a) With the consent of the client or their authorized representative;

(b) As required or allowed by law; or

(c) In a review, investigation or proceeding under Regulation Policies in which the professional conduct, competency or capacity of the RVT Member is in issue and only to the extent reasonably required by the RVT Member or the Corporation for the purposes of the review, investigation or proceeding.

3.1.1.15 Failing to provide a truthful and appropriate explanation of the nature of a professional service following a client's request for an explanation.

3.1.1.16 Failing, without reasonable cause, to provide access to the client their authorized representative to the patient's record or such part or parts of the patient's record as is reasonable under the circumstances.



3.1.2 RVT Members and their Qualifications

3.1.2.1 Inappropriately using a term, title or designation.

3.1.2.2 Failing to advise the Registrar promptly of a change in the name used by the RVT Member in providing or offering to provide professional services.

3.1.2.3 Using a name other than the RVT Member's name as set out in the register in the course of practicing the profession except where the use of another name is necessary for personal safety, the RVT Member's employer and the Registrar have been made aware of the pseudonym and the pseudonym is distinctive.

3.1.3 Record Keeping and Reports

3.1.3.1 Falsifying a patient record.

3.1.3.2 Failing to keep records as required by the regulations and standards of veterinary medicine.

3.1.3.3 Making a record, or issuing or signing a certificate, report or other document in the course of practicing the profession that the RVT Member knows, or ought reasonably to know is false, misleading or otherwise improper.

3.1.4 Additional Matters

3.1.4.1 Impugning the character of another Member of the Corporation.

3.1.4.2 Contravening the OAVT Act or by laws.

3.1.4.3 Contravening a federal, provincial or territorial law or a municipal by law if,

(a) The purpose of the law or by law is to protect animal or public health; or

(b) The contravention is relevant to the RVT Member's suitability to practice.

3.1.4.4 Failing to comply with an order of a panel of the Complaints Committee, Discipline Committee or Fitness to Practice Committee of the Corporation.

3.1.4.5 Failing to comply with a written undertaking given to the Corporation or to carry out an agreement entered into with the Corporation.

3.1.4.6 Failing to cooperate in a Corporation investigation.

3.1.4.7 Failing to take reasonable steps to ensure that the requested information is provided in a complete, accurate and timely manner where an RVT Member is required to provide information to the Corporation pursuant to the OAVT Act or Regulation Policy.

3.1.4.8 Engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all circumstances, would reasonably be regarded by RVT Members as disgraceful, dishonourable



or unprofessional, or would bring the Corporation or profession into disrepute.

3.1.4.9 Failing to participate in the Association's mandatory plan of professional errors and omissions insurance.

3.1.4.9.1 A person who qualifies and registers for Retired Member status as outlined in Policy 5.1 shall be exempt from participating in the professional errors and omissions insurance policy

3.2 Continuing Education

3.2.1 In each two-year CE collection period the RVT Member shall earn a minimum of twenty Continuing Education Credits.

3.2.1.1 Up to ten category one credits in excess of the minimum requirement may be transferred and credited to the following two-year period.

3.2.2 For an RVT whose credential was achieved prior to January 1, 2012, their two-year CE collection period begins January 1 of the year following the date of receiving their RVT credential.

3.2.2.1 For an RVT whose credential was achieved after January 1, 2012, their CE collection period begins on the first day of the month that immediately follows the date they received their RVT credential, and continues to two years to the final day of the month they received their RVT credential. Example: Credential is achieved on June 8, 2012. CE credits start to accumulate on July 1, 2012 until June 30, 2014.

3.2.3 The definition of continuing education credits shall be fixed by the Directors.

3.2.4 It is the responsibility of the RVT Member to record CE credits in their OAVT online activity logs, no later than 60 days following the end of each two-year period, and be prepared to provide proof of completion of such credits to the Registrar upon request.

3.2.5 Exemption from CE requirements

3.2.5.1 Applications for CE exemption for the collection period (to a maximum of 10 credits) can be made in writing to the OAVT Registration Appeals Committee and must be accompanied by supporting documentation. Deadline for application for exemption is 45 days prior to the end of an RVT Member's collection period.



3.3 Entry to Practice Standards

The following describes the knowledge and skills a Registered Veterinary Technician is expected to acquire and maintain to be deemed competent in the practice of the profession.

