



State of Wisconsin

Governor Tony Evers

Veterinary Examining Board

Dr. Robert Forbes, DVM, Chair

## VETERINARY EXAMINING BOARD

### AGENDA

January 20, 2021

The Veterinary Examining Board will hold its quarterly meeting at 9:00 a.m. via Zoom. To attend the meeting join by telephone at 1 (551) 285-1373 with meeting ID: 161 693 2720 and participant code: 284255, or via internet at:

<https://www.zoomgov.com/j/1616932720?pwd=eGRHdnhPaW51akdzS1pFSUgwY1JXQT09>

Contact: Melissa Mace 608-279-3861

If you would like to appear during the public appearances portion, please send contact information to Melissa Mace at [Melissa.Mace@wisconsin.gov](mailto:Melissa.Mace@wisconsin.gov) or (608) 279-3861 by 4:30 p.m. Tuesday, January 19, 2021

*The following agenda describes the issues that the Board plans to consider at the meeting. At the time of the meeting, items may be removed from the agenda. Please consult the meeting minutes for a record of the actions of the Board.*

### AGENDA

**I. 9:00 A.M. OPEN SESSION – CALL TO ORDER – ROLL CALL**

**II. Introductions**

A. Introduction of new board member Alan Holter

**III. Approval of the Agenda**

**IV. Approval of Board Meeting Minutes**

- A. October 21, 2020 Full Board Meeting
- B. November 19, 2020 Credentialing Meeting
- C. December 8, 2020 Admin Rules Meeting

**V. Public Comments**

*Each speaker is limited to five minutes or less, depending on the number of speakers. Each speaker must fill out and submit an appearance card to the Board clerk.*

**VI. Licensing/Exam Inquiries**

- A. WVDL Pathologists – Exam and/or Veterinary licensing requirement – Keith Poulsen to present request

**VII. American Association of Veterinary State Boards (AAVSB) Matters**

- A. 2021 Board Basics and Beyond: April 23-24, Kansas City Missouri
- B. 2021 AAVSB Annual Meeting: September 30 –October 2, Denver Colorado

**VIII. Administrative Items**

- A. Election of Officers, Appointment of Liaisons, & Appointment of Committees
- B. Delegation of Authority
- C. VPAP Update and Selection of Webinar(s)
- D. Strategic Plan – Setting Goals
- E. Items of Interest
  - 1. Administration of COVID 19 Vaccine to humans, VEB credential holder assistance
  - 2. Use of Acupuncture for the treatment of Animals
  - 3. Requiring specific types of CE

**IX. Administrative Code Updates**

- A. VE 1-11 Telehealth Committee Members

**X. Legislative Update**

**XI. Future Meeting Dates and Times**

- A. Next Full Board April 21, 2021

**XII. CONVENE TO CLOSED SESSION**

*CONVENE TO CLOSED SESSION to deliberate on cases following hearing (§ 19.85 (1) (a), Stats.); to consider licensure or certification of individuals (§ 19.85 (1) (b), Stats.); to consider closing disciplinary investigations with administrative warnings (§ 19.85 (1) (b), Stats.); to consider individual histories or disciplinary data (§ 19.85 (1) (f), Stats.); and to confer with legal counsel (§ 19.85 (1) (g), Stats.).*

**XIII. Deliberation on Licenses and Certificates**

**XIV. Deliberation on Proposed Stipulations, Final Decisions and Orders**

- A. 15 VET 001 JP
- B. 18 VET 027 and 19 VET 036 EP
- C. 19 VET 029 AD
- D. 19 VET 035 KM
- E. 19 VET 045 AD
- F. 19 VET 051 JT
- G. 19 VET 074 KD
- H. 19 VET 079 ZR
- I. 19 VET 084 AT
- J. 20 VET 016 AE

**XV. Review of Veterinary Examining Board Pending Cases Status Report**

**XVI. RECONVENE TO OPEN SESSION IMMEDIATELY FOLLOWING CLOSED SESSION**

**XVII. Open Session Items Noticed Above not Completed in the Initial Open Session**

**XVIII. Vote on Items Considered or Deliberated Upon in Closed Session, if Voting is Appropriate**

**XIX. Ratification of Licenses and Certificates**

*To delegate ratification of examination results to DATCP staff and to ratify all licenses and certificates as issued.*

**XX. ADJOURNMENT**

*The Board may break for lunch sometime during the meeting and reconvene shortly thereafter.*



**VETERINARY EXAMINING BOARD**

**MEETING MINUTES**

**Wednesday, October 21, 2020**

**MEMBERS PRESENT:** Diane Dommer Martin, DVM; Robert Forbes, DVM; Kevin Kreier, DVM; Hunter Lang, DVM; Arden Sherpe, DVM; Lisa Weisensel Nesson, DVM. Amanda Reese joined late at 10:33am.

**STAFF PRESENT,** Department of Agriculture, Trade and Consumer Protection (DATCP): Melissa Mace, VEB Executive Director; Cheryl Daniels and Liz Kennebeck, DATCP Attorneys; Robert Van Lanen, Regulatory Specialist; Angela Fisher, Program and Policy Analyst; Carrie Saynisch, License/Permit Program Associate; Karen Torvell, Program Assistant Supervisor; Dustin Boyd, Compliance Supervisor; Brittany Medina; Yvonne Bellay, DVM, staff veterinarian. Introductions and Discussion.

Robert Forbes, Chair, called the meeting to order at 9:03am. A quorum of six (6) members was confirmed.

**AGENDA**

**I. 9:00 A.M. OPEN SESSION – CALL TO ORDER – ROLL CALL**

**II. Introductions**

**III. Approval of the Agenda**

**MOTION:** Lisa Weisensel Nesson moved, seconded by Hunter Lang, to approve the agenda. Motion carried unanimously.

**IV. Approval of Board Meeting Minutes**

- A. Full Board July 29, 2020
- B. Credentialing Committee October 7, 2020

**MOTION:** Kevin Kreier moved, seconded by Lisa Weisensel Nesson, to approve the minutes from the July 29, 2020 meeting. Motion carried unanimously.

**MOTION:** Diane Dommer Martin moved, seconded by Kevin Kreier, to approve the minutes from the October 7, 2020 Credentialing Committee meeting. Motion carried unanimously.

**V. Public Comments**

*Each speaker is limited to five minutes or less, depending on the number of speakers. Each speaker must fill out and submit an appearance card to the Board clerk.*

*No public comments.*

## **VI. American Association of Veterinary State Boards (AAVSB) Matters**

### **A. Updates from Annual Meeting**

*Dr. Robert Forbes attended wellness session. A lot of review from a session a couple years back. Focused on wellness as far as what state boards are doing. Asked for feedback on other sessions from other members Melissa Mace attended cannabis session. Talked about background of cannabis use in pets. Liz Kennebeck spoke of a session about regulatory efforts with veterinarians and other regulated entities. Cheryl Daniels attended the legal cases session. At the time of this meeting, the sessions are online and still visible for review.*

### **B. Joint AAVSB – VEB presentation to UW Vet School SAVMA chapter**

*AAVSB reached out to us because the SAVMA chapter reached out to them. The AAVSB offered to do a joint presentation with us on what the AAVSB is and license processing. Have not yet determined a time/date.*

## **VII. Administrative Items**

### **A. Strategic Planning**

*Vision-- “Setting the standard of forward thinking veterinary regulation” received the most votes from Board members.*

*Mission— “To protect the public through a fair regulatory process that instills public confidence in our licensees while remaining agile to the constant advancement of veterinary medicine” received the most votes.*

*Core values— “Transparency, Honesty, Integrity, Protecting the Public” received the most votes. The Board members decided to arrange the agreed upon value statement to “Protecting the Public, Transparency, Integrity, Honesty” in order to match CARE acronym of last value statement.*

*Three to five goals and objectives due to Melissa Mace by the end of November. Outcomes are things we are committed to achieving over the next 3-5 years. Should be renewed annually but not changed annually. They should also be accompanied by objectives that are SMART(Specific, Measureable, Achievable, Relevant, and Time-bound) objectives.*

### **B. Veterinary Professional Assistance Program (VPAP)—Melissa and Cheryl**

*Humana had the most comprehensive, lowest cost bid. Looking to implement it on November 1<sup>st</sup>. Working on details. VPAP service is strictly confidential. Want to make a logo distinct from the Veterinary Examining Board so that people don’t fear that use of the VPAP will be known to the Board and have repercussions on their license. Viewed three possible logos. While discussing the options, an alternative fourth choice was created by Dr. Diane Dommer Martin which combined the 1<sup>st</sup> and 3<sup>rd</sup> logos(3<sup>rd</sup> design but with lettering around logo like 1<sup>st</sup> design). Liked open arms of 3<sup>rd</sup> option because it looked more caring. Unanimous vote for 4<sup>th</sup> alternative. Service not able to be offered to license holders residing in California due to different laws. Looked at methods to inform the license holders of this service—mailed letter, email, etc. A suggestion was made to mail directly to each clinic but we don’t maintain addresses of clinics, only people. Could possibly send posters to clinics with the help of the WVMA or the Wisconsin Veterinary Practice Managers Association. Dr. Robert Forbes would like a QR code put on poster. Initial letter will go out to each licensee. With this service, a seminar can be offered every quarter. We can pick the topic.*

### **C. FAQs on VEB website**

FAQs added to website at <https://datcp.wi.gov/Documents2/VeterinaryExaminingBoardFAQ.pdf>

D. Public Records Training

*Board members and admin need to complete by 12/31/2020*

**VIII. Licensing/Exam Inquiries**

A. 16 VET 032 BK

*BK is requesting a stay of his suspension. Numerous attachments document compliance to requirements stipulated in the order. BK gave a statement supporting his request for the stay. His goal is to devote the rest of his career to helping those whose lack of financial resources threatens the bond they have with their companion animals. BK not able to complete continuing education(CE) from February 2017 until his release date as ability to do CE was limited while he was incarcerated. He completed 30 credits of CE after his release. Would need final accounting prior to full licensure. His license would be conditional if a stay of suspension is granted. The conditional period would last no less than 36 months. He will have to continue to abide by a number of conditions during this time. BK could petition the Veterinary Examining Board for reinstatement of full licensure no less than 36 months after conditional license is issued.*

**MOTION:** Lisa Weisensel Nesson moved, seconded by Kevin Kreier, to stay the suspension of BK's license as it is written in the final decision and order from 2017 bearing in mind paragraphs 28-32 would continue to be enforced for the next 3 years as a conditional license. Motion carried unanimously.

**IX. Administrative Code Items**

A. VE 1-11 Approval of Scope and Discussion of Telehealth Advisory Committee

*A couple of comments given in support of inclusion of telehealth. No more than 12 members, including the 3 members of the VEB rules committee, are recommended for the Telehealth Advisory Committee. Looking for veterinarians, especially regulatory, and public members to be part of committee.*

**MOTION:** Diane Dommer Martin moved, seconded by Lisa Weisensel Nesson, to accept the statement of Scope of Telehealth Advisory Committee for VE 1-11 (SS 125-19). Motion carried unanimously.

**X. Legislative Update – No updates**

**XI. Future Meeting Dates and Times**

A. Schedule 2021 Quarterly Board Meetings

*Proposed dates are January 20<sup>th</sup>, April 21<sup>st</sup>, July 21<sup>st</sup>, and October 20<sup>th</sup>.*

**MOTION:** Amanda Reese moved, seconded by Hunter Lang, to accept the proposed dates for 2021. Motion carried unanimously.

