



College of Veterinarians of British Columbia

March 18, 2020

– Coronavirus Update –

Important Information Regarding College Programs and Services

The College of Veterinarians of British Columbia places the health and safety of its staff at the highest level of importance. Please be advised that in response to the COVID-19 pandemic and our responsibility to take steps to reduce spread, College programs and services are affected. Please see our current status below.

The College will regularly reassess its status and capacity, and will also be investigating possible alternative approaches to existing protocols. This document will be updated regularly. Thank you for your understanding during this unusual time.

College Office

At present, the College remains open for business. However, the physical space at 210-10991 Shellbridge Way in Richmond is closed to visitors. Staff are being encouraged to work from home as possible, and minimal staff will be on site. **Please contact staff via email.** Due to decreased staff resources and a high volume of inquiries, please anticipate some delay in response.

Council and Committee Meetings

The College has suspended all in-person meetings until further notice. Council and committee meetings will be conducted virtually when necessary.

Registration

- Scheduled Bylaw examination sessions and Bylaw & Ethics Seminar sessions are suspended until further notice.
- Due to potential delays in receipt of necessary documents from external bodies, as well as Office limitations, processing of applications for registration and class changes will experience delays.
 - o Where completion of the bylaw exam is an outstanding requirement for application completion, processing of applications will be suspended until further notice.

If you have questions about this program, please contact the Registration Coordinator, Christina Spring, at cspring@cvbc.ca.

Facility Accreditation and Inspections

- Effective Tuesday, March 17, 2020 all scheduled facility inspections have been postponed until further notice. The inspectors will contact you to reschedule at a future date.
- Applications for new facility inspections or for inspections due to changes to the existing accreditation will not be processed until further notice.

If you have questions regarding the Practice Facility Accreditation program, please contact our Facility Accreditation Coordinator, Susanne Destobel, at sdestobel@cvbc.ca.

Investigation and Resolutions

The College will continue to receive complaints about a licensed veterinarian's practice or conduct. Initiation and progress of investigations will necessarily be delayed. Temporary suspension of investigations is a potential outcome as this situation continues to develop.

If you have questions regarding this program, please contact the Investigation Coordinator, Darcie Light, at dlight@cvbc.ca.

Applications for Practice Facility Name Approvals, Corporate Name Approvals and Letters of Professional Standing

These programs will continue to operate, though registrants should anticipate a longer-than-usual processing time.

With questions about applications or submission of forms, please contact Nancy Robertson at reception@cvbc.ca.

Practice Advisory Services & General Inquiries

The College will continue to work to support registrants and the public by making ourselves available to answer questions related to the practise of veterinary medicine and the CVBC's *Act*, bylaws and standards. Please submit inquiries by email to reception@cvbc.ca and Nancy will direct your question to the appropriate person. Efforts will be made to provide a timely response, but please be aware that inquiries are higher than usual and delays may occur.