3.3.1 ANATOMY AND PHYSIOLOGY

- Knowledge and identification of the unique anatomical and physiological characteristics between species and breeds.
- Knowledge of common diseases and their effects on various body systems.
- Knowledge of the principles of genetics, genes and their crosses, inheritance, chromosomal abnormalities, lethal genes, and genetic engineering.
- Knowledge of euthanasia methods and techniques, confirmation of life/death

3.3.2 ANESTHESIA AND ANALGESIA

- Knowledge of the indications, advantages, disadvantages, effects on the body and the associated adverse side effects of the commonly used peri-anesthetics and anesthetic agents
- Identify and observe the stages and planes of general anesthesia and the parameters used for monitoring during anesthesia
- Knowledge of the use and function of parts of a gas (inhalant) anesthetic machine, including precision vaporizers and the indications, advantages and disadvantages of re-breathing and non-re-breathing anesthetic circuits
- Maintain and troubleshoot performance issues with anesthetic and monitoring equipment
- Induce, monitor, maintain and support sedated, anesthetized and recovering animals safely and accurately using clinical signs and monitoring equipment
- Knowledge of assisted and controlled ventilation, anesthetic ventilators, blood pressure support, fluid therapy and monitoring acid-base balance and oxygenation
- Recognize and respond to anesthetic emergencies, including performing cardiopulmonary resuscitation
- Calculate and administer peri-anesthetic and anesthetic agents to the animal
- Recognize the indications for endotracheal intubation and successfully and safely intubate and extubate animals
- Identify and assess the presence of pain by utilizing a validated pain scoring system
- Recognize the indications for regional and local anesthesia, be familiar with the anatomy, equipment and techniques required to perform various regional and local anesthetic blocks

3.3.3 ANIMAL BEHAVIOUR AND WELFARE

- Knowledge of the chronological order of behavioural development and social behaviour



- Recognize normal and abnormal behaviour patterns, including reading and observing behavioural feedback signs
- Understand the physical and psychological requirements of animals, animal welfare, standards of care, and social license to operate
- Understand and apply methods of identifying, preventing, eliminating and/or reducing the stress response of the animal

3.3.4 BREEDING, REPRODUCTION, AND NEONATAL CARE

- Understand the basic reproductive characteristics, techniques, and neonatal requirements including sexual maturity, estrus cycles, semen evaluation, gestation/parturition, pregnancy detection and neonatal care
- Knowledge of embryo transfer, artificial insemination and common reproductive technologies
- Recognize and understand reproductive emergencies

3.3.5 CLINICAL PATHOLOGY (includes parasitology, immunology, virology, urinalysis, hematology, cytology)

- Order laboratory tests on an animal or on specimens taken from an animal
- Collect and prepare samples for in-clinic and external laboratory diagnostic tests
- Understand and perform common diagnostic and laboratory tests
- Understand how to interpret test results
- Be familiar with coagulation and serological tests
- List the scientific and common names of parasites and understand their life cycles
- Be familiar with the clinical sign of infection, treatment and control of parasite infestations
- Perform laboratory techniques and identify common internal, external and blood parasites
- Perform fecal analysis
- Understand the immune response in the body, including: the difference between bacterial, fungal, and viral infections, antibody classes, adaptive responses, hypersensitivities and immunodeficiencies
- Describe the types and indications for use of vaccines
- Know the composition of a virus, the process of replication, classification, and identification of common viruses
- Use and maintain point of care equipment, perform quality control tests of laboratory instruments and equipment.
- Perform complete blood count, platelet count and evaluation using manual technique and point of care machine
- Perform microscopic examination of blood film to determine cellular morphology, cell number estimates and hematologic indices
- Perform urinalysis



- Collect, prepare and evaluate ear cytology
- Perform fine needle tissue aspirates, impression smears and bone marrow aspirate/biopsy

3.3.6 DENTISTRY

- Recognize normal and abnormal dental structures, conditions and lesions, causes and stages of gingivitis and periodontitis, and dental related pathologies
- Understand the principles of dental radiography and acquire diagnostic quality radiographs
- Perform complete oral health care assessment and treatment (COHAT), including dental charting
- Performing dental prophylaxis inclusive of scaling/polishing and occlusal equilibration
- Maintain and use ultrasonic scaler and polisher
- Maintenance and use of dental hand instruments
- Develop a home care program including client education
- Perform dental nerve blocks

3.3.7 DIAGNOSTIC IMAGING

- Understand the principles of radiography
- Apply knowledge of the radiography machine (digital and analog), radiation safety, radiographic positioning and restraint, radiographic quality, radiographic logs, technique charts, and contrast media and studies
- Use hands-free techniques to acquire radiographs
- Understand the principles of ultrasonography
- Understand the basic physics of ultrasound, the ultrasound machine, the concepts of the final image and artifacts
- Safely and effectively produce diagnostic radiographs of various positions
- Understand the basic physics of and safety requirements for using MRI, CT, fluoroscopy, and nuclear scintigraphy

3.3.8 EMERGENCY AND CRITICAL CARE

- Perform triage, assess, monitor, and initiate urgent treatment to stabilize the emergent animal
- Initiate prescribed treatment of the emergent animal including critical nursing care
- Recognize when Cardiopulmonary Resuscitation is indicated
- Initiate Cardiopulmonary Resuscitation