**XII. CONVENE TO CLOSED SESSION**

**MOTION:** Arden Sherpe moved, seconded by Hunter Lang, to convene to closed session to discuss the Wis. Admin. Code Ch. VE 11 update on the request for proposals where bargaining reasons require a closed session (§ 19.85 (1) (e), Stats.); to deliberate on cases following hearing (§ 19.85 (1) (a), Stats.); to

consider licensure or certification of individuals (§ 19.85 (1) (b), Stats.); to consider closing disciplinary investigations with administrative warnings (§ 19.85 (1) (b), Stats.); to consider individual histories or disciplinary data (§ 19.85 (1) (f), Stats.); and to confer with legal counsel (§ 19.85 (1) (g), Stats.). Robert Forbes read the language of the motion. The vote of each member by was ascertained by voice vote. Roll Call Vote: Diane Dommer Martin – yes; Hunter Lang – yes; Kevin Kreier – yes; Arden Sherpe – yes; Amanda Reese – yes; Motion carried unanimously.

### **XIII. Deliberation on Licenses and Certificates**

### **XIV. Deliberation on Proposed Stipulations, Final Decisions and Orders**

- A. 15 VET 001 JP
- B. 17 VET 023 JK
- C. 19 VET 035 KM
- D. 19 VET 074 KD
- E. 19 VET 087 CJ
- F. 19 VET 108 CK
- G. 20 VET 001 TB
- H. 20 VET 043 RR

### **XV. Review of Veterinary Examining Board Pending Cases Status Report**

### **XVI. RECONVENE TO OPEN SESSION IMMEDIATELY FOLLOWING CLOSED SESSION**

**MOTION:** Lisa Weisensel Nesson moved, seconded by Kevin Kreier, to reconvene to open session. Motion carried unanimously. The Board reconvened at 11:47am.

### **XVII. Open Session Items Noticed Above not Completed in the Initial Open Session**

### **XVIII. Vote on Items Considered or Deliberated Upon in Closed Session, if Voting is Appropriate**

**MOTION:** Lisa Weisensel Nesson moved, seconded by Diane Dommer Martin, granting full licensure for cases 15 VET 001, 17 VET 023, 19 VET 087, and 19 VET 108. Motion carried unanimously.

**MOTION:** Kevin Kreier moved, seconded by Lisa Weisensel Nesson, to approve the stipulation and final decision and order for cases 19 VET 035, 19 VET 074, and 20 VET 001. Motion carried unanimously.

**MOTION:** Hunter Lang moved, seconded by Kevin Kreier, to deliver an administrative warning on case 20 VET 043. Motion carried unanimously.

### **XIX. Ratification of Licenses and Certificates**

*To delegate ratification of examination results to DATCP staff and to ratify all licenses and certificates as issued.*

**MOTION:** Hunter Lang moved, seconded by Lisa Weisensel Nesson, to delegate ratification of examination results to DATCP staff and to ratify all licenses and certificates as issued. Motion carried unanimously.

**XX. ADJOURNMENT**

**MOTION:** Amanda Reese moved, seconded by Lisa Weisensel Nesson, to adjourn. Motion carried unanimously.

The meeting adjourned at 12:00pm.



**VETERINARY EXAMINING BOARD  
Credentialing Committee**

**MEETING MINUTES**

**Thursday, November 19, 2020**

**MEMBERS PRESENT:** Diane Dommer Martin, DVM; Robert Forbes, DVM; Hunter Lang, DVM

**STAFF PRESENT,** Department of Agriculture, Trade and Consumer Protection (DATCP): Melissa Mace, VEB Executive Director; Cheryl Daniels, DATCP Attorney; Carrie Saynisch, License/Permit Program Associate; Introductions and Discussion.

Robert Forbes, Chair, called the meeting to order at 3:32pm. A quorum of three (3) members was confirmed.

**AGENDA**

**I. OPEN SESSION – CALL TO ORDER – ROLL CALL**

**II. CONVENE TO CLOSED SESSION**

**MOTION:** Hunter Lang moved, seconded by Diane Dommer Martin, to convene to closed session to consider licensure or certification of individuals (§ 19.85 (1) (b), Stats.); to consider individual histories or disciplinary data (§ 19.85 (1) (f), Stats.); and to confer with legal counsel (§ 19.85 (1) (g), Stats.). Robert Forbes read the language of the motion. The vote of each member by was ascertained by voice vote. Roll Call Vote: Hunter Lang – yes; Diane Dommer Martin – yes; Robert Forbes – yes; Motion carried unanimously.

**III. Program Equivalency: Non-accredited foreign Bachelor of Veterinary Medicine degree vs. 4-semester Course Study in Animal Technology**

**IV. RECONVENE TO OPEN SESSION IMMEDIATELY FOLLOWING CLOSED SESSION**

**MOTION:** Hunter Lang moved, seconded by Diane Dommer Martin, to reconvene to open session. Motion carried unanimously. The Board reconvened at 3:48pm.

**V. Open Session Items Noticed Above not Completed in the Initial Open Session**

**VI. Vote on Items Considered or Deliberated Upon in Closed Session, if Voting is Appropriate**

**MOTION:** Diane Dommer Martin moved, seconded by Hunter Lang, to accept H. Isadiah's education program as equivalent for applying for CVT certification. Motion carried unanimously.

**VII. ADJOURNMENT**

**MOTION:** Hunter Lang moved, seconded by Diane Dommer Martin, to adjourn. Motion carried unanimously.

The meeting adjourned at 3:51pm.



**VETERINARY EXAMINING BOARD  
Administrative Rules Committee  
MEETING MINUTES  
Tuesday, December 8, 2020**

**MEMBERS PRESENT:** Diane Dommer Martin, DVM; Robert Forbes, DVM; Lyn Schuh (Lyn Schuh joined the meeting a few minutes after the call to order)

**STAFF PRESENT,** Department of Agriculture, Trade and Consumer Protection (DATCP): Melissa Mace, VEB Executive Director; Cheryl Daniels, DATCP Attorney; Angela Fisher, Program and Policy Analyst; Introductions and Discussion.

Robert Forbes, Chair, called the meeting to order at 12:06PM. A quorum of two (2) members was confirmed.

**AGENDA**

**I. OPEN SESSION – CALL TO ORDER – ROLL CALL**

**II. Review applications for the Telehealth Advisory Committee (related to statement of scope SS 064-20) and select applicants to recommend to the full Board. (The full Veterinary Examining Board will make final determinations at the January Board meeting.)**

**MOTION:** Diane Dommer Martin moved, seconded by Lyn Schuh, to recommend the applicants listed below as members of the Telehealth Advisory Committee to the full Veterinary Examining Board at the January 2021 meeting. Motion carried unanimously.

1. Stacy M Adams Sherman (Vet, large and small animal, WVMA representative)
2. Randall Lee Bond (Vet, large animal, recommended by Sexing Technologies)
3. Bob Nagel (Vet, large animal, recommended by Dairy Business Association)
4. Wilfred Schuler (Vet, large animal)
5. Scott Spaulding (Vet, equine and small animal)
6. Susan B Krebsbach (Vet, small animal)
7. Melanie Goble (Vet, small animal)
8. Shawn Hook (Vet, small animal)
9. Karen Hershberger-Braker (Vet, small animal)
10. Rebecca A Krull (Vet, small animal)
11. Chanda Holschbach (CVT)
12. Erika Froeming (CVT)
13. Teri Kleist (CVT)

**III. ADJOURNMENT**

**MOTION:** Diane Dommer Martin moved, seconded by Lyn Schuh, to adjourn. Motion carried unanimously.

The meeting adjourned at 12:55PM.

## Veterinary Examining Board Agenda Request Form

<b>1) Meeting Date</b>	Jan 20, 2021
<b>2) Requestor Name</b>	M. Mace
<b>3) Item Title for the Agenda</b>	WVDL Pathologists License Requirement
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	Yes
<b>6) Is a Public Appearance Anticipated?</b>	Yes
<b>7) Description of the Agenda Item</b>	<p>Dr. Keith Poulsen, Director WVDL, has a question regarding pathologists at WVDL being required to obtain a WI veterinary license in order to practice as a veterinary pathologist.</p> <p>Veterinary pathologists don't routinely take the NAVLE, they are certified by the American College of Veterinary Pathologists (ACVP). He is asking if they can be looped into the SVM and therefore qualify for licensure under 89.06 (2m), faculty license for school veterinary medicine, because SVM veterinarians can obtain a license without taking the NAVLE.</p> <p>There are so few veterinary pathologists out there, being boarded but not eligible for a WI license makes it very difficult to hire and retain qualified and productive pathologists.</p> <p>Dr. Poulsen will be presenting information on peer laboratories in other states and their requirements; Veterinarian pathologist's role in communicating diagnosis, or practicing veterinarian medicine, directly to an animal owner.</p>

## Saynisch, Carrie L - DATCP

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**From:** Keith Poulsen <Keith.Poulsen@WVDL.wisc.edu>  
**Sent:** Friday, November 13, 2020 4:29 PM  
**To:** Mace, Melissa A - DATCP  
**Subject:** Re: VEB Question for WVDL Pathologists

Great news. We will be prepared.  
keith

Keith Poulsen, DVM PhD, DACVIM  
Director  
[keith.poulsen@wvdl.wisc.edu](mailto:keith.poulsen@wvdl.wisc.edu)  
608-262-5432 ext. 2227  
[www.wvdl.wisc.edu](http://www.wvdl.wisc.edu)

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**From:** "Mace, Melissa A - DATCP" <Melissa.Mace@wisconsin.gov>  
**Date:** Friday, November 13, 2020 at 4:10 PM  
**To:** Keith Poulsen <Keith.Poulsen@WVDL.wisc.edu>  
**Subject:** RE: VEB Question for WVDL Pathologists

Hey Keith I have talked to both the Boards attorney and Dr. Forbes (chairman). They feel that it would be beneficial for you to come to the January Board meeting and discuss this topic. Dr. Forbes is interested in who those peer laboratories are so we can look into what their requirements are.

I would also be prepared to discuss a veterinarians roll in communicating diagnosis, or practicing veterinarian medicine, directly to the an animal owner.

Our January meeting is on January 20, it will be virtual, and start at 9am. As soon as we have the agenda finalized I will let you know.

Take care!

Melissa Mace  
Director, Bureau of Field Services, Division of Animal Health  
Executive Director Veterinary Examining Board  
Wisconsin Department of Agriculture, Trade and Consumer Protection  
Cell: 608-279-3861  
[Melissa.Mace@Wisconsin.gov](mailto:Melissa.Mace@Wisconsin.gov)

***"The most important factor in survival is neither intelligence nor strength but adaptability."***

— *Charles Darwin*

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**From:** Keith Poulsen <Keith.Poulsen@WVDL.wisc.edu>  
**Sent:** Friday, November 6, 2020 8:21 AM  
**To:** Mace, Melissa A - DATCP <Melissa.Mace@wisconsin.gov>  
**Subject:** Re: VEB Question for WVDL Pathologists

Hi Melissa,  
If it would help for me to come to a meeting, I would be more than happy to do so.  
keith

Keith Poulsen, DVM PhD, DACVIM  
Director  
[keith.poulsen@wvdl.wisc.edu](mailto:keith.poulsen@wvdl.wisc.edu)  
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**From:** "Mace, Melissa A - DATCP" <[Melissa.Mace@wisconsin.gov](mailto:Melissa.Mace@wisconsin.gov)>  
**Date:** Friday, November 6, 2020 at 7:52 AM  
**To:** Keith Poulsen <[Keith.Poulsen@WVDL.wisc.edu](mailto:Keith.Poulsen@WVDL.wisc.edu)>  
**Subject:** RE: VEB Question for WVDL Pathologists

Hey Keith – I will look into this and see if there are options shy of a rule change and get back to you.

