Animal Welfare Certificate Program

Program Description

For

AWCP 1700 – General Level

AWCP 1710 – Advanced Level

All Individual Modules
Welcome to the TRU/BCSPCA

Animal Welfare Certificate Program!

Once you have your books and course notes you can begin work immediately. The course consists of quizzes and assignments found at the end of each section. There are no exams in this course but there are a considerable number of assignments. Please contact me once you receive your materials. At that time I will set up a password for you to enable access to our website where you can check on your marks and chat with fellow students and your facilitator. I can be reached at msvirdee@telus.net or by phone at (250) 374-0940.

If you are sending your assignments in by email, it works best if you can do your work in a Word program and attach it to your email If you are sending in the assignments by fax or mail, please send them to me at TRU; Michelle Virdee, Thompson Rivers University, 900 McGill Road, Kamloops BC, V2C 0C8.

You can begin anywhere in the course as long as you make sure to identify the section and quiz number. You do not need to retype the questions.

Please do not hesitate to contact me with any questions or concerns, I am more than happy to help.

Hope you enjoy the course,

Michelle Virdee, AHT
Animal Welfare Certificate Program

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Animal Welfare Certificate Program

Course Outline

Mailing Address

Michelle Virdee, AHT
c/o Department of Animal Health Technology
Thompson Rivers University
900 McGill Road
Kamloops, BC, V2C 0C8

Telephone: (250) 374-0940 (home)
Fax: (250) 828-5194
Email: msvirdee@telus.net

Once your have received this material, please contact your course tutor Michelle Virdee to get started.

Your Current Course Facilitator

Michelle Virdee, AHT is a 1995 graduate of Thompson Rivers University’s (formerly UCC) Animal Health Technology program. Since graduation, she has worked for the Kamloops SPCA and was a Special Provincial Constable with that organization. She has also assisted with the animal care needs in several disasters, including the BC interior wildfires of 2003 and Hurricane Katrina.

She has a keen interest in the SPCA and takes an active role in updating our AWCP course. Michelle is our course tutor. Her main duties are to review student assignments, maintain the Moodle bulletin board and mark sheet and contact current students on a regular basis to provide encouragement and direction with their studies.

Michelle is married with a young family who can certainly relate to the every day pressures encountered by modern day animal caregivers.
Introduction

The Animal Welfare Certificate Program was initiated as a joint effort between the British Columbia Society for the Prevention of Cruelty to Animals and Thompson Rivers University. The purpose of the program is to enable animal care workers and members of the public who wish to learn more about animal care and welfare a means of upgrading their knowledge via distance education.

TRU will deliver this program using several communication methods. These methods involve computers, video production, and the standard printed page. Students will be encouraged to submit their assignments via electronic means. Most animal care facilities are incorporating computer technology into their day-to-day operations and the employees of these facilities need to become comfortable with them.

The original materials for the program were assembled by a TRU Project Team including Dr. Sedgman, Mr. Rick Rice, Mr. Larry Prins and Mr. Bryan Daly.

The project team is indebted to numerous members of the BC SPCA for their input and guidance.

This program will address the problem of delivering current animal welfare education to interested people who because of distance, work, financial or time constraints would find it difficult to upgrade their knowledge in this interesting field.
Course Organization

AWCP 1700 - General Level (Theory)

This program is intended for employees of animal care facilities who are relatively new to the organization. Some material directly pertaining to the BC SPCA is included but much of the information can be utilized by anyone interested in animal welfare.

Modules included in The General Level (theory) are:

Animal Care (0100): In this module the student will delve into the areas of animal anatomy, physiology, handling of animals often seen in an animal care facility including birds and wild animals, breed identification, animal disease, small animal nutrition, dog and cat first aid, micro chipping, immunology, euthanasia, cleaning and disinfection and the husbandry of rabbits and pocket pets. Videos produced at TRU and included in the course package will demonstrate many of the animal handling techniques discussed.

Legal Issues (0120): This module pertains to employees who deal with animal control. What are the legalities of impounding a stray dog or a known aggressive dog found at large? What are the client’s rights? This module will relate the BC Provincial Prevention of Cruelty to Animals Act (PCA Act) and the Canadian Federal Criminal Code to daily operations in an SPCA shelter.

Human Conflict Resolution (0130): Every animal care facility has to deal with people. Conflicts can arise between co-workers and between staff and clients. This module, via the use of several videos and a reference manual gives some ideas for defusing conflicts and creating a more harmonious work place. The module also deals with issues such as “burn out”, motivation, customer service, personal development and self respect.