3.3.9 ETHICS AND JURISPRUDENCE

- Knowledge of the applicable laws and regulations of veterinary medicine and veterinary technology



- Understand the role of the registered veterinary technician in veterinary medicine and as a member of the veterinary medical team
- Knowledge and comprehension of moral and ethical dilemmas faced by veterinary professionals and animal owners
- Adhere to the OAVT Code of Ethics

3.3.10 EXOTIC, LABORATORY and NON-DOMESTIC ANIMAL MEDICINE

- Understand and apply optimum housing and husbandry, animal care, behaviour knowledge, restraint and handling, emergency and critical care, anesthesia, surgical techniques and nutritional requirements
- Describe non-infectious and infectious pathogens

3.3.11 INTEGRATIVE MEDICINE

- Understand treatment and therapeutic modalities including efficacy, safety, and contraindications
- Be familiar with nutraceuticals, and other holistic medications and their use per applicable laws and regulations
- Physical therapy for hospitalized and non-hospitalized animals
- Application of non-conventional therapies

3.3.12 MEDICAL TERMINOLOGY

- Understand and apply medical terms, abbreviations, prefixes, suffixes and combining forms
- Maintain medical records and documentation

3.3.13 NURSING

Understand the practical and theoretical aspects of:

- physical examination and normal and abnormal findings
- common diseases and illnesses
- peri-operative care
- techniques and routes of drug administration
- husbandry
- bandaging and splinting
- wound management
- nutritional requirements
- fluid therapy administration
- blood collection and transfusion medicine
- electrocardiogram
- blood pressure monitoring
- manually express anal sac, administer enema
- permanent identification techniques
- preventative medicine
- adjunctive and non-conventional therapy



- euthanasia
- necropsy techniques
- urinary catheterization and maintenance, cystocentesis, and free-catch urine collection
- Follow critical care and emergency protocols

3.3.14 NUTRITION

- Understand the importance of and explain the role of nutrients in supporting life
- Knowledge of nutrition principles in feeding animals, the basic requirements in various life stages, activity levels and the effects that the environment has on nutritional requirements
- Understand and calculate an animal's maintenance energy requirements based on its particular life stage and metabolic requirements, why different nutrient levels change with each life stage and what effects excesses or deficiencies may have
- Assist in the prevention of diet-related illnesses and conditions
- Familiarity with ingredients, deficiencies and additives that can cause adverse effects

3.3.15 PERSONAL AND PROFESSIONAL MANAGEMENT

- Develop and demonstrate competencies in critical thinking, communication, professional deportment and collaboration
- Have an understanding of veterinary office management and business practices
- Acquire proficiency in computer use, practice management software and telemedicine platforms
- Understand clinical governance and the role of the Registered Veterinary Technician, team care provision within the applicable legislation and regulation
- Contribute to client education to ensure the health and safety of the animal, client, compliance and efficacy of the care or service being provided

3.3.16 PHARMACEUTICAL MATH

- Perform unit conversions
- Accurately and efficiently calculate drug dosages, and dilutions, and adjust concentrations of solutions
- Understand the principles behind performing boluses and Continuous Rates of Infusion of medications

3.3.17 PHARMACOLOGY

- Understand pharmacological terminology, pharmacokinetics, pharmacodynamics, and the basic classifications and general characteristics of drugs



- Knowledge of safe and effective administration of drugs to animals by understanding withdrawal times and problems with incorrect administration
- Compliance with and knowledge of regulatory guidelines and legal requirements regarding handling, storage, disposal and record keeping of controlled drugs
- Knowledge of and adherence to all relevant provincial and/or federal legislation and regulations related to reporting, storage, handling and disposal of drugs
- Understand common drugs used, their effects and contraindications
- Read and fill prescriptions
- Accurately dispense prescribed drugs
- Perform inventory control
- Reconstitute and prepare drugs
- Understand the difference between generic and trade names

3.3.18 RESEARCH

- Knowledge of handling and breeding techniques, signs of illness, pain and distress, health of animals and housing conditions within the research environment
- Knowledge of and adherence to all relevant provincial and/or federal legislation and regulations

3.3.19 RESTRAINT AND HANDLING

- Select and apply handling and restraint that is safe for both the animal and the handler
- Understand and apply low stress and humane handling techniques
- Understand common behavioural and anatomical characteristics that impact the application of handling and restraint techniques
- Handle and restrain animals in various positions for examination and treatment
- Show proper use of restraint and handling equipment