Melissa Mace  
Director, Bureau of Field Services, Division of Animal Health  
Executive Director Veterinary Examining Board  
Wisconsin Department of Agriculture, Trade and Consumer Protection  
Cell: 608-279-3861  
[Melissa.Mace@Wisconsin.gov](mailto:Melissa.Mace@Wisconsin.gov)

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— *Charles Darwin*

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**From:** Keith Poulsen <[Keith.Poulsen@WVDL.wisc.edu](mailto:Keith.Poulsen@WVDL.wisc.edu)>  
**Sent:** Thursday, November 5, 2020 4:24 PM  
**To:** Mace, Melissa A - DATCP <[Melissa.Mace@wisconsin.gov](mailto:Melissa.Mace@wisconsin.gov)>  
**Subject:** VEB Question for WVDL Pathologists

Hi Melissa,

We have asked this before of the VEB and it has come up again. Our pathologists have an appointment at the School of Veterinary Medicine (20%). The SVM pathologists are able to practice medicine under the UW's academic license. This includes biopsies, ocular pathology, and whole body necropsies for SVM clients, wildlife, outside submissions, and zoos. WVDL pathologists are required to have a WI DVM license to work at WVDL and practice veterinary medicine. While I fully support this for those who are eligible for WI licenses to obtain one, we are put at a large disadvantage compared to our peer laboratories who are able to employ pathologists who are board certified by the ACVP, but are not state license eligible because they did not take NAVLE. There are so few veterinary pathologists out there, being boarded but not eligible for a WI license makes it very difficult to hire and retain qualified and productive pathologists.

Are there any options for WVDL in the future to have ACVP boarded pathologists practice under the UW academic license?

Thanks for your time and advice.  
Keith

Keith Poulsen, DVM PhD, DACVIM  
Director  
[keith.poulsen@wvdl.wisc.edu](mailto:keith.poulsen@wvdl.wisc.edu)  
608-262-5432 ext. 2227  
[www.wvdl.wisc.edu](http://www.wvdl.wisc.edu)

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**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	Jan 20, 21
<b>2) Requestor Name</b>	Mace
<b>3) Item Title for the Agenda</b>	AAVSB Matter
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	No
<b>6) Is a Public Appearance Anticipated?</b>	NO
<b>7) Description of the Agenda Item</b>	<p>Board Basics and Beyond (<a href="#">Board Services   AAVSB</a>)– a basic training course for New Board Members is scheduled for April 23-24, 2021 in KC, MO</p> <p>The AAVSB Annual meeting(<a href="#">Annual Meeting &amp; Conference   AAVSB</a>) is planned for Sept 30- Oct 2, 2021 in Denver CO</p>

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	1/20/21
<b>2) Requestor Name</b>	Angela Fisher
<b>3) Item Title for the Agenda</b>	Election of Officers Appointment of Liaisons Appointment of Committees
<b>4) Should the Item be in Open or Closed Session?</b>	Open Session
<b>5) Are there Attachments? (If yes, include file names)</b>	“2021 Elections & Appointments”
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	<p>Election of officers must occur at the first VEB meeting of every calendar year. The full Board elects the chair, vice chair, and secretary. Then the Board discusses and the chair appoints the liaisons and committees.</p> <p>The attachment lists the offices, liaisons, and committees that have been used in past years with descriptions of what these roles have been used for.</p>



## State of Wisconsin

### Veterinary Examining Board

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

### 2021 Elections and Appointments

2021 Election Results		
Office	Description of Role	Member Name
Board Chair	Highest ranking officer. Manages meetings. Delegated authority to sign documents on behalf of the Board. In order to carry out duties of the Board, the Chair has the ability to delegate this signature authority to the Board's Executive Director for purposes of facilitating the completion of assignments during or between meetings.	
Vice Chair	Serves as backup for the Board Chair.	
Secretary	Serves as secondary backup for the Board Chair.	

2021 Liaison Appointments		
Liaison	Description of Role	Member Name
Continuing Education and Exams Liaison	Consultation on CE questions (type of CE, acceptable as CE, etc.) Review and consult on questions regarding adequacy of Exams and Exam questions as appropriate.	Primary:
		Alternate:

2021 Committee Appointments		
Committee	Description of Role	Member Name
Screening Committee	Delegated authority to open cases for investigation or closes cases inappropriate for further action. Delegated authority to consider questions related to scope of practice of veterinary medicine and veterinary technicians. The Committee may choose to approve or reject a particular	Chair:
		Member:

	<p>practice, or bring the matter to the full Board.</p> <p>Chair manages Committee meetings.</p>	
Credentiaing Committee	<p>Delegated authority to address all issues related to credentialing matters, except potential denial decisions should be referred to the full Board for final determination.</p> <p>Delegated authority to employ a “passive review” process for background checks, whereby if no Committee member requests a meeting on the materials within five business days after receiving them, the application would be considered cleared to proceed through the process.</p> <p>Chair manages Committee meetings.</p>	Chair:
		Member:
		Member:
Administrative Rules Committee	<p>Meet in between quarterly meetings to discuss administrative rules and guidance documents. The Committee’s role is to expedite the process of drafting documents. Final drafts will go to the full Board for approval.</p> <p>Chair manages committee meetings and is the primary contact for simpler administrative rule questions.</p>	Chair:
		Member:
		Member:

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	1/20/21
<b>2) Requestor Name</b>	Angela Fisher
<b>3) Item Title for the Agenda</b>	Delegation of Authority
<b>4) Should the Item be in Open or Closed Session?</b>	Open Session
<b>5) Are there Attachments? (If yes, include file names)</b>	“Delegated Authority Motions” “Roles and Authorities Delegated to the Monitoring Liaison and Department Monitor”
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	These are motions to delegate VEB authority to officers, liaisons, and department staff. These motions occur at the first Board meeting of every calendar year.



## State of Wisconsin

### Veterinary Examining Board

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

#### **Roles and Authorities Delegated to the Monitoring Liaison and Department Monitor**

The Monitoring Liaison is a board designee who works with department monitors to enforce the Board's orders as explained below.

#### Current Authorities Delegated to the Monitoring Liaison

The Liaison may take the following actions on behalf of the Board:

1. Grant a temporary reduction in random drug screen frequency upon Respondent's request if he/she is unemployed and is otherwise compliant with Board order. The Department Monitor will draft an order and sign on behalf of the Liaison. The temporary reduction will be in effect until Respondent secures employment in the profession.
2. Grant a stay of suspension if Respondent is eligible per the Board order. The Department Monitor will draft an order and sign on behalf of the Liaison.
3. Remove the stay of suspension if there are repeated violations or a substantial violation of the Board order. The Department Monitor will draft an order and sign on behalf of the Liaison.
4. Grant or deny approval when Respondent proposes continuing/remedial education courses, treatment providers, mentors, supervisors, change of employment, etc. unless the order specifically requires full-Board approval. The Department Monitor will notify Respondent of the Liaison's decision.
5. Grant a maximum 90-day extension, if warranted and requested in writing by Respondent, to complete Board-ordered CE, pay proceeding costs, and/or pay forfeitures upon Respondent's request.

#### Current Authorities Delegated to the Department Monitor

The Department Monitor may take the following actions on behalf of the Board, draft an order and sign:

1. Grant full reinstatement of licensure if CE is the sole condition of the limitation and Respondent has submitted the required proof of completion for approved courses.
2. Suspend the license if Respondent has not completed Board-ordered CE and/or paid costs and forfeitures within the time specified by the Board order. The Department Monitor may remove the suspension and issue an order when proof completion and/or payment have been received.

#### Clarification

1. In conjunction with removal of any stay of suspension, the Liaison may prohibit Respondent from seeking reinstatement of the stay for a specified period of time. (This is consistent with current practice.)

## **DELEGATED AUTHORITY MOTIONS**

### **Delegated Authority – Urgent Matters**

**MOTION:** \_\_\_\_\_ moved, seconded by \_\_\_\_\_: In order to facilitate the completion of assignments between meetings, the Board delegates authority by order of succession to the Chair, highest ranking officer, or longest serving member of the Board, to appoint liaisons to the Department to act in urgent matters, to fill vacant appointment positions, where knowledge or experience in the profession is required to carry out the duties of the Board in accordance with the law.

### **Delegated Authority - Screening Panel**

**MOTION:** \_\_\_\_\_ moved, seconded by \_\_\_\_\_, that the Board delegates authority to the Screening Panel to open cases for investigation or close cases inappropriate for further action.

**MOTION** \_\_\_\_\_ moved, seconded by \_\_\_\_\_, that the Board delegates authority to the Screening Panel to consider questions related to scope of practice of veterinary medicine and veterinary technicians. The Screening Panel may choose to approve or reject a particular practice, or bring the matter to the full Board.

### **Delegated Authority - Credentialing Committee**

**MOTION:** \_\_\_\_\_ moved, seconded by \_\_\_\_\_, that the Board delegates authority to the Credentialing Committee to address all issues related to credentialing matters, except potential denial decisions should be referred to the full Board for final determination.

**MOTION** \_\_\_\_\_ moved, seconded by \_\_\_\_\_, that the Board delegates authority to the Credentialing Committee to employ a “passive review” process for background checks, whereby if no Committee member requests a Committee meeting on the materials within five (5) business days after receiving them, the application would be considered cleared to proceed through the process.

### **Delegated Authority - Document Signatures**

**MOTION:** \_\_\_\_\_, seconded by \_\_\_\_\_, that the Board delegates authority to the Chair to sign documents on behalf of the Board. In order to carry out duties of the Board, the Chair has the ability to delegate this signature authority to the Board's Executive Director for purposes of facilitating the completion of assignments during or between meetings.

### **Delegated Authority - Monitoring Liaison and Department Monitor**

**MOTION:** \_\_\_\_\_ moved, seconded by \_\_\_\_\_, to adopt the "Roles and Authorities Delegated to the Monitoring Liaison and Department Monitor" document.

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	Jan. 21
<b>2) Requestor Name</b>	M. Mace
<b>3) Item Title for the Agenda</b>	VPAP activity
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	
<b>6) Is a Public Appearance Anticipated?</b>	N
<b>7) Description of the Agenda Item</b>	<p>List all mailings and email open rate VPAP utilization: Nov – Dec</p> <p>2021: Six (6) catalogue webinars PLUS Four (4) custom trainings/webinars</p> <p>Attached: VPAP calendar: shows what Humana is spotlighting each month Catalogues for employees and managers: This is the selection from which we can pick our 6 webinars. Proposing: A webinar on Diversity Equity and Inclusion in the workplace for end of February.</p> <p>Opioid and addiction webinar for Aug; observance for that month is Opioid Misuse Prevention Day</p>

# 2021 Employee Assistance Program (EAP) and Work-Life Services editorial calendar

	January	February	March	April	May	June
Observance	National Volunteer Blood Donor Month	American Heart Month/Black History Month	National Day of Unplugging	Earth Day	Mental Health Awareness Month	PTSD Awareness Month
Read—article	New Year's resolutions or new healthy habits? (NIM only promo LifeCoach)	How to have conversations about race at work	Are you addicted? Creating family boundaries for social and tech habits	A world of diverse perspectives: Celebrating our differences on Earth Day	Overcoming the stigma of mental illness	Create a safe space to talk about traumatic events with loved ones
Watch/listen—video or podcast	Setting and attaining financial goals	Address your stress to help your heart	How to take a technology holiday in a tech-obsessed world	Fighting climate change: five ways you can make a difference	Could it be depression? What to watch for	Navigating mental health with PTSD
Well@Work	Choosing professional goals that pay off	x	Ergonomics can help you be happier—and healthier—at work	x	Anxiety in the workplace	x
Leadership—targeted article	x	Ways to identify and change systemic racism on your team	x	Choosing a volunteer activity for a remote team	x	Leading a team member with PTSD—EAP can help!

