

The Edmonton Association of Small Animal Veterinarians
presents a 2-part webinar for vets, office managers, RVTs, VOAs & client care specialists
Talk Money! Clients that don't have it; vets who need it
with Becky Taylor, RVT & Emmet Butland, CPA, CA
This webinar is pending CE approval from the AbVMA for 2 & 1 hours of CE credit

This is a 2-part webinar series:

Dates: Thursday, February 18, 2021
& Monday, February 22, 2021

Clients that don't have it webinar abstract: Talking about fees, costs, invoices & estimates is the reality of veterinary medicine & makes it unique in its comparison to human health services. Use of communication skills has been proven to pave the way for these difficult conversations to increase compliance, develop relationships with clients & reduce anxiety for staff routinely engaged in these types of interactions. Learners will list common themes with resistant/non-paying clients, identify core communication skills to address money concerns openly & confidently and identify emotional triggers related to money discussion.

Becky's Bio: Becky Taylor has been an RVT for over 25 years and has worked in mixed animal practice, in education, and sat on many national & provincial boards. In 2016, after completing a Master of Arts in Professional Communication, Becky became the Director of Communication and Culture with Mosaic Veterinary Partners. She is the co-founder of BS Communication Strategies, which provides communication coaching to individuals, companies & teams in a practical, skills-based way.

Vets who need it webinar abstract: MNP's Emmet Butland will discuss how practice owners can maximize the deduction of eligible expenses including lease vs buy decisions; look at tax deferrals vs tax savings & the impact on owner compensation decisions; examine opportunities & risks associated with income splitting; go over benefits to insurance planning & how to prepare your practice for potential sale & pitfalls.

Emmet's Bio: Emmet is a senior manager in MNP's Edmonton office whose practice focuses on providing tax & business advisory services to professional clients in health care industries. He has spoken on practice management at the U of A's Faculty of Medicine & Dentistry, s to bankers, lawyers and investment advisors.

Talk Money Registration Form: circle session(s) you wish to attend!

To register, go to www.easav.ca, email registration details to info@easav.ca, leave a voice mail at (780)970-3728 or fax this completed registration form to (780)757-7865.

Registration confirmations will be sent by email as they are received. Webinar links will be sent 1-2 days prior to the event.

Clinic: _____ Phone #: _____

Name: _____ **Circle 1 or both:** Feb 18 Feb 22 Email: _____

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Address: Box 31029, Namao Centre NW,
Edmonton, AB T5Z 3P3 www.easav.ca

Questions/Need to cancel a registration?

Email: info@easav.ca or leave a voicemail at 780-970-3728

Talk Money: Clients that don't have it
Date: Feb 18, 2021 **Time:** 7-9 pm MST

Talk Money: Vets who need it:
Date: Feb 22, 2021 **Time:** 7-8 pm MST

Webinar platform: Zoom

Webinar login: 6:50 - 7:00 pm

Registration Deadline:
Sunday, February 14, 2021

Webinar Fees:

EASAV/CAVM Members	FREE (Late: \$32)
Non-member vets:	\$32 (Late: \$53)
Non-member RVTs:	\$32 (Late: \$53)
unregistered support staff	FREE (Late: \$32)

For more information on EASAV voting & associate memberships, [click here](#)

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Cancellation policy: If an attendance to a webinar is prepaid and missed, the registrant has the option to stream the recorded webinar or get a refund. A CE quiz must be completed to obtain CE credits when streaming recorded seminars.