3.3.20 SANITATION, STERILIZATION AND DISINFECTION

- Understand the principles and different methods of sanitation, sterilization and disinfection, and how and where to use the different methods
- Clean and disinfect cages and kennels and establish and maintain appropriate sanitation and nosocomial protocols
- Clean instruments, wrap, pack, label and autoclave surgical packs and supplies
- Safely operate and maintain autoclave, gas sterilization unit, and cold sterile solutions
- Perform proper instrument care and surgical pack preparation for sterilization



3.3.21 SURGICAL NURSING

- Monitor animals during surgical procedures
- Perform appropriate surgical scrubbing, positioning and operating room conduct
- Use aseptic techniques for surgical preparation of animals and surgical sites
- Provide postoperative care and post-surgical clean-up
- Recognize, and identify surgical instruments, needles, suture material, and their intended use in common surgical procedures
- Suturing, stapling, and gluing of an existing skin incision application and removal

3.3.22 ZOONOSES, ONE HEALTH and SAFETY

- Understand bacterial, viral, parasitic, and fungal zoonotic pathogens and their etiology, symptoms (human and animal), transmission, treatment, prevention and control
- Knowledge of occupational health and safety and standards per applicable legislation and regulation
- Knowledge of and adherence to all relevant provincial and/or federal legislation and regulations related to reporting, storage, handling and disposal of hazardous materials
- Ensure animal and human safety in all areas of the facility
- Knowledge of One Health principles and their application to veterinary medicine

RP 4 Complaints

4.1 Complaints Committee

The Directors shall appoint a Complaints Committee consisting of one Director, two voting members in good standing who are not Directors, and two persons who are not members of the corporation, and shall name one of the appointees as chair of the Committee.

4.1.1 Three members of the Committee shall constitute a quorum.

4.1.2 The Chair leads each committee meeting through the use of Robert's Rules, and subsequently writes the Decisions for Reasons Letter, which is provided to the OAVT Registrar for distribution to the complainant and respondent.

4.1.3 The Complaints Committee shall provide the OAVT Board of Directors the Decisions and Reasons letter.

4.2 Committee Powers

The Complaints Committee shall consider and investigate written complaints regarding the conduct or actions of Members.



4.2.1 Despite article 4.2, the Complaints Committee shall refuse to consider and investigate a written complaint if, in its opinion,

- (a) The complaint does not relate to professional misconduct, incompetence or incapacity on the part of a member; or
- (b) The complaint is frivolous, vexatious or an abuse of process.

4.2.2 No action shall be taken by the Complaints Committee under article 4.2.4 unless,

- (a) A complaint in a form prescribed by the Registrar has been filed with the Registrar;
- (b) The member whose conduct or actions are being investigated has been notified of the complaint and given at least 30 days in which to submit in writing to the Committee any explanations or representations the member may wish to make concerning the matter; and
- (c) The Committee has examined all the information and documents that the Corporation has that are relevant to the complaint.

4.2.3 Notice of a complaint under clause 4.2.2 (b) shall include reasonable information about any allegations contained in the complaint.

4.2.4 The Complaints Committee in accordance with the information it receives shall,

- (a) Direct that the matter be referred, in whole or in part, to the Discipline Committee or the Fitness to Practise Committee;
- (b) Direct that the matter not be referred under clause (a);
- (c) Require the person complained against to appear before the Complaints Committee to be cautioned;
- (d) Refer the matter for alternative dispute resolution if the Committee considers it appropriate to do so and the complainant and the member agree; or
- (e) Take any action it considers appropriate in the circumstances and that is not inconsistent with the OAVT Act or policies.

4.2.5 The Complaints Committee shall give its decision in writing to the Registrar and, except in the case of a decision made under clause 4.2.4 (a), its reasons for the decision.

4.2.6 Except as provided by this article, the Complaints Committee need not hold a hearing or afford to any person an opportunity for a hearing or an opportunity to make oral or written submissions before making a decision or giving a direction under this article.

4.2.7 The Complaints Committee shall use its best efforts to dispose of a complaint within 120 days of its being filed with the Registrar.

4.3 Notice of Decision

The Registrar shall provide the complainant and the person complained against with a copy of the written decision made by the Complaints Committee and its reasons for the decision, if any.



RP 5 Discipline

5.1 Discipline Committee

The Directors shall appoint a Discipline Committee consisting of one Director, two voting members in good standing who are not Directors, and two persons who are not members, and shall name one of the appointees as chair of the Committee.

5.1.1 Three members of the Committee shall constitute a quorum.

5.1.2 The Chair leads each committee meeting through the use of Robert's Rules, and subsequently writes the Decisions for Reasons Letter, which is provided to the OAVT Registrar for distribution to the complainant and respondent.