	July	August	September	October	November	December
Observance	UV Safety Month	Opioid Misuse Prevention Day	National Suicide Awareness Month	Breast Cancer Awareness Month (BCAM)	National Alzheimer's Disease Awareness Month	Safe Toys and Gifts Month
Read—article	Vacations and staycations: Work-Life Services can help	Social isolation and substance abuse: Reducing your risk of addiction	Self-love: Overcoming perfectionism to embrace your uniqueness	Women who do too much: Making time for well-being in your busy life	What to expect when your loved one is diagnosed with Alzheimer's	Holiday gifts and consumerism: You don't have to keep up with the Joneses
Watch/listen—video or podcast	Making a plan to save for rainy days—or sunny ones!	Taking the first step toward recovery	6 signs your loved one might be suicidal and how to intervene	Women and money: How to be the boss of your finances	Retirement and everything after—EAP can help	Celebrating holidays apart: Work-Life to the rescue
Well@Work	Make time in your busy day for well-being (walking breaks, health screenings, water, etc.)	x	Take a proactive approach to workplace stress and your mental health	x	Why you need a support group when you're balancing work and caregiving	x
Leadership—targeted article	x	How to refer a team member who is struggling with substance misuse/abuse	x	Empowering women and minorities on your team	x	Inclusive ways to acknowledge the holidays with your team



These non-insurance services are provided by Humana EAP and Work-Life Services. This is a general description of services which are subject to change. Please refer to your Human Resources contact for more information. Services provided in connection with a Humana fully insured health plan may be discontinued at any time.

At Humana, it is important you are treated fairly. Humana Inc. and its subsidiaries comply with applicable Federal Civil Rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status or religion.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-866-440-6556 (TTY: 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-440-6556 (TTY: 711). 繁體中文 (Chinese): 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-866-440-6556 (TTY: 711)。

## Important!

### At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status or religion. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618  
If you need help filing a grievance, call **1-866-440-6556** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the U.S. **Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **1-800-927-HELP (4357)**, to file a grievance.

### Auxiliary aids and services, free of charge, are available to you. 1-866-440-6556 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

### Language assistance services, free of charge, are available to you. 1-866-440-6556 (TTY: 711)

**Español (Spanish):** Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 撥打上面的電話號碼即可獲得免費語言援助服務。

**Tiếng Việt (Vietnamese):** Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

**Русский (Russian):** Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

**Kreyòl Ayisyen (French Creole):** Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

**Français (French):** Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

**Polski (Polish):** Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

**Português (Portuguese):** Ligue para o número acima indicado para receber serviços linguísticos, grátis.

**Italiano (Italian):** Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**日本語 (Japanese):** 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

**فارسی (Farsi)**

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Diné Bizaad (Navajo):** Wóda'í béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك

GCHJV5REN 0220

**2021**

# One-hour seminars for employees

**Humana®**

## **Employee Assistance Program (EAP) and Work-Life Services**

These non-insurance services are provided by Humana Wellness. This is a general description of services which are subject to change. Please refer to your Human Resources contact for more information. This material is provided for informational use only and should not be construed as medical, legal, financial, or other professional advice or used in place of consulting a licensed professional. You should consult with an applicable licensed professional to determine what is right for you.

Welcome to the 2021 Seminar Catalog for Employees, including several new topics and presentations to help manage life during the pandemic, as well as our most well-received seminars from previous years.

## Requesting a seminar

- You may request a seminar through your account manager. Please make your requests at least four weeks in advance and provide at least three alternate dates. This will help us secure the best possible facilitator for your topic. Although many requests can be processed in less time, some may take longer.
- Some topics may not be available for on-site delivery in all geographic locations. In this event, we will provide an outstanding subject matter expert to deliver the content through a webinar.
- The recommended group size for on-site seminars is up to 25 participants to encourage interaction.
- Seminars are one hour in length; longer and shorter sessions can be provided (may require customization, see below).
- We will provide you with slides and handouts in electronic format one week prior to the seminar date.
- **Please note updated cancellation policy:** Cancellation or rescheduling of a seminar or webinar within four full business days of the scheduled date will result in the event being counted against contract seminar hours, and fee-for-service events will be billed at 75 percent.
- Hours must be used in the calendar year for which they were contracted.

## Fees for additional services as of January 1, 2021

- Fee-for-service seminar/webinar: \$400.00/hour
- Customization of content or custom content development: \$150.00/hour
- Extended pre-call (16-60 minutes) and additional calls with the trainer: \$100.00/hour or \$50.00/half-hour (note: a pre-call with the trainer of up to 15 minutes is included at no extra cost)
- On-site seminar with simultaneous webinar or other simulcast component: Additional \$100.00/hour
- On-site seminar that is videotaped: Additional \$275.00/hour (note: video technology and staffing to be provided by your organization)
- Webinar that exceeds 500 participants: Additional \$50.00/hour
- Hosting of webinars as needed, e.g., for very large audiences: Additional \$50.00/hour (note: alternatively, your organization may provide a host)

## New seminars



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Quiet the Mind Through Meditation  .....	4	What’s Going Right? Build Resilience with Gratitude, Hope and Optimism  .....	5
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## Pandemic-related seminars



Caring for Yourself: Avoiding Emotional Fatigue  .....	8	The Pandemic Balancing Act: Tips and Strategies for Working Parents  .....	8
Emotional Well-being in Times of Uncertainty: Coping with Stress Related to COVID-19  .....	8	Working from Home: Overcome Barriers and Embrace the Change  ...	9
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# New seminars

Managing Perfectionism in the Pursuit of Excellence

Quiet the Mind Through Meditation

Stress in Communities of Color:  
Finding Resilience

What's Going Right? Build Resilience  
with Gratitude, Hope and Optimism



## New seminars

### Managing Perfectionism in the Pursuit of Excellence

Although perfectionism is associated with some desirable traits, especially in our society, it can involve counterproductive behaviors and may result in negative outcomes, both in and out of the workplace. This seminar will help participants differentiate between striving for excellence and perfectionism, and explore strategies for managing perfectionism.

**Objectives: Following this seminar, participants will be better able to:**

- Define perfectionism
- Differentiate between the various types of perfectionism
- Identify the difference between striving for excellence and perfectionism
- Explore strategies for managing perfectionism and how the EAP can help

### Quiet the Mind Through Meditation

Now more than ever, many of us crave the tools to quiet our busy and often over-stressed minds. This session will teach the basics of meditation and how to incorporate the practice into daily life. Participants will be encouraged to relax, get comfortable and actually experience the benefits of meditation.

**Objectives: Following this seminar, participants will be better able to:**

- Understand how meditation affects the mind and body
- Learn meditation strategies to help reduce stress and improve focus, concentration and performance
- Experience a guided meditation practice

### Stress in Communities of Color: Finding Resilience

This webinar will focus on stress in communities of color and finding resilience to support well-being. Participants will explore the social and emotional strain many people experience as a result of ongoing racial injustice and COVID -19, and help them recognize that they are more resilient than they may realize.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the components of resilience and its role in well-being and coping with challenges
- Identify personal (internal) and environmental (external) factors that aid or interfere with resilience
- Explore strategies and resources to support and build personal resilience
- Learn how the EAP and Work-Life Services can help



## New seminars

### Talking With Children and Teens about Tough Issues

The children and teens who rely on us need our help to make sense of a complex world. This presentation will help parents and others with kids in their lives have age-appropriate conversations with them about topics that may be tough to talk about, including racial injustice and prejudice, civil unrest, and COVID.

**Objectives: Following this seminar, participants will be better able to:**

- Learn strategies for having age-appropriate conversations on challenging topics with young children, elementary-school age children and teens
- Access resources for adults, children and teens to help with discussing and understanding challenging topics

### What's Going Right? Build Resilience with Gratitude, Hope and Optimism

When everything seems to be going wrong, how can we shift our focus to everything that is going right? Regardless of the circumstances we face in life, gratitude hope and optimism can help strengthen and support emotional health and well-being.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the role of resilience in emotional health and well-being
- Learn techniques to incorporate gratitude, hope and optimism in our daily routines



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# Pandemic - related seminars

Caring for Yourself: Avoiding Emotional Fatigue

Emotional Well-being in Times of Uncertainty:  
Coping with Stress Related to COVID-19

Heading Back to the Workplace: Strategies for a  
Successful Transition

The Pandemic Balancing Act: Tips and Strategies for  
Working Parents

Working from Home: Overcome Barriers and Embrace  
the change



## Pandemic-related seminars

### **Caring for Yourself: Avoiding Emotional Fatigue**

This presentation will help participants understand the effects of ongoing stress and identify strategies to care for themselves and support others. Pandemic-related seminars ways to thrive through the long-term and avoid emotional fatigue.

**Objectives: Following this seminar, participants will be better able to**

- Understand how COVID-19 has impacted people
- Identify ways to manage multiple roles
- Gain ideas for practicing self-care through this pandemic
- Learn how the EAP and Work-Life Services can help support well-being

### **Emotional Well-being in Times of Uncertainty: Coping with Stress Related to COVID-19**

Many people are experiencing a range of challenging emotions during this uncertain and stressful time. This presentation will help participants gain insight and strategies to help them maintain resilience in the current environment and help loved ones.

**Objectives: Following this seminar, participants will be better able to**

- Understand the effects of stress and the range of responses to challenging situations
- Identify strengths and sources of resiliency and support to leverage during challenging times
- Learn tips for supporting others, including children and teens
- Gain strategies for resilience and emotional well-being, including using the EAP and Work-Life Services

### **Heading Back to the Workplace: Strategies for a Successful Transition**

This presentation will help employees prepare for their return to the workplace by exploring the range of impacts of the pandemic on different people, tips for adapting to change and communication skills to ease the transition.

**Objectives: Following this seminar, participants will be better able to**

- Understand their organization's COVID-19 protocols and expectations
- Manage emotions around returning to the workplace
- Adapt to new routines and expectations
- Communicate effectively
- Access resources for additional support, including the EAP and Work-Life Services

### **The Pandemic Balancing Act: Tips and Strategies for Working Parents**

Working families are dealing with flux and change, adjusting to school, childcare and work arrangements and balancing an array of personal and professional needs while trying to remain resilient. This presentation will help working parents balance these needs and support children and teens during this unusual time.

**Objectives: Following this seminar, participants will be better able to**

- Shape routines and manage expectations at work and at home
- Communicate with their manager and co-workers
- Support children's emotional well-being and education
- Learn how the EAP and Work-Life Services can help with well-being strategies and resources and referrals for parenting, education and childcare services



# Pandemic-related seminars

## **Working from Home: Overcome Barriers and Embrace the Change**

Being a work-at-home employee has its benefits as well as its challenges. From building and maintaining professional relationships, to defining boundaries between work and home, to establishing a healthy work environment, innovation and creativity are essential. This presentation will help you maintain work relationships, stay engaged and enhance your well-being and productivity.