Basic Business Techniques (0140): Most animal care facilities are run independently managing their own finances through fundraising, licensing, fines etc. It is therefore important that their employees have some basic business skills. This module is broken down into several areas which will begin to address these skill needs.

a. Bookkeeping. This section will incorporate the Pitman Office handbook and will deal with basic money management as it occurs.
in animal care facilities. Activities will include managing day ledgers, petty cash, day end balancing, deposits etc.

b. **Word processing.** This section will not be taught as a separate entity but because the student is encouraged to submit assignments via the computer and modem or by mailing in computer disks they will learn “by doing”. It is quite likely that BC SPCA employees taking this course as a condition of their employment will be required to use a computer for their assignments (see “course requirements”).

c. **Letter Writing and Communication.** Again these sections will not be taught as separate modules but the student will be completing assignments incorporating these skills and will learn by using the techniques.

**Safety in the Workplace (0150):** This module has been adapted from material written by Diane McKelvey DVM, for veterinary clinics. In this module many safety issues are discussed. What animal diseases are zoonotic and how do you prevent contracting them when working with your animal charges? What other hazards are present in an animal care facility? This module covers chemicals, environmental issues, WHMIS standards, and much more.

**Humane Education (0160):** This module was developed by the BC SPCA and covers a wide range of humane issues such as the history of the humane movement, violence prevention against animals (and its link to child abuse), responsible pet care, teaching others and a reference section.
AWCP 1710 - Advanced Level (Theory)

This course is directed at the more experienced employees of an animal care facility or at people with an extensive background in animal care. The emphasis is more on management techniques (i.e. fundraising, managing volunteers, handling media, managing employees). Animal diseases are investigated in more depth with an emphasis on encounters with animals in settings outside the animal care facility (abuse investigations, car accidents, barn collapses, wild life rescue etc.)

People with experience in these areas could proceed directly to the Advanced Level without taking the General Level course.

Modules included in the Advanced Level course are:

**Animal Care (0200):** This module builds on the AWCP animal care module (0100). Large animal and wildlife handling and first aid topics are covered and videos are supplied. Animal diseases are explored in more depth using a body systems approach. Large animal and avian nutrition is covered as is Immunology. The module ends with a section concerning the enrichment of the lives on shelter animals and how they can be trained to be more adoptable.

**Legal Issues (0210):** In this module we will build on issues discussed in the General Level course (0120). Where as the topics in the General Level course centered mainly around activities within the animal care facility itself, the topics in the Advanced Level course will focus on legal issues encountered when the animal care worker is out in public. (i.e. abuse investigations, entering private property, incident investigation etc.)

**Human Conflict Resolution (0220):** This module will concentrate on customer service and employee mental health. It will utilize materials produced by Kate Prevost, a noted animal welfare consultant, lecturer and author. The module is meant to give animal care facility managers and directors materials to motivate staff and help them to feel pride and satisfaction in the work that they perform. Material will be in the form of a workbook and audio tapes.
Human Resource Management (0230): This module is a work in progress. We will be including topics such as employee job satisfaction, hiring (it’s like a marriage – it could last a long time – take your time and select wisely) and firing (shouldn’t have to happen too often if you hired correctly), motivating staff, creating a positive workplace environment, etc.

Humane Education (0240): This module is a continuation of the Humane Education General Level module (AWCP 0160). Topics will include, establishing a humane education program within your shelter, exploring animal issues, teaching controversial subjects, animals in therapeutic contexts and building a humane network.

Managing Volunteers and Foster Parents (0250): Finding good volunteers and keeping them is another top priority for most animal care facilities (or at least, it should be). This module addresses the issues of volunteer acquisition, motivation and satisfaction.

Fundraising (0260): In most animal care facilities relying partially on public interest and support, fundraising is an ongoing activity. This module explores some do’s and don’ts and will provide the facility management team with some new ideas. We will also be using the American SPCA (ASPCA) book “101 More Great Shelter Ideas” to help with your fundraising projects.

Safety in the Workplace (0280): This is a continuation of the AWCP General Level Safety in the Workplace module (0150). In this module more zoonotic diseases are covered and the disposal of Biomedical wastes is discussed. The section on Chemical and Drug Hazards is repeated in this module for the benefit of the students who did not take AWCP 0150.

Vehicle Maintenance (0290): Most animal care facilities who also participate in animal control and animal abuse investigations own a vehicle to perform these activities. This short module discusses some do’s and don’ts of vehicle maintenance involving animals.
Individual Modules

The following individual modules are offered as separate courses without the necessity of taking the complete Advanced or General Levels. (see also “resources, required materials and course costs”)

These separate modules are costed individually only if you are taking one of the following.