5.1.3 The Discipline Committee shall provide the OAVT Board of Directors the Decisions and Reasons letter.

5.2 Committee Powers

The Discipline Committee shall,

- (a) Hear and determine matters directed or referred to it under Regulation Policy 4 Complaints, Regulation Policy 7 Hearings, and Regulation Policy 8 Appeal; and
- (b) Perform any other duties assigned to it by the Directors.

5.2.1 Professional Misconduct

The Discipline Committee may find a member guilty of professional misconduct if, after a hearing, the Committee believes that the member has engaged in conduct that,

- (a) Contravenes the OAVT Act, by laws, or Regulation Policies;
- (b) Contravenes an order of the Discipline Committee, the Complaints Committee or the Registrar; or
- (c) Is defined as being professional misconduct in Regulation Policy 3.1 Professional Misconduct

5.2.2 Incompetence

The Discipline Committee may, after a hearing, find a member to be incompetent if, in its opinion, the member has displayed in their professional responsibilities a lack of knowledge, skill or judgment or disregard for the welfare of a person or animal of a nature or extent that demonstrates that the member is unfit to continue to carry out their professional responsibilities or that a certificate of registration held by the member under the OAVT Act should be made subject to terms, conditions or limitations.

5.2.3 If the Discipline Committee finds a member guilty of professional misconduct or to be incompetent, it shall make an order doing one or more of the following:

- (a) Directing the Registrar to revoke any certificate of registration held by the member under the OAVT Act.



(b) Directing the Registrar to suspend any certificate of registration held by the member under the OAVT Act for a specified period, not exceeding 24 months.

(c) Directing the Registrar to impose specified terms, conditions or limitations on any certificate of registration held by the member under the OAVT Act.

(d) Directing that the imposition of a penalty be postponed for a specified period and not be imposed if specified terms are met within that period.

5.2.4 If the Discipline Committee finds a member guilty of professional misconduct, it may, in addition to exercising its powers under article 5.2.3, make an order doing one or more of the following:

(a) Requiring that the member be reprimanded, admonished or counselled by the Committee or its delegate and, if considered warranted, directing that the fact of the reprimand, admonishment or counselling be recorded on the register for a specified or an unlimited period.

(b) Imposing a fine in an amount that the Committee considers appropriate, to a maximum of \$5,000, to be paid by the member to the Corporation.

(c) Directing that the finding and the order of the Committee be published, in detail or in summary, with or without the name of the member, in the official publication of the Corporation and in any other manner or medium that the Committee considers appropriate in the particular case.

(d) Fixing costs to be paid by the member.

5.2.5 In making an order under paragraph (d) of article 5.2.3, the Committee may specify the terms that it considers appropriate, including but not limited to terms requiring the successful completion by the member of specified courses of study.

5.2.6 In making an order revoking or suspending a certificate of registration or imposing terms, conditions or limitations on a certificate of registration, the Committee may fix a period during which the member may not apply under Regulation Policy 8 Appeal.

5.3 Published Decision

The Discipline Committee shall cause a determination by the Committee that an allegation of professional misconduct or incompetence was unfounded to be published in the official publication of the Corporation, on the request of the member against whom the allegation was made.

5.4 Costs

If the Discipline Committee believes that the commencement of the proceeding was unwarranted, the Committee may order that the Corporation reimburse the member of the Corporation for their costs or the portion of them fixed by the Discipline Committee.



RP 6 Fitness to Practise

6.1 Fitness to Practise Committee

The Directors shall appoint a Fitness to Practise Committee consisting of one Director, two voting members of the Corporation in good standing who are not Directors, and two persons who are not members, and shall name one of the appointees as chair of the Committee.

6.1.1 Three members of the Committee shall constitute a quorum.

6.1.2 The Chair leads each committee meeting through the use of Robert's Rules, and subsequently writes the Decisions for Reasons Letter, which is provided to the OAVT Registrar for distribution to the complainant and respondent.

6.1.3 The Fitness to Practise Committee shall provide the OAVT Board of Directors the Decisions and Reasons letter.

6.2 Committee Powers

The Fitness to Practise Committee shall,

- (a) Hear and determine matters directed or referred to it under Regulation Policy 4 Complaints, Regulation Policy 7 Hearings, and Regulation Policy 8 Appeal; and
- (b) Perform any other duties assigned to it by the Directors.

6.2.1 Incapacity

The Fitness to Practise Committee may, after a hearing, find a member of the Corporation to be incapacitated if, in its opinion, the member is suffering from a physical or mental condition or disorder such that,

- (a) The member is unfit to continue to carry out their professional responsibilities; or
- (b) A certificate of registration held by the member under the OAVT Act should be made subject to terms, conditions or limitations.