**Objectives: Following this seminar, participants will be better able to**

- Understand the potential challenges and myths vs. realities of working from home
- Identify strategies to optimize the work-at-home experience and maintain work-life balance
- Access the EAP and Work-Life Services for support



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# All seminars

View seminars in these categories

Enhancing personal effectiveness

Enhancing health and wellness

Enhancing workplace effectiveness

Enhancing financial well-being

Enhancing parent effectiveness

Enhancing caregiver effectiveness



# Enhancing personal effectiveness

View topics related to:

Individual growth and development

Mental health and emotional well-being

Happiness

Communication skills

Resilience and stress management





# Individual growth and development

## Emotional Intelligence: Improving Your Professional and Personal Life

Emotional intelligence (EI) is the ability to effectively manage emotions in ourselves and in our relationships. Having a high emotional quotient (EQ) can help you be more effective at work, deal better with difficult situations and have more satisfying and fulfilling relationships.

### Objectives: Following this seminar, participants will be better able to:

- Identify their EI strengths and weaknesses
- Increase their EI by improving self-awareness, self-discipline, persistence and empathy
- Acquire tools for dealing with difficult situations

## Envisioning a Rewarding Retirement

More and more people lead very active lives well into their later years; so it's important to start planning for the life you envision during retirement. This seminar will help participants consider what values, activities and goals they want to pursue—including the possibility of an “encore” career and other types of work. (Please note that this is not a financial seminar.)

### Objectives: Following this seminar, participants will be better able to:

- Identify their hopes for and concerns about retirement
- Explore what it means to them to have a fulfilling life in retirement
- Consider post-retirement “encore” careers and work/volunteer options

## Getting and Staying Organized

The ability to maintain order at home and at work is essential to productivity, efficiency and a sense of well-being and control. The benefits of being organized include experiencing less stress, being better able to manage time and creating an environment of peace and serenity.

### Objectives: Following this seminar, participants will be better able to:

- Recognize the benefits of being organized
- Apply basic organizational strategies for work and home
- Teach their children organizational skills

## Introvert/Extrovert: Which One Are You?

Why do some employees consistently generate new ideas? Why do others frequently lead the discussion in meetings? The answers may lie within the unique qualities that distinguish introverts from extroverts. Both groups are valuable to an organization, yet their potential can be compromised by misconceptions. This seminar dispels the myths associated with each group and offers strategies for both to work together better.

### Objectives: Following this seminar, participants will be better able to:

- Define introversion and extroversion
- Determine their type
- Identify strengths of both
- Work best with members of the opposite type



# Individual growth and development

## Finding Purpose: The Gateway to Well-being

Finding purpose in our personal and professional lives is something we all strive for. This seminar explores the impact of purpose on health and well-being, why it matters and strategies to help participants explore the things that give them a sense of purpose and how to tap into that purpose with intention.

### **Objectives: Following this seminar, participants will be better able to:**

- Understand the impact of purpose on well-being
- Identify ways to reinvigorate and deepen your sense of purpose

## Managing Perfectionism in the Pursuit of Excellence (New in 2021)

Although perfectionism is associated with some desirable traits, especially in our society, it can involve counterproductive behaviors and may result in negative outcomes, both in and out of the workplace. This seminar will help participants differentiate between striving for excellence and perfectionism, and explore strategies for managing perfectionism.

### **Objectives: Following this seminar, participants will be better able to:**

- Define perfectionism
- Differentiate between the various types of perfectionism
- Identify the difference between striving for excellence and perfectionism
- Explore strategies for managing perfectionism and how the EAP can help

## Reaching Your Personal and Professional Goals

Meeting goals requires not only motivation but also a concrete plan. The great news is that dreams *can* come true if you work toward achieving them, one step at a time.

### **Objectives: Following this seminar, participants will be better able to:**

- Identify and prioritize their goals
- Examine any resistance they have to goal achievement
- Identify the steps necessary to achieve their goals
- Develop a plan to deal with obstacles and evaluate progress



# Happiness

## Happiness Boosters

Curious about natural ways to boost mood and happiness? This seminar will help participants learn some simple and effective ways to enhance their happiness through nutrition, outdoor activity, movement, laughter, hobbies, social connection, creativity and curiosity.

**Objectives: Following this seminar, participants will be better able to:**

- Understand factors that affect our moods
- Assess how current activities, habits and behaviors either fuel or suppress happiness
- Build “happiness boosters” into everyday life

## Positive Psychology: Enhancing Your Happiness

Happiness is a surprising concept. Money doesn't buy it. Making it a goal can chase it away. Yet if you adopt certain behaviors and attitudes, happiness can come to you. This seminar describes those behaviors and attitudes.

**Objectives: Following this seminar, participants will be better able to:**

- Identify behaviors that enhance happiness
- Make a game plan to enhance their happiness
- Put their game plan into action

## What's Going Right? Build Resilience with Gratitude, Hope and Optimism (New in 2021)

When everything seems to be going wrong, how can we shift our focus to everything that is going right? Regardless of the circumstances we face in life, gratitude, hope and optimism can help strengthen and support emotional health and well-being.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the role of resilience in emotional health and well-being
- Learn techniques to incorporate gratitude, hope and optimism in our daily routines

## Yes, You Can Learn to Be an Optimist

It isn't surprising that people who can put an optimistic spin on negative events tend to be healthier and less stressed. What may be surprising is that optimism can be learned. This workshop demonstrates how to reframe your thinking to have a more positive attitude, alter self-defeating patterns of thought and utilize constructive self-feedback to reach your goals.

**Objectives: Following this seminar, participants will be better able to:**

- Identify their tendency toward optimistic or pessimistic framing of events
- Utilize techniques for reframing their interpretation of stressful situations
- Practice optimistic thinking



# Resilience and stress management

## Altering Your Response to Stressful Situations

Your boss gives you an emergency assignment late Friday afternoon. You find out that your loved one may need surgery. Your teenager says something hurtful to you. The temptation in each of these situations may be to respond without thinking, letting your emotions take control. But that's often the worst thing to do. This seminar demonstrates effective ways to manage emotions even in the most stressful of situations.

### **Objectives: Following this seminar, participants will be better able to:**

- Assess their current ability to effectively cope with stress
- Recognize some of the factors that contribute to susceptibility to strong negative reactions to stress
- Utilize techniques to develop "stress heartiness"

## The Best Holiday Gift of All: Well-being

Major holidays sometimes don't match our expectations of happy families and good times. As a result, people sometimes find holidays challenge their personal well-being. This seminar discusses effective strategies for reframing expectations and enhancing aspects of well-being related to purpose, belonging, security and health during the holidays.

### **Objectives: Following this seminar, participants will be better able to:**

- Understand the sources and impact of holiday stress
- Reframe expectations
- Identify effective strategies for improving various aspects of well-being during the holiday season

## Building Resilience: Your Best Weapon Against Stress

Resilience is not developed overnight; it's the result of many factors and life experiences. This seminar includes a resilience self-assessment and reviews the components of resilience, why resilience is so important in today's world and how to nurture your own resilience through wellness practices and other strategies.

### **Objectives: Following this seminar, participants will be better able to:**

- Understand the importance of building resilience to prevent and fight stress
- Identify personal (internal) and environmental (external) factors that aid or interfere with resilience
- Utilize wellness strategies and identify resources to support and build personal resilience

## Embracing Change

Change is normal, natural and inevitable. It's also frequently unexpected, challenging and stressful. Dealing with unwanted change while having no control over the outcome is the biggest challenge of all. (Note: This seminar focuses on change in participants' personal lives. For organizational change, see Navigating the Seas of Organizational Change under "Strategies for professional success.")

### **Objectives: Following this seminar, participants will be better able to:**

- Understand why adapting to change can be so difficult
- Identify their own personal strengths and challenges in adapting to change
- Increase their ability to deal with unwanted change



# Resilience and stress management

## Managing Life's Competing Demands

Most of us play multiple roles and have a variety of responsibilities both on and off the job. However, when the demands placed upon us conflict, the results are often stress and anger. Learn how to achieve a reasonable balance between work responsibilities and outside demands related to relationships, children and home life. This seminar teaches ways to handle multiple roles, ease transitions and be more effective at work and at home.

**Objectives: Following this seminar, participants will be better able to:**

- Identify and prioritize major work and personal roles juggled on a regular basis
- Recognize areas in which they experience role conflict
- Practice strategies for decreasing role conflict and reducing stress

## Managing Stress and Anxiety in Challenging Times

This seminar will help participants learn tips for managing anxiety and challenging emotions in a world that can sometimes seem divided, troubling and even traumatizing. We will focus on strategies to support well-being and resilience and reduce the negative impact of stressful events, distressing news and challenging conversations.

**Objectives: Following this seminar, participants will be better able to:**

- Understand and recognize secondary/vicarious trauma and how to reduce its effects
- Help children, teens and other loved ones talk about their concerns
- Focus on your and your family's priorities and find ways to make a difference

- Identify strategies for handling stressful conversations
- Practice techniques for managing stress reactions and anxiety
- Reach out for help from resources including the EAP

## Stress in Communities of Color: Finding Resilience (New in 2021)

This presentation will focus on stress in communities of color and finding resilience to support well-being. Participants will explore the social and emotional strain many people experience as a result of ongoing racial injustice and COVID -19, and help them recognize that they are more resilient than they may realize.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the components of resilience and its role in well-being and coping with challenges
- Identify personal (internal) and environmental (external) factors that aid or interfere with resilience
- Explore strategies and resources to support and build personal resilience
- Learn how the EAP and Work-Life Services can help



# Resilience and stress management

## Quiet the Mind Through Meditation (New in 2021)

Now more than ever, many of us crave the tools to quiet our busy and often over-stressed minds. This session will teach the basics of meditation and how to incorporate the practice into daily life. Participants will be encouraged to relax, get comfortable and actually experience the benefits of meditation.

### **Objectives: Following this seminar, participants will be better able to:**

- Understand how meditation affects the mind and body
- Learn meditation strategies to help reduce stress and improve focus, concentration and performance
- Experience a guided meditation practice

## Tension-Reduction Techniques

Someday, the 21st century may be known as “The Tense Century.” On top of deadlines, errands, rush-hour traffic and family obligations, we face endless concerning news in the media. How can we begin to deal with this tension? One effective way is to learn relaxation techniques. This interactive seminar teaches participants how to use these techniques to enhance health, mood and well-being.

### **Objectives: Following this seminar, participants will be better able to utilize the following techniques to increase resilience and reduce tension:**

- Deep breathing
- Progressive muscle relaxation
- Stretching
- Visualization
- Meditation

## Time Management: Putting First Things First

In our fast-moving society, rather than managing our time we may feel that time is managing us. This seminar offers tips and strategies to take control, improve efficiency, set priorities and maximize productivity.

### **Objectives: Following this seminar, participants will be better able to:**

- Develop professional and personal mission statements to use as time management goals
- Set priorities
- Effectively utilize time management tools

## Understanding and Overcoming Stress

While we can't always control the amount of stress in our lives, we can lessen its impact. This seminar describes the signs and symptoms of stress, how to identify and what to do about personal stressors and ways to turn negative pressure into positive energy.