Animal Care – AWCP 0500
This module is made up of AWCP 1700 and 1710 modules 0100 and 0200

Safety in the Workplace – AWCP 0510
This module is made up of AWCP 1700 and 1710 modules 0150 and 0280

Humane Education – AWCP 0520
This module is made up of AWCP 1700 and 1710 modules 0160 and 0240

Small Animal Care – AWCP 0530
This module is made up of AWCP 1700 module 010

Large Animal Care – AWCP 0540
This module is made up of AWCP 1710 module 020

Humane Education – Advanced – AWCP 0550
This module is made up of AWCP 1710 module 0240

Advanced Legal Issues – AWCP 0560
This module is made up of AWCP 1710 module 0210
Recognition of Achievement

At the successful completion of each section (AWCP 1700 General Level - theory, AWCP 1710 Advanced Level - theory) the student will receive a certificate of completion. The student will also receive recognition for the completion of individual modules.

Requirements for the Successful Completion of the Sections are:
   a. Completion of all assignments and quizzes
   b. An overall average of 60%

Grade Determination

TRU uses the following grading system:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Grade Point Value</th>
<th>Definition</th>
<th>Percentage Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>4.33</td>
<td>Excellent</td>
<td>90 – 100%</td>
</tr>
<tr>
<td>A</td>
<td>4.00</td>
<td>Excellent</td>
<td>85 – 89%</td>
</tr>
<tr>
<td>A-</td>
<td>3.67</td>
<td>Excellent</td>
<td>80 – 84%</td>
</tr>
<tr>
<td>B+</td>
<td>3.33</td>
<td>Good</td>
<td>77 – 79%</td>
</tr>
<tr>
<td>B</td>
<td>3.00</td>
<td>Good</td>
<td>73 – 76%</td>
</tr>
<tr>
<td>B-</td>
<td>2.67</td>
<td>Good</td>
<td>70 – 72%</td>
</tr>
<tr>
<td>C+</td>
<td>2.33</td>
<td>Satisfactory</td>
<td>65 – 69%</td>
</tr>
<tr>
<td>C</td>
<td>2.00</td>
<td>Satisfactory</td>
<td>60 – 64%</td>
</tr>
</tbody>
</table>

A grade of 60% or better is required for a successful completion.

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Grade Point Value</th>
<th>Definition</th>
<th>Percentage Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>C-</td>
<td>1.67</td>
<td>Pass</td>
<td>55 – 59%</td>
</tr>
<tr>
<td>D</td>
<td>1.00</td>
<td>Minimal Pass</td>
<td>50 – 54%</td>
</tr>
<tr>
<td>F</td>
<td>0.00</td>
<td>Unsatisfactory</td>
<td>Below 50%</td>
</tr>
<tr>
<td>DNC</td>
<td></td>
<td>Did Not Complete</td>
<td></td>
</tr>
<tr>
<td>W</td>
<td></td>
<td>Withdrawal</td>
<td></td>
</tr>
</tbody>
</table>

Failing to complete the course within 8 months will automatically result in a grade of DNC. Should additional time be required, you may request in writing to the course tutor for a “one time only” three month extension.

If you receive a failing grade, you may immediately request in writing for an optional “one time only” rewrite within a three month period with permission of facilitator.
A maximum of one only rewrite or extension will take place at a fee of $156.06.

**Accreditation**

Both AWCP 1700 and AWCP 1710 have been granted accreditation at Thompson Rivers University. This means that any student attending TRU can take either of these courses and earn three college credits. The courses are recognized by the Biology, Arts and Social Work programs at TRU. As of March, 2001 we have entered into an agreement with the University College of the Fraser Valley and the University of British Columbia to have these courses recognized for credit in certain programs. Please contact those institutions for further details.

**Timelines**

Because of course facilitator availability, course overlaps etc. the student needs to have completed each theory section within eight months to receive a certificate of completion. (i.e. eight months or less for the General Level - (theory) and eight months or less for the Advanced Level - (theory).

For students taking the individual modules (AWCP 0500 - Animal Care, AWCP 0510 - Safety in the Workplace, AWCP 0520 – Humane Education, AWCP 0530 – Small Animal Care, AWCP 0540 – Large Animal Care, AWCP 0550 – Humane Education – Advanced, AWCP 0560 – Advanced Legal Issues, AWCP 0620 – Basic Business Techniques) they should have the modules completed in six months.

The student will be able to extend the timeline for General Level (theory) and Advanced Level (theory) by three months but an Extension Rewrite fee of $156.06 will be charged. Only one extension will be allowed. For students taking individual modules the same three-month extension applies and the Extension Rewrite fee will be $78.03 (again, only one extension allowed).

**Assignments**

As one of the purposes of this certificate program is to allow the student to become more comfortable with computers the preferred method of submitting assignments is via electronic media. This could include:
1. Direct Email or Email attachments. To send in assignments, direct them to Michelle Virdee at msvirdee@telus.net

2. Computer disk. Assignments can be completed on a computer disk and mailed to TRU. Depending on the software used to create the assignment, the course facilitator will be able to read it but may or may not be able to put corrections directly on the disk. If direct disk corrections cannot be made then written comments on the assignments will be forthcoming.