6.2.2 If the Fitness to Practise Committee finds a member to be incapacitated, it shall make an order doing one or more of the following:

- (a) Directing the Registrar to revoke the member's certificate of registration.
- (b) Directing the Registrar to suspend the member's certificate of registration for a specified period, not exceeding 24 months.
- (c) Directing the Registrar to impose specified terms, conditions or limitations on the member's certificate of registration.
- (d) Directing that the imposition of a penalty be postponed for a specified period and not be imposed if specified terms are met within that period.

6.2.3 In making an order under paragraph (d) of article 6.2.2, the Committee may specify the terms that it considers appropriate, including but not limited to terms requiring the production to the Committee of evidence satisfactory to it that any physical or mental condition or disorder in respect of which the penalty was imposed has been resolved.



6.2.4 In making an order revoking or suspending a certificate of registration or imposing terms, conditions or limitations on a certificate of registration, the Committee may fix a period during which the member may not apply under Regulation Policy 8 Appeal.

6.3 Published Decision

The Fitness to Practise Committee shall cause a determination that an allegation of incapacity was unfounded, to be published in the official publication of the Corporation, on the request of the member against whom the allegation was made.

6.4 Costs

If the Fitness to Practise Committee believes that the commencement of the proceeding was unwarranted, the Committee may order that the Corporation reimburse the member for their costs or the portion of them fixed by the Committee.

RP 7 Hearings

This article applies to hearings of the Discipline Committee under Regulation Policy 5 Discipline and to hearings of the Fitness to Practise Committee under Regulation Policy 6 Fitness to Practise.

7.1 Parties

The Corporation and the member whose conduct or actions are being investigated are parties to the hearing.

7.1.1 A party to the hearing shall be given an opportunity to examine before the hearing any documents that will be given in evidence at the hearing.

7.2 Committee Members

Members of the Discipline Committee or Fitness to Practise Committee holding a hearing shall not have taken part before the hearing in any investigation of the subject-matter of the hearing, other than as a Director considering the referral of the matter to the Discipline Committee or Fitness to Practise Committee, and shall not communicate directly or indirectly about the subject-matter of the hearing with any person or with any party or representative of a party except on notice to and opportunity for all parties to participate.

7.3 Advisers

Despite article 7.2, the Discipline Committee or Fitness to Practise Committee may seek legal advice from an adviser independent from the parties and, in that case, the nature of the advice shall be made known to the parties so that they may make submissions as to the law.



7.4 Public Hearings

A hearing of the Discipline Committee shall, subject to articles 7.4.1 and 7.4.2, be open to the public.

7.4.1 The Discipline Committee may make an order that a hearing or any part of a hearing may be closed if the Committee is satisfied that,

- (a) Matters involving public security may be disclosed;
- (b) Financial or personal or other matters may be disclosed at the hearing of such a nature that the desirability of avoiding public disclosure of them in the interest of any person affected or in the public interest outweighs the desirability of adhering to the principle that hearings be open to the public;
- (c) A person involved in a civil or criminal proceeding may be prejudiced; or
- (d) The safety of a person may be jeopardized.

7.4.2 The Discipline Committee may also make an order that deliberations regarding an order to close a hearing, or part of a hearing, may also be closed.

7.5 Closed Hearings

A hearing of the Fitness to Practise Committee shall, subject to article 7.5.1, be closed to the public and to the membership.

7.5.1 A hearing of the Fitness to Practise Committee may be open to the public, including the membership, if the person who is alleged to be incapacitated requests it in a written notice received by the Registrar before the day the hearing commences, unless the Fitness to Practise Committee is satisfied that,

- (a) Matters involving public security may be disclosed;
- (b) Financial or personal or other matters may be disclosed at the hearing of such a nature that the desirability of avoiding public disclosure of them in the interest of any person affected or in the public interest outweighs the desirability of acceding to the request of the person who is alleged to be incapacitated;
- (c) A person involved in a civil or criminal proceeding may be prejudiced; or
- (d) The safety of a person may be jeopardized.

7.5.2 The Fitness to Practise Committee may also make an order that a hearing or any part of a hearing may be closed.

7.6 Evidence Recorded

The oral evidence taken before the Discipline Committee or Fitness to Practise Committee shall be recorded and, if requested by a party, copies of a transcript shall be provided to the party at the party's expense.

7.7 Right to Participate in Decision



No member of the Discipline Committee or Fitness to Practise Committee shall participate in a decision of the committee following a hearing unless they were present throughout the hearing and heard the evidence and argument of the parties.

7.8 Documentary Evidence

Documents and things put in evidence at a hearing shall, on the request of the party who produced them, be returned by the Discipline Committee or Fitness to Practise Committee within a reasonable time after the matter in issue has been finally determined.

7.9 Committee Decision

Subject to article 7.9.1, the committee shall give its decision in writing with reasons and serve it,

- (a) On the parties; and
- (b) If the matter was referred to the Discipline Committee as a result of a complaint under article 4.2, on the complainant.

