



# 2021 WVPMA Virtual Leadership Conference

October 22, 2021

## GUEST SPEAKER



### JAY TISCHENDORF, DVM

The guest speaker for this fascinating and thought-provoking program is Dr. Jay Tischendorf, a field-based Ceva veterinarian and also Fear-Free-certified practitioner. Dr. Jay's career spans a quarter of a century and includes service in private practice, disaster relief, volunteer work with Native American nations, and many years in the pharmaceutical industry, both human and animal. In addition, Dr. Jay is a wildlife biologist and veterinarian and an accredited Animal Humane Investigator. He helps train animal care and control professionals and others in cruelty investigation, forensics, and personal safety, including zoonotic disease awareness.

## Take a Pause for the Paws: A Low-Stress, Low-Anxiety Approach to Clinic Visits and Curbside Care

This presentation will focus on simple strategies that can be employed, often at low or no cost and in any animal care or health facility, to help reduce fear, anxiety, and stress in our animal patients. Such techniques can also dramatically help improve bonding with clients while uniquely distinguishing your hospital. Remember the old adage, "No one cares how much you know until they know how much you care."

An additional benefit to embracing fear reducing, low stress techniques and tools for our patients is very likely to be found in substantially reduced stress for the human team. In this fast-paced world and with our increasing awareness of professional burnout, emotional exhaustion, and compassion fatigue, surely this is not a bad thing.

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8:00-8:15am	Registration
8:15-8:50am	Annual Meeting
8:50-9:00am	Sponsor - Royal Canin
9:00-10:30am	Speaker - Jay Tischendorf, DVM
10:30-10:40am	Sponsor - Midwest Veterinary Supply
10:40-10:50am	Break
10:50-12:00pm	Speaker - Jay Tischendorf, DVM
12:00-12:10pm	Sponsor - Midwest Cremation Service
12:10-12:20pm	Sponsor - Covetrus
12:20-1:00pm	Lunch
1:00-2:30pm	Speaker - Jay Tischendorf, DVM
2:30-2:40pm	Sponsor - Purina
2:40-2:50pm	Sponsor - Dechra
2:50-3:00pm	Break
3:00-4:00pm	Speaker - Jay Tischendorf, DVM
4:00-4:30pm	Questions and Closing Remarks

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## THANK YOU TO OUR SPONSORS



A Zoom meeting invite will be sent out to emails on file for all WVPMA members and sponsors.  
One invite per member and sponsor will be sent out before the meeting dates.  
This virtual conference is free to all WVPMA members and sponsors. We look forward to a fun filled and educational meeting.