### **Objectives: Following this seminar, participants will be better able to:**

- Understand the nature of stress and its physical, behavioral and emotional impact
- Assess how their personal and work challenges affect their stress level and productivity
- Utilize effective mechanisms for coping with stress



# Resilience and stress management

## Using Mindfulness to Combat Stress

You don't have to go to a gym or on a retreat to get the benefits of mindfulness and relaxation. In fact, you don't have to leave your workspace. This seminar features mindfulness and guided relaxation exercises to help you feel your best so you can do your best at work.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the value of mindfulness and how it is used today
- Practice mindfulness to reduce stress
- Incorporate stress-reducing techniques into daily life and at work

## Workplace Yoga and Meditation

While it's lovely to imagine a beautiful spa or a rolling green lawn to practice yoga or meditation, both are actually highly effective even in the midst of day-to-day pressures. This seminar provides exercises in both yoga and meditation that can be done at work to improve your outlook and your day.

**Objectives: Following this seminar, participants will be better able to:**

- Reduce their stress and improve their outlook at work via yoga and meditation
- Practice these techniques on a daily basis



# Mental health and emotional well-being

## Avoiding and Dealing with Anxiety

Anxiety is a common but unpleasant feeling that can interfere with enjoyment of life and productivity at work. Fortunately, there are ways to minimize becoming anxious and there are some effective ways of managing anxiety when it does occur.

**Objectives: After completing this seminar, participants will be better able to:**

- Understand why anxiety occurs
- Learn ways to avoid or decrease feeling anxious in stressful situations
- Manage anxiety

## Being There: Supporting Those Dealing with Life Challenges

We all want to be able to support friends, loved ones and colleagues during times of grief or hardship, but it can be challenging to know the “right” way to be there for someone coping with a distressing situation. This seminar will help participants feel more comfortable supporting those in their lives and workplaces who may be dealing with loss, illness or other serious life challenges.

**Objectives: Following this seminar, participants will be better able to:**

- Identify ways to communicate compassionately—yet comfortably—with someone who is dealing with a challenge
- Help support others in ways that are appropriate to the relationship and the situation
- Understand and access well-being resources and benefits, including EAP and Work-Life

## Coping with Grief and Loss

Coping with grief and loss is painful. Bereaved people may experience a wide range of feelings, and they may be astonished by how long the grieving process lasts. Bereaved people may also feel overwhelmed and find it difficult to go back to work or to carry out the usual tasks of everyday life. This seminar focuses on understanding and dealing with loss.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the process people go through when faced with a personal loss
- Identify normal grief reactions
- Find out when and how to get help dealing with loss
- Manage feelings that accompany loss
- Be supportive of loved ones who are coping with grief and loss

## Managing Anger for Yourself and Others

Someone cuts you off while you’re driving. The elevator doors close just as you are rushing to an important appointment. Your project is delayed when a vendor misses a deadline. A co-worker says something you find insulting. It can be so easy to get angry when things go wrong, yet anger will rarely help you get your needs met.

**Objectives: Following this seminar, participants will be better able to:**

- Identify the signs of anger in themselves and others
- Recognize the negative effects of anger
- Manage their anger
- Deal with other people’s anger



# Mental health and emotional well-being

## In the Aftermath: Resiliency, Coping and Helping Others After Distressing Events

From natural disasters to violence, different types of distressing events affect us at the individual, family, community and workplace levels. Whether events happen in our communities or at a distance, many people experience challenging emotions or have trouble coping in the aftermath of disasters or distressing situations. This seminar will help participants leverage strengths and support to cope, heal, adjust and help others.

### Objectives: Following this seminar, participants will be better able to:

- Identify strengths and sources of resiliency and support to leverage after a distressing event
- Develop approaches to apply when helping others, including children
- Understand and access well-being resources and benefits, including EAP and Work-Life

## Making Mental Health a Priority

With a rise in suicides in the U.S. since 1999 - and growing due to the pandemic\* - there is an increasing movement to make mental health conversations a priority, especially in the workplace. In order to promote an emotionally and psychologically healthy workplace, it's important for everyone to recognize the signs that someone is struggling and know how to start a simple conversation to show concern and help guide the person to support, counseling or perhaps immediate intervention. This seminar will help participants recognize signs of emotional or psychological distress and possible suicidality, and will provide actionable steps for starting a conversation and guiding someone toward professional help, including assistance from the EAP.

### Objectives: Following this seminar, participants will be better able to:

- Recognize signs of emotional or psychological distress, as well as possible suicidality
- Understand the basics of common mental health conditions, such as depression and anxiety, as well as suicidality
- Identify a simple plan of action for starting a conversation with and guiding a colleague or loved one to professional help, including the EAP and other resources

\*<https://www.washingtonpost.com/health/2020/05/04/mental-health-coronavirus/>

## Recognizing Depression

Everyone experiences the blues and the blahs occasionally. However, if you or someone you care about shows a consistent, lasting lack of interest in activities that used to be pleasurable, this could be a sign of depression. Depression is a treatable medical condition, but it's essential to seek help.

### Objectives: Following this seminar, participants will be better able to:

- Recognize clinical depression as a common, treatable disease
- Identify the major signs and symptoms of depression
- Obtain a general understanding of how depression is treated
- Understand what to do if they or someone they know is showing signs of depression



# Mental health and emotional well-being

## Substance Abuse, Addiction and Those You Care About

In 2018, 19.3 million people age 18 and older had a substance use disorder. According to the recent National Survey on Drug Use and Health, alcohol continues to be the most abused substance in the U.S., marijuana use among young people increased significantly, use of methamphetamines rose among adults, opioid abuse and overdose are still major threats in many communities nationwide and serious mental illness is rising among youth and adults, often coexisting with substance abuse problems.\* With the physical and mental health dangers posed by substance use disorders, we need to understand what we can do to help our loved ones get the help they need to prevent or treat it.

### Objectives: Following this seminar, participants will be better able to:

- Understand the range of substance use disorders, including addiction
- Recognize the signs and symptoms of substance abuse
- Identify the signs of enabling and how to break the cycle
- Understand what to do if someone you know might be struggling with substance abuse or addiction
- Identify resources that can help

\*The National Survey on Drug Use and Health: 2018, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services, accessed 10/4/19 at [https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/Assistant-Secretary-nsduh2018\\_presentation.pdf](https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/Assistant-Secretary-nsduh2018_presentation.pdf)

## Understanding Attention Deficit Hyperactivity Disorder (ADHD)

It's estimated that up to 12 percent of children have attention deficit hyperactivity disorder (ADHD),\* making it an important brain disorder for parents to understand. And since many U.S. adults have ADHD—estimates are up to 4.4 percent\*\*—it's also important to look at how the challenges presented by ADHD can be managed in day-to-day life, including in the workplace. Participants will explore recognizing signs, diagnosis, treatment options, educational issues in young children and adolescents and management strategies for adults.

### Objectives: Following this seminar, participants will be better able to:

- Understand signs and impact of ADHD
- Explore tips to support success
- Review effective advocacy practices
- Explore effectiveness strategies for adults who may have ADHD

\*Attention Deficit Hyperactivity Disorder, National Institute of Mental Health, March, 2016, <https://www.nimh.nih.gov/health/topics/attention-deficit-hyperactivity-disorder-adhd/index.shtml>

\*\*<https://www.additudemag.com/statistics-of-adhd/#:~:text=ADHD%20Prevalence%20in%20Adults&text=One%202019%20study%20estimates%20an,0.43%20percent%20a%20decade%20prior.&text=Prior%20studies%20have%20placed%20adult,to%203.2%20percent%20in%20women.>



# Mental health and emotional well-being

## Understanding and Counteracting Vicarious Trauma

Many professions involve working with and/or responding to troubling or traumatic situations. Vicarious or secondary trauma is the emotional residue from exposure to these situations. This exposure can lead to stress or trauma reactions, re-stimulation of past personal trauma, numbness, job burnout and other effects. This presentation will help participants understand vicarious trauma and identify strategies to support resilience and well-being.

### Objectives: Following this seminar, participants will be better able to:

- Define vicarious or secondary trauma
- Identify the aspects of your profession that are potentially traumatizing
- Understand the effects of secondary trauma
- Describe protective factors
- Identify tips for surviving and thriving in a challenging role

## Understanding and Preventing Suicide

With a rise in suicides in the U.S. since 1999 - and growing due to the pandemic\* - plus the discomfort and stigma surrounding suicide and mental health, there is a growing need for frank discussion about these issues, including in the workplace. This seminar will help participants understand suicide risk factors, recognize signs of possible distress or suicidality, and will provide actionable steps for guiding someone toward professional help, including assistance from the EAP and other crisis response resources.

### Objectives: Following this seminar, participants will be better able to:

- Understand suicidality: risk factors, prevalence and current trends
- Recognize signs of possible suicidality
- Know what to do if you, a loved one, or a colleague is showing signs of emotional distress or possible suicidality, and how to get professional help, including crisis assistance, the EAP and other resources
- Access resources for coping with someone else's suicide

\* <https://www.washingtonpost.com/health/2020/05/04/mental-health-coronavirus/>

## Understanding Substance Use Disorders and Opioid Abuse in the Law Professions

With drug overdoses among the leading cause of death in the U.S.\* and data on substance abuse and other behavioral health issues among those in the law professions, it is more important than ever to discuss and understand substance use disorders, which affect 19.3 million Americans\*\* and touch our lives, workplaces and communities.

### Objectives: Following this seminar, participants will be better able to:

- Understand the range of substance use disorders, including addiction, and their effects on those in the law professions
- Recognize the signs of a substance use disorder
- Understand the deadly rise in opioid addiction
- Identify ways to access help

\* <https://www.mdlinx.com/article/top-10-causes-of-death-in-the-us-in-2020/MNpEowpA8DXKBUNcbmkpY>

\*\*The National Survey on Drug Use and Health: 2018, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services, accessed 10/4/19 at [https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/Assistant-Secretary-nsduh2018\\_presentation.pdf](https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/Assistant-Secretary-nsduh2018_presentation.pdf)



# Communication skills

## Effective Approaches to Conflict Management

Few of us enjoy situations involving conflict, but conflict is inevitable and can even lead to personal and career growth. Also, people who can successfully manage conflict have a considerable advantage—they are viewed as assertive and win the respect of others. This seminar offers concrete strategies and tips that can be applied in and out of the workplace.

### Objectives: Following this seminar, participants will be better able to:

- Accept the inevitability of conflict
- Develop a proactive approach to conflict management
- Focus on achieving win-win outcomes
- Utilize negotiation skills

## The Multigenerational Household

Perhaps your mother or father just moved in with you. Perhaps your adult child just came back home. Or maybe you moved in with your parents or children. However it happens, living in a multigenerational household can be both joyful and stressful. This seminar focuses on enhancing your relationships with your loved ones, allowing one another privacy and autonomy and caregiving.

### Objectives: Following this seminar, participants will be better able to:

- Identify the potential challenges of living in a multigenerational household
- Navigate changing household dynamics and child-parent relationships
- Take care of their own needs

## “Listening” to Nonverbal Behavior

Research estimates that in some situations, more than half of communication is expressed nonverbally through body language.\* This seminar will help participants to better understand unspoken communication—their own and others’—and how to use this knowledge to enhance communication in the workplace and beyond.