3. Failing availability of the above two means of submitting assignments, typed hard copy will be accepted.

**Please Note:**
Students that are able to access the TRU homepage (http://www.tru.ca) will be able to access a “chatline” Web board set up for students of this course. The only people who will have access to this chatline will be the course facilitator and the AWCP students. The student and course facilitator will be able to post questions and comments about the course and carry on conversations with the whole (virtual) class or individual members.

**Course Requirements**

The student should have access to Email and a local internet provider, if possible.

Access to a Pentium computer with Windows 98 or better, 12 Megs Ram, CD playing capabilities plus an ability to access the Internet server Netscape is an asset. As well students should have access to a DVD player.

Students will find that successful completion of Grade 12 with some science background will enable a better appreciation of this course.

*Please Note: Access to a computer is not mandatory and does not preclude potential students from taking this course.*
Resources, Required Materials and Course Costs

AWCP 1700 General Level: ($689.78)

Included in the cost of the course package are:

(Theory)  -  Course notes
            -  Videos on (Entitled: “Small Animal Handling & Safety,”
               Vol. 1 & 2):
               -  Small Animal Handling and Anatomy
               -  the “Spay” Operation
               -  Human Conflict Resolution
               -  “Safety in the Workplace”
            -  Hypermedia program on animal breed identification and body
               condition scoring.

Additional Required Texts not included in the package: (available at the TRU bookstore).

   or, use the free online version at www.merckvetmanual.com
-  Client Satisfaction - Dru Scott (purchase online at www.avma.org)

Textbooks can be ordered on the TRU Bookstore website at:
http://thebookstore.tru.ca/

Register online at:
https://webapps.tru.ca/CourseReg/scienceDistance
AWCP 1710 Advanced Level: ($689.78)

Included in the cost of the course package are:

(Theory) - Course Notes
  - Large Animal Handling
  - Avian handling
  - Incident Investigations
- Hypercard program on breed identification and body condition scoring.
- Audio tapes by Kate Prevost dealing with Conflict Resolution.

Additional Required Texts not included in the package are available at the bookstore.

  (or, use the free online version at www.merckvetmanual.com)
- Pet Therapy - Arkow
- Volunteer Management – The Humane Society of the United States
- The First Time Manager – Belker
- 101 More Great Shelter Ideas - ASPCA

Textbooks can be ordered on the TRU Bookstore website at:
http://thebookstore.tru.ca/

Register online at:
https://webapps.tru.ca/CourseReg/scienceDistance
AWCP 0500 – Animal Care: ($397.95)

Included in the cost of the course package are:
- course notes (Section 0100 from AWCP 1700 and Section 0200 from AWCP 1710
- Small Animal Handling and Safety videos: Vol. 1 and 2
- Large Animal Handling and Safety videos: Vol. 1
- Breed Identification CD

Student needs to purchase:
  (or, use the free online version at www.merckvetmanual.com)

AWCP 0510 – Safety in the Workplace: ($185.71)

Included in the cost of the course package are:
- course notes
- Small Animal Handling and Safety videos: Vol. 1 and 2
- Breed Identification CD

No other purchases required

AWCP 0520 – Humane Education: ($291.83)

Included in the cost of the course package are:
- course notes
- Small Animal Handling and Safety videos: Vol 1 and 2
- Breed Identification CD

Student needs to purchase:
- Pet Therapy – Phil Arkow

AWCP 0530 – Small Animal Care: ($265.30)

Included in the cost of the course package are:
- course notes
- Small Animal Handling and Safety videos: Vol. 1 and 2
- Breed Identification CD

Student needs to purchase:
  (or, use the free online version at www.merckvetmanual.com)
AWCP 0540 – Large Animal Care: ($238.77)

Included in the cost of the course package are:
- course notes
- Large Animal Handling and Safety video: Vol. 1
- CD

Student needs to purchase
  (or, use the free online version at www.merckvetmanual.com)

AWCP 0550 – Humane Education (Advanced): ($185.71)

Included in the cost of the course package are:
- course notes
- Large Animal Handling and Safety Video: Vol. 1

Student needs to purchase
- Pet Therapy – Phil Arkow

AWCP 0560 – Advanced Legal Issues: ($159.18)

Included in the cost of the course package are:
- course notes
- Large Animal Handling and Safety Video: Vol. 2

No other purchases required

Textbooks can be ordered on the TRU Bookstore website at:
http://thebookstore.tru.ca/

Register online at:
https://webapps.tru.ca/CourseReg/scienceDistance