7.9.1 If the hearing was closed, the Discipline Committee or Fitness to Practise Committee may, in its discretion, withhold reasons when it serves its decision on the complainant.

7.10 Directed Hearings

7.10.1 The Directors may direct the Discipline Committee to hold a hearing and determine any allegation of professional misconduct or incompetence on the part of a member.

7.10.2 The Directors may direct the Fitness to Practise Committee to hold a hearing and determine any allegation of incapacity on the part of a member.

7.11 Interim Order

The Directors may make an interim order directing the Registrar to suspend the certificate of registration of a member or impose terms, conditions or limitations on a member's certificate of registration if,

- (a) An allegation respecting the member has been referred to the Discipline Committee or to the Fitness to Practise Committee; and
- (b) The Directors believe that the actions or conduct of the member in the course of their practice exposes or is likely to expose a person or animal to harm or injury.

7.11.1 No order shall be made under article 7.11 unless the member has been given,

- (a) Notice of the Directors' intention to make the order; and
- (b) At least 14 days to make written submissions to the Directors.

7.11.2 Clause 7.11.1 (b) does not apply if the Directors believe that the delay would be inappropriate in view of the risk of harm or injury to a person or persons and/or animals.



7.11.3 Except as provided by this article, the Directors need not hold a hearing or afford any person an opportunity to make oral or written submissions before making a decision or giving a direction under this article.

7.12 Expeditious Process

If an order is made under article 7.11 in relation to a matter referred to the Discipline Committee or to the Fitness to Practise Committee,

- (a) The Corporation shall prosecute the matter expeditiously; and
- (b) The Committee shall give precedence to the matter.

7.13 Duration of Order

An order under article 7.11 continues in force until the matter is disposed of by the Discipline Committee or the Fitness to Practise Committee.

RP 8 Appeal

8.1 Application

8.1.1 A person who has had a certificate of registration revoked or suspended as a result of a proceeding before the Discipline Committee may apply in writing to the Registrar to have a new certificate issued or the suspension removed.

8.1.2 A person who has a certificate of registration that is subject to terms, conditions or limitations as a result of a proceeding before the Discipline Committee may apply in writing to the Registrar for the removal or modification of the terms, conditions or limitations.

8.1.3 An application under article 8.1.1 or 8.1.2 shall not be made before the expiry of the period fixed for the purpose by the Discipline Committee under article 5.2.6 or under paragraph (f) of article 8.3, as the case may be.

8.1.4 If the Discipline Committee did not fix a period under article 5.2.6 or under paragraph (f) of article 8.3, an application under article 8.1.1 or 8.1.2 shall not be made earlier than one year from the date of the order under Regulation Policy 6 Fitness to Practice or the date of the last order made under this article, as the case may be.

8.2 Referral

The Registrar shall refer an application under article 8.1.1 or 8.1.2 to the Discipline Committee.

8.3 Order

The Discipline Committee may, after a hearing, make an order doing one or more of the following:

- (a) Refusing the application.
- (b) Directing the Registrar to issue a certificate of registration to the applicant.



- (c) Directing the Registrar to remove the suspension of the applicant's certificate of registration.
- (d) Directing the Registrar to impose specified terms, conditions and limitations on the applicant's certificate of registration.
- (e) Directing the Registrar to remove any term, condition or limitation on the applicant's certificate of registration.
- (f) Fixing a period during which the applicant may not apply under this article.

8.4 Parties

The Corporation and the applicant are parties to the hearing under this article.

8.4.1 A party to the hearing shall be given an opportunity to examine before the hearing any documents that will be given in evidence at the hearing.

8.5 Closed Hearings

Hearings of the Discipline Committee under this article shall be closed to the public, including the membership.

8.6 Evidence Recorded

If requested by a party, the oral evidence taken before the Discipline Committee under this article shall be recorded and, if requested by a party, copies of a transcript shall be provided to the party at the party's expense.

8.7 Right to Participate in Decision

No member of the Discipline Committee shall participate in a decision of the Committee under this article unless they were present throughout the hearing and heard the evidence and the argument of the parties.

8.8 Documentary Evidence

Documents and things put in evidence at a hearing under this article shall, on the request of the party who produced them, be returned by the Discipline Committee within a reasonable time after the matter in issue has been finally determined.

8.9 Committee Decision

The Discipline Committee shall give its decision under this article in writing, with reasons, and shall serve each party with a copy of the decision.

8.10 Directors' Powers

The Directors may, without a hearing, with respect to a person who has had a certificate suspended or revoked for any reason under this Act, make an order doing one or more of the following:

- (a) Directing the Registrar to issue a certificate of registration to the person.
- (b) Directing the Registrar to remove the suspension of the person's certificate of registration.