### Objectives: Following this seminar, participants will be better able to:

- Understand the basics of interpreting body language (nonverbal behavior)
- Strengthen skills in identifying others’ emotions through body language and facial expressions
- Strengthen skills in managing personal nonverbal language to send appropriate and consistent hard return to avoid separation

\* <https://www.psychologytoday.com/us/blog/beyond-words/201109/is-nonverbal-communication-numbers-game>

## Strengthening Your Relationship with Your Spouse or Partner

People often say that relationships take work, but many of us don’t know the best way to do that work. Whether your relationship is smooth sailing or occasionally travels a rocky road, improved communication, reasonable expectations, shared values and thoughtful life planning toward common goals can help you strengthen your bond.

### Objectives: Following this seminar, participants will be better able to:

- Have reasonable expectations of their spouse/partner
- Communicate to get their needs met
- Deal with conflict



# Communication skills

## Understanding Communication Styles and Personality Types

Communicating effectively and interacting with others involves far more than the words we use. There are multiple factors that contribute to our interactions at work and at home, including communication styles, body language, social context and emotions. The more we understand different personality types and communication styles, the better we can relate to colleagues, friends and family members.

**Objectives: Following this seminar, participants will be better able to:**

- Recognize the variables influencing styles of communication
- Understand different personality types
- Apply interpersonal skills to interact successfully with different personality types

## Using Assertive Communication to Get What You Need

Assertive communication does not mean being aggressive. Assertive communication does not mean being demanding or rude. Assertive communication means getting one's needs met while respecting the needs of others.

**Objectives: Following this seminar, participants will be better able to:**

- Recognize the differences among assertive, aggressive, passive and passive-aggressive communication
- Communicate respectfully and effectively
- Get their needs met



# Enhancing health and wellness

View topics related to:

Skills for meeting health goals

Healthy habits

Nutrition strategies





# Skills for meeting health goals

## Choosing the Right Exercise Program

Supposedly, the secret of exercising is to “just do it.” But what’s “it”? The specific answer varies from individual to individual based on goals, health, age and preferences. You might prefer exercising alone or joining a team. You may discover that signing up for races makes you more likely to take your run each day. You may realize that exercising at home fits your busy schedule best. This seminar focuses on the options available and how to choose the one that is best for you.

**Objectives: Following this seminar, participants will be better able to:**

- Choose an exercise plan
- Stick to the exercise plan
- Adjust the plan as needed

## Meeting Your Personal Wellness Goals

No one has ever suggested that making positive behavior change is easy, but most of us don’t understand why it can be so difficult. Our resistance is certainly not caused by lack of knowledge. For example, we all know we shouldn’t smoke or eat too much junk food. This seminar provides an overview of how people can change their habits and suggests ways to work toward wellness goals.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the nature of change
- Identify primary barriers to making healthy lifestyle changes
- Utilize tools proven useful to others

## Diabetes: Strategies for Healthy Living

(Note: May be available only as a webinar in some locations.)

Diabetes is a common but potentially serious condition: according to the 2020 National Diabetes Statistics Report, 34.2 million people in the U.S., or just over 10% of the population, had diabetes in 2018. Diabetes is manageable, and it’s important to understand how it affects the body. This seminar offers steps you or your loved ones can take to live a healthy life with this condition.

**Objectives: Following this seminar, participants will be better able to:**

- Understand what diabetes is, how it affects blood sugar (glucose), the different types of diabetes and the tests used to diagnose diabetes
- Identify possible complications of diabetes
- Understand strategies to help manage the condition, including medications, eating right, physical activity and stress management

\*National Diabetes Statistics Report, 2020, Centers for Disease Control and Prevention, <https://www.cdc.gov/diabetes/library/features/diabetes-stat-report.html>



# Skills for meeting health goals

## The Psychology of Behavior Change

If you have ever tried to make a change in your daily behavior, like eating better, exercising regularly or quitting smoking, you know it can be challenging. This seminar covers the psychology behind changing a behavior and provides strategies for replacing unhealthy habits with healthier ones.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the psychology of behavior change
- Identify incremental changes and strategies for goal setting
- Identify strategies for staying on track and dealing with “slips”



# Nutrition strategies

## Eat Better: Stay Healthier

Skipping breakfast? Grabbing a fast-food lunch on the run? Since many health problems are caused or worsened by poor eating habits, a proper diet is critical in maintaining health and well-being. This seminar focuses on choosing healthy food; reading food labels; determining reasonable portions; eating well even when time is tight; and recognizing the benefits of a balanced diet.

**Objectives: Following this seminar, participants will be better able to:**

- Make smart food choices every day
- Get the most nutrition out of their calories
- Understand why diets often do not work
- Improve overall health and well-being

## Eating Out and Eating Healthy

Whether you are on the road a lot, dining in restaurants regularly or buying meals out, you still want to maintain a balanced diet. This presentation will help you explore strategies to make healthier choices when dining out, even in the face of over-sized portions and lots of opportunities to “go astray.”

**Objectives: Following this seminar, participants will be better able to:**

- Identify strategies to make healthier selections at restaurants and when ordering take-out
- Get tips on eating healthy portion sizes and adding more fruits, vegetables, whole grains and lean proteins to their restaurant meals
- Cultivate awareness of mindful eating

## Eating Right During the Holiday Season

It’s so easy to eat badly during the holidays. All the cooking and baking, office parties and social gatherings can really take their toll on your health and well-being. It’s not surprising that one of the most popular New Year’s resolutions is to lose weight! This seminar focuses on choosing healthy, delicious food; determining reasonable portions; eating well even during the social crush of the holidays; and the many benefits (feeling good, looking good, fighting disease) of exercise and eating a healthy, balanced diet.

**Objectives: Following this seminar, participants will be better able to:**

- Maintain good nutrition and physical activity during the holiday season
- Make smart food choices at parties and other events
- Control weight while eating a healthy, balanced diet

## Strategies for Healthy Eating

Healthy eating starts with smart shopping and meal planning habits. This seminar will provide tips around simple ways to shop healthfully and cost-effectively, and to strategize easy, nutrition-packed meals to fuel your busy life.

**Objectives: Following this seminar, participants will be better able to:**

- Recognize how nutrition- and cost-conscious food shopping and meal planning help support healthy eating
- Outline food shopping and meal planning strategies
- Apply simple tips for healthy food preparation



# Healthy habits

## The Amazing Properties of Exercise

This presentation will shed light on the amazing benefits of exercise. Physical activity can improve the way we feel, help us function better, get better sleep and reduce the risk of a number of chronic health conditions. Find out why the former director of the National Institute on Aging, Robert N. Butler, M.D., said “If exercise could be packed in a pill, it would be the single most widely prescribed and beneficial medicine in the nation.”\*

**Objectives: Following this seminar, participants will be better able to:**

- Think about physical activity in a new way
- Understand highlights from the Physical Activity Guidelines for Americans, 2nd Ed.
- Identify their “why”
- Increase movement throughout the day: even short bouts provide benefits

\* [https://www.exerciseismedicine.org/assets/page\\_documents/EIM%20Public%20Presentation\\_2016\\_07\\_07.pdf](https://www.exerciseismedicine.org/assets/page_documents/EIM%20Public%20Presentation_2016_07_07.pdf)

## Emergency Preparedness for You and Your Family

We all hope that disasters never touch us and our loved ones, but sometimes they do. How can you make sure that these events cause as little damage as possible? Prepare!

**Objectives: Following this seminar, participants will be better able to:**

- Establish emergency plans for home, work and school
- Educate their families about how to respond to emergencies
- Set up “go bags”

## Fitness with Your Family

(Note: May be available only as a webinar in some locations.)

Quality time with family and friends can be even more fun and healthy when we include physical activity. This seminar will help participants learn new ideas for getting fitness into the picture while spending time with all the people they love, including those with different abilities, children, teens and older adults. The seminar will also explore partner exercises and activities with pets.

**Objectives: Following this seminar, participants will be better able to:**

- Adopt strategies to build more physical activity into their family time
- Identify activities to do with family members of different ages and abilities
- Practice partner exercises and activities with pets

## Healthy Skin and Eyes All Year Long

(Note: May be available only as a webinar in some locations.)

Since our skin and eyes are two of our most important assets for health and optimal functioning, it’s important we do all we can to protect them. This presentation covers preventive health and self-care to help maintain healthy skin and eyes while at home, in the workplace and outdoors.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the role of prevention in maintaining healthy eyes and skin
- Take preventive measures to promote eye and skin health
- Adopt strategies to protect eyes and skin at home, work and outdoors year round



# Healthy habits

## How Your “Outside” Affects Your “Inside”: Shaping Your Surroundings for Greater Well-being

(Note: May be available only as a webinar in some locations.)

Given the amount of time we spend in our regular environments, it’s important to look at how these surroundings affect our well-being. This seminar will discuss how our environments can influence our mental and physical health and well-being, and provide tips for making our day-to-day surroundings more healthful.

### **Objectives: Following this seminar, participants will be better able to:**

- Understand the relationship between their environments and their health
- Identify aspects of their surroundings that affect health and well-being
- Develop strategies to alter their physical spaces to improve overall well-being

## Tips for a Good Night’s Sleep

(Note: May be available only as a webinar in some locations.)

If you have trouble sleeping, you may feel like there’s little you can do. However, by following certain recommendations, known as “sleep hygiene,” you may be able to get the rest you need.

### **Objectives: After completing this seminar, participants will be better able to:**

- Understand the roots of sleep problems
- Identify ways to improve their ability to fall asleep and stay asleep
- Change their habits to improve their sleep

## Using Exercise to Combat Stress

Have you ever noticed how much better you feel, both mentally and physically, after a good workout? That’s because exercise has been shown to enhance mood, improve self-confidence, reduce stress and support better sleep. This seminar highlights the difference between casual physical activity and regular exercise, and shows how exercise can ease stress levels and help you feel more in command of your body and life.

### **Objectives: Following this seminar, participants will be better able to:**

- Identify the difference between physical activity and exercise
- Understand the recommended amounts of different types of weekly exercise
- Define the relationship between exercise and stress management

## Workstation Ergonomics

(Note: May be available only as a webinar in some locations.)

How we sit and stand at work can affect our overall health. This seminar will help participants learn about workstation ergonomics and identify ways to improve their work habits to have a positive impact on their health and well-being.

### **Objectives: Following this seminar, participants will be better able to:**

- Learn about proper workstation ergonomics and effects on overall health and well-being
- Develop simple strategies to improve workstation ergonomics



# Healthy habits

## **You Know Your Numbers ... Now What?**

(Note: May be available only as a webinar in some locations.)

This seminar is a great follow-up to a biometric screening event. Participants will learn what the numbers and healthy ranges mean, pros and cons of medications, as well as natural treatments and lifestyle changes that can help them improve their numbers over time.

**Objectives: Following this seminar, participants will be better able to:**

- Understand what types of health tests typically take place in the worksite
- Understand normal, healthy ranges
- Identify lifestyle changes that may improve overall health and well-being



# Enhancing workplace effectiveness

View topics related to:

The respectful workplace

Strategies for professional success

Workplace communication and interpersonal relationships





# The respectful workplace

## The All-Abilities Workplace

(Note: May be available only as a webinar in some locations.)

Disability may touch our lives at some point: for example, you may use a wheelchair or be visually or hearing impaired, or you may have friends, family members or co-workers who are differently-abled. Developing a deeper appreciation of each individual's unique talents and contributions is important to creating inclusive and supportive workplaces and communities. This presentation can help us be more conscious of how we think and talk about disability, how we interact with people of all abilities and how we can improve access and inclusivity in the workplace.

### Objectives: Following this seminar, participants will be better able to:

- Use respectful language/terms related to abilities
- Offer assistance in respectful ways
- Understand basic concepts of Universal Design to improve access

## Fight Bullying in the Workplace

Bullying is not uncommon in the workplace. You may have experienced it yourself or you may be experiencing it now. Workplace bullying is not schoolyard teasing. It consists of serious behaviors that can be emotionally and physically destructive and that may also be illegal. This seminar focuses on dealing with being bullied and helping someone else who is being bullied.

### Objectives: Following this seminar, participants will be better able to:

- Understand what bullying is
- Recognize bullying if it occurs
- Access help for themselves or someone else who is being bullied
- Review their own behavior for any bullying tendencies

## Preventing Sexual Harassment

(Note: May be available only as a webinar or teleconference in some locations; maximum class size of 25 participants for on-site seminar. Please note that the time allotted for this seminar can be extended to meet state-specific requirements.)

Sexual harassment is not only illegal but also contributes to poor morale and low productivity. This seminar reviews definitions and descriptions of sexual harassment, how to respond if you are being sexually harassed, how to avoid sexually harassing others and how to seek help.

### Objectives: Following this seminar, participants will be better able to:

- Define sexual harassment
- Effectively respond in uncomfortable situations
- Avoid behaviors that may be perceived by others as sexual harassment
- Know when and how to seek help within their organization



# The respectful workplace

## R-E-S-P-E-C-T: Find Out What It Means to Your Workplace

Respect is a key—but often neglected—business asset. And, in order to be the most effective, respect must operate up (from employee to management), down (from management to employee) and sideways (from peer to peer).

**Objectives: After participating in this seminar, participants will be better able to:**

- Understand the importance of demonstrating respect for colleagues
- Utilize communication skills that demonstrate respect for others
- Give feedback to others when they feel disrespected

## Valuing Differences

As the U.S. workforce becomes increasingly diverse, it is more important to understand and value differences. This interactive seminar promotes understanding of others and demonstrates ways to treat co-workers with differing backgrounds and experiences with respect.

**Objectives: Following this seminar, participants will be better able to:**

- Learn more about co-workers' backgrounds in order to strengthen relationships at work
- Understand the potential impact of employee diversity on workplace interactions
- Identify causes of “cultural collisions” and practice appropriate responses
- Improve their ability to see the world through other people's eyes

## Workplace Etiquette

We spend hours every day with our co-workers, so occasionally we come up against interpersonal challenges. How can you address co-workers' annoying behaviors, from talking too loud near your cubicle to leaving food to spoil in the refrigerator? How can you politely change the subject if a co-worker's conversation is upsetting you? On the other hand, how can you be a good neighbor? This seminar answers these questions and more.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the importance of creating a positive work environment
- Identify behaviors and attitudes that are important for maintaining workplace harmony
- Utilize communication skills to address co-workers' problematic behavior



# Strategies for professional success

## Avoiding Job Burnout

Particularly in an uncertain economy, where employees may have more work to do and fewer options, it's important for them to be aware of how to avoid burnout. This seminar focuses on recognizing the signs of burnout, avoiding burnout by dealing with stress, developing a support system, setting goals and maintaining a positive attitude.

**Objectives: Following this seminar, participants will be better able to:**

- Recognize the signs of burnout
- Deal with work-related stress
- Manage their emotions to achieve success

## Taking Charge of Your Career

Organizational needs are constantly evolving—and if employees don't evolve as well, including taking greater responsibility for their own careers, they may find themselves left behind. This seminar focuses on developing the knowledge, attitudes, skills and political savvy necessary to manage your career and increase job satisfaction.

**Objectives: Following this seminar, participants will be better able to:**

- Identify workplace changes and their potential impacts
- Pinpoint skill areas that contribute to career advancement
- Create a plan for effective career management

## How to Hold Successful and Productive Meetings

This seminar explains how to maximize meeting productivity by having defined goals, a clear agenda and a disciplined focus. Successful, well-planned meetings save time and boost productivity.

**Objectives: After participating in this seminar, participants will be better able to:**

- Create goals and an agenda for a meeting
- Conduct a successful meeting
- Overcome common challenges to meeting effectiveness

## Navigating the Seas of Organizational Change

Mergers, restructuring, downsizing—organizational changes are both inevitable and stressful. To avoid floundering in the seas of change, you need to practice stress-reduction techniques, learn effective problem-solving skills and develop internal and external support networks. This seminar will teach you how to become the captain of your own professional ship.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the stages of change
- Utilize effective coping mechanisms for dealing with change
- Approach change with a positive and proactive attitude



# Workplace communication and interpersonal relationships

## Business Email: When, What, How and Why

It's important to write effective and appropriate business email messages. When should you use a salutation? When should you use (or avoid) caps? Smiley faces? How important is grammar? Is it appropriate to use abbreviations and simplified spellings? Is it acceptable to email jokes? This seminar tackles these questions and many more.

### Objectives: Following this seminar, participants will be better able to:

- Write effective business emails
- Follow the basic guidelines of email etiquette
- Understand when to use email—and when not to

## Effective Workplace Communication

This highly interactive and enjoyable seminar teaches effective communication techniques including two-way communication, identifying nonverbal signals and active listening. Plenty of opportunity for practice is provided.

### Objectives: Following this seminar, participants will be better able to:

- Recognize and remove barriers to effective communication
- Understand the value of two-way communication
- Focus on process as well as content

## Networking on the Job: An Interactive Workshop

Networking within an organization is a powerful activity that allows employees to share information, contribute to projects and move ahead in their careers. This hands-on

workshop provides practical tips for becoming more comfortable, more memorable and more effective in a variety of settings. The workshop includes role-playing and a survey of social skills for the business environment.

### Objectives: Following this seminar, participants will be better able to:

- Understand the value of networking
- Make initial contacts
- Establish relationships
- Plan follow-ups

## Partnering with Your Manager

Discover why it's up to you to be a partner to your manager and how you can make this important relationship work for you. Find out how to build trust, demonstrate your ability and gain influence in the workplace. Learn also how to manage difficult situations and conversations.

### Objectives: Following this seminar, participants will be better able to:

- Identify the current way they communicate with their manager and make changes, as needed
- More accurately identify their manager's needs
- Communicate more effectively with their manager to solve problems and reach organizational goals



# Workplace communication and interpersonal relationships

## Strategies for Successful Customer Service

Customer service is one of the most challenging aspects of any organization. When clients—whether external or internal—are angry, frustrated and dissatisfied, it's easy for the people dealing with them to become angry, frustrated and dissatisfied as well. But there are ways to remain calm in demanding situations and to successfully deal with even the most difficult clients. This seminar will teach you how.

**Objectives: Following this seminar, participants will be better able to:**

- Understand customers' needs
- Manage anger—theirs and their customers' anger
- Partner with customers to solve problems

## There Is an “I” in Teamwork

While the point of being on a team is to collaborate on achieving a shared goal, being on a team is also good for the individual member. Team membership provides excellent opportunities to learn from other people, try out new skills and take on different roles.

**Objectives: Following this seminar, participants will be better able to:**

- Explore their roles as team members
- Maximize team participation for career advancement
- Advocate for the opportunity to learn new skills and try different roles
- Identify opportunities for team-building

## Working on Intergenerational Teams

Does a 21-year-old right out of college have a lot in common with a 45-year-old middle manager and a 60-year-old who's been in the field for 35 years? Do they use the same language? Do they make the same assumptions? Can they work together smoothly? The short answers? No, no, no, YES. This training, aimed at workers of all ages, introduces the generations to each other and teaches them about the different ways their co-workers may see the world. Practice sessions allow participants to learn how to interact effectively with people from other generations.

**Objectives: Following this seminar, participants will be better able to:**

- Understand generational differences
- Identify the major issues created by intergenerational differences
- Utilize communication strategies to promote effective intergenerational teamwork

## Working with Difficult People

We may not be able to change other people, but we can change how we respond to them. This seminar teaches coping strategies for dealing with difficult people in the workplace.

**Objectives: Following this seminar, participants will be better able to:**

- Identify the types of difficult behavior they find most challenging
- Utilize appropriate communication skills for coping with difficult behavior
- Learn to alter their responses to the behavior of the difficult person



# Enhancing financial well-being

View topics related to:

[Strategies for planning and saving](#)

[Financial foundations](#)





# Strategies for planning and saving

## Introduction to IRAs: Traditional and Roth (or, everything you've always needed to know about IRAs—but didn't know you needed to know)

(Note: May be available only as a webinar in some locations.)

IRAs, or individual retirement accounts, provide a way to invest in mutual funds, stocks and bonds. Investments in IRAs often have tax benefits, depending on how much money you make. What are the reasons to invest in IRAs? Are IRAs useful if you already have a 401(k), 403(b) or pension? What are the differences between traditional and Roth IRAs? How do you set up an IRA? This seminar answers these and other important questions.

### Objectives: Following this seminar, participants will be better able to:

- Understand the basics of IRAs
- Recognize the differences between traditional and Roth IRAs
- Decide if there is a role for an IRA in their retirement planning strategy

## It's Never Too Early to Start Planning for the Future

(Note: May be available only as a webinar in some locations.)

When you're in your 20s or 30s, it's easy to think "I can start planning for my retirement next year—or in ten years." However, starting right now allows you to make the most of your greatest asset: time. This seminar includes an introduction to 401(k)s and other retirement options.

### Objectives: Following this seminar, participants will be better able to:

- Understand the importance of planning for the future
- Develop a retirement plan appropriate to their life situation and goals
- Monitor and adjust their plans as their life situations and goals change

## Managing Your Finances in Uncertain Times

(Note: May be available only as a webinar in some locations.)

When times are uncertain, it's a good idea to review your finances and how you manage them. You may want to reassess your tolerance for risk, reexamine your goals and change your savings and retirement plans. This seminar discusses the foundations of a good financial plan and what adjustments you might want to make in uncertain times.

### Objectives: Following this seminar, participants will be better able to:

- Recognize their tolerance for risk and how it affects their financial decisions
- Understand their savings, investment and retirement options
- Develop a new personal financial plan—or adjust their existing financial plan—to meet their current needs



# Strategies for planning and saving

## Strategies for Retirement Planning

(Note: May be available only as a webinar in some locations.)

It's more important than ever for employees to plan for their own financial futures. This seminar, which does not include financial advice, discusses 401(k)s, IRAs, mutual funds, risk, diversification, rebalancing and other important concepts.

**Objectives: Following this seminar, participants will be better able to:**

- Understand concepts such as risk, diversification, rebalancing and pretax versus post-tax investing
- Develop a retirement plan
- Monitor and maintain that plan



# Financial foundations

## Borrowing Basics

(Note: May be available only as a webinar in some locations.)

Used appropriately, credit can be a positive financial tool. This seminar focuses on the pros and cons of borrowing money, and most importantly, how to do it wisely. Participants will be given tips on deciding when to use credit and avoiding credit problems.

### **Objectives: Following this seminar, participants will be better able to:**

- Recognize the value as well as the risks of borrowing
- Identify the different types of loans
- Understand the requirements for getting approved for a loan or credit

## Introduction to Credit Cards and Other Forms of Credit

(Note: May be available only as a webinar in some locations.)

What's the difference between a charge card and a credit card? What's the highest interest rate a lender can charge? When is it a bad idea to use credit? How can you maintain a good credit rating? This seminar answers these—and many other—important credit-related questions.

### **Objectives: Following this seminar, participants will be better able to:**

- Decide when to use and not to use a credit card
- Understand the difference between secured and unsecured credit
- Evaluate car loans