

DEPARTMENT OF ANIMAL SCIENCE

COURSE OUTLINE – Fall 2025

AH 145: OFFICE COMMUNICATIONS AND MANAGEMENT FOR THE VT – 3 (2.5-0-2) 72 Hours for 16 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

-

INSTRUCTOR: Kyla Dahms

PHONE: 780-835-6707

OFFICE: AS 141

E-MAIL: kdahms@nwpolytech.ca

OFFICE HOURS: As posted or by appointment

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 Veterinary Technology Program

REQUIRED TEXT/RESOURCE MATERIALS:

McCurnin's Clinical Textbook for Veterinary Technicians and Nurses, Elsevier, 10th or 11th Edition

Computer/Tablet/Phone (Optional)



LEARNING OUTCOMES: The following is an example of but not limited to what you shall take away from Office Communications and Management for the VT.

- **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

- **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.

- **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

- **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.

- **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.

TRANSFERABILITY:

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.alberta.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

Please note that most universities will not accept your course for transfer credit **IF** your grade is less than C-.

Grading Chart for courses with Alpha Grading:

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

OR Grading Chart for courses with Pass/Fail Grading:

Alpha Grade	4-Point Equivalence	Percentage Conversion (unless otherwise specified in the Course Outline)	Descriptor
P	N/A	50-100	Pass
F	N/A	0-49	Fail

Grades for this course will be assigned as a percentage.

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



A minimum of 60% must be obtained in order to successfully pass AH145
Please review NWP's Examination and Grading policies.

Attendance is mandatory for all labs and guest speakers. A 5% deduction will occur if a student has an unexcused absence from lab or a guest speaker. Labs will not be made up for and unexcused absences will result in a zero for any reports or assignments given out during that lab. It is the student's responsibility to attain missed assignments and notes for an excused absence. Missed class assignments and tests without an excused absence will not be made up and will result in a zero mark. LATE ASSIGNMENTS WILL NOT BE ACCEPTED and will result in a 0% grade for the missed/late assignment.

Veterinary Technology Program guidelines in the orientation booklet and the NWP Policies and Procedures.

* Please note: ½ marks will be deducted for spelling errors of medical terminology. Please treat all exams, quizzes and assignments as medical records and only correct answers using medical corrections. Failure to do this will result in mark deductions. No electronic devices 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 Polytechnic 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.

Veterinary Technology Program Attendance & Conduct Summary

- **Zero Tolerance for Impairment:** Attending labs, exams/quizzes, lectures, animal care duties, or guest speaker events under the influence of alcohol or impairing substances (including certain medications) is strictly prohibited. Violations result in unexcused absences and a mark of zero.
- **Lab Preparation:** Students must arrive at labs properly dressed, equipped, and prepared (including assigned readings). Unprepared students may be dismissed, and a 5% deduction will occur off the final grade.
- **Mandatory Attendance:** Attendance is required for all labs, exams, guest speakers, and animal care duties. Arriving late to labs, lectures, quizzes/exams will be considered an unexcused absence. Unexcused absences (at the instructor's discretion) result in:



- **5% deduction** from the final course grade (labs/guest speakers, animal care duties)
- **3 or more unexcused absences** in animal care will lead to automatic failure of the course.
- **Absence Approval:** Absences must be approved in advance or as soon as possible afterward with valid written documentation (e.g., doctor's note). Employment conflicts are not considered valid excuses.
- **Make-Up Policy:** Labs, lectures, guest speakers, and animal care duties cannot be made up. Missed assessments due to unexcused absences receive a grade of zero. Excused absences do not exempt students from required work or deadlines.
- **Exam Conduct:** No electronic devices (phones, smartwatches, headphones, tablets) are permitted during exams or evaluations. Having one present will result in immediate dismissal and a grade of 0%.
- **Animal Care Duties:** Animal care related duties refer to the provision of essential care for program housed animals including but not limited to: cats, dogs, horses, cattle, rabbits, mice (walking, behaviour modification / observation and documentation). Students are required to participate based on a rotation schedule which will include weekends and holidays. Not doing so according to set guidelines will result in deductions. Schedule changes are limited and must be approved by the instructor prior to the scheduled time.
- **Further Guidelines:**
 - Spelling errors in exams/quizzes, assignments and medical records will result in a 0.5% deduction for each occurrence.
 - All handwritten materials that are submitted to the instructor must be using blue or black pen, no white out and using appropriate medical corrections.
- Refer to the **NWP Veterinary Technology Student Competency Checklist** for detailed expectations and grading criteria.

INFORMATION TECHNOLOGY

NWP servers may be monitored. Student accounts are visible via ABTutor and student activity on NWP networks may be monitored during supervised exams and/or anytime students are on NWP networks. The collection of and access to the personal information listed above as permitted by the *Freedom of Information and Protection of Privacy Act*.

STATEMENT ON ACADEMIC MISCONDUCT:



Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/polytechnic-leadership/policies-directory>

**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 includes, but is not limited to, use of cell phones or any handheld equipment that has not been approved by the instructor.
- Attendance is mandatory at all laboratory sessions; valid reason for absence is required.
 - If a student wishes to reschedule attendance to a lab (i.e. join another group), they must seek permission from the instructor prior to the event. Having a valid reason does not change the student's responsibility to acquire the information dispensed during the lab or lecture, nor their obligation to finish required assignments or achieve competencies practiced.
 - Students are expected to show up prepared for lab. This includes, but is not limited to appropriate clothing, equipment and knowledge (assigned readings). Failure to do so will result in student dismissal from lab to acquire what is necessary and a deduction in the lab prep portion.