8.11 Fitness to Practise

Articles 8.1 to 8.9 apply with necessary modifications to the Fitness to Practise Committee and, for the purpose,

(a) A reference to the Discipline Committee shall be deemed to be a reference to the Fitness to Practise Committee; and

(b) A reference to article 5.2.6 shall be deemed to be a reference to article 6.2.4.

8.12 Right to Appeal

A party to a proceeding before the Fitness to Practise Committee or Registration Appeals Committee may appeal to the Divisional Court, in accordance with the rules of court, from the decision or order of the committee.

8.13 Manner of Appeal

Such appeals will be conducted in the same manner as appeals from the decision or order of the Discipline Committee, as prescribed in Article 10 of the OAVT Act, 1993.

8.14 Appeal Does not Stay Order or Decision

An appeal from a decision or order of a committee mentioned in article 8.12 does not operate as a stay of that decision or order.

RP 9 Accreditation of Educational Programs – Application, Standards, Costs, Appeal

9.1 Accreditation Standard

The Directors shall from time to time publish the *OAVT Veterinary Technician/Technology Education Accreditation Program (VTEAP)*

9.2 Veterinary Technician/Technology Education Accreditation Committee

The Directors shall appoint a VTEAP Committee consisting of one Director, a maximum of four members of the corporation in good standing who are not Directors, and one veterinarian and shall name one of the RVT appointees as chair.

9.2.1 Three members of the Committee shall constitute a quorum.

9.2.2 The Directors may prescribe further procedures for the operation of the VTEAP Committee or other matters pertaining to the accreditation process that are not in conflict with Regulation Policies.

9.3 Committee Powers

The VTEAP Committee shall,

(a) Receive and consider applications for program accreditation from educational institutions;

(b) Appoint a site visit team as described in the VTEAP process;

(c) Instruct site visit teams in their duties;



- (d) Review the reports of site visit teams and all other pertinent documentation; and
- (e) Perform any other duties assigned to it by the Directors.

9.3.1 The VTEAP Committee, in accordance with the information it receives, shall grant accreditation;

(a) For a period of time no less than one year and no more than five years, specifying such terms, conditions or limitations as it deems appropriate in the circumstances;

(b) Deny or revoke accreditation

9.3.2 In reaching its decision, the VTEAP Committee shall take into consideration the following:

(a) The application and supporting document submitted by the applicant;

(b) The report of the site visit team; and

(c) Any other objective information relevant to the program's adherence to the OAVT VTEAP.

9.4 Committee Decision

The committee shall give its decision in a written report to the Registrar for distribution to the educational institute and the Directors of the Corporation. The report shall include,

(a) The reasons for the decision and;

(c) Any other information deemed helpful to the applicant in maintaining or improving the quality of its program.

9.4.1 For the purposes of the Regulation Policies, the decision of the VTEAP Committee to grant accreditation to a program of study shall constitute the accreditation by the Directors.

9.5 Costs

The applicant shall be responsible for the following costs:

(a) The application fee, which will be fixed by the Directors;

(b) All expenses associated with the site visit, including but not restricted to travel, accommodations, meals, telephone, and courier costs.

9.6 Appeal

An applicant may appeal a decision of the VTEAP Committee to the Directors.

9.6.1 An appeal may be made on either of the following grounds:

(a) That the VTEAP Committee failed to conduct an adequate investigation of the program's compliance with the accreditation standards; or

(b) That the decision of the VTEAP Committee was not reasonable under the circumstances.

9.6.2 An appeal must be in writing and must state the specific basis on which the appeal is made under article 9.6.1. The appeal must be accompanied by a cheque for the appeal fee, the amount of which will be fixed from time to time by the Directors.



9.6.3 The decision of the OAVT Board will be final.

9.7 Re-Application

If accreditation has been denied or revoked, an applicant may re-apply at any time. The program will be subject to the full process of application and site visit, with all associated fees and costs.

9.8 Subsequent Changes

If a program undergoes substantial revision during the term of its accreditation in any respect covered by the standards, the administration of the program must inform the Registrar in a timely fashion. The VTEAP Committee may review the accreditation status and, at its discretion, take such action as it deems advisable.

9.9 Status of Graduates from Non-Accredited Programs

If a program's accreditation is denied or revoked, students graduating from the program after the date of the decision will be denied the privilege of writing the entrance examination prescribed by the Directors.

9.9.1 If accreditation is subsequently granted due to re-application or appeal, the decision will specify when graduates of the program may begin to write the entrance examination prescribed by the Directors.

9.10 Other Details of Procedure

The Directors shall have the power to determine any and all other details of the procedure associated with applications for accreditation of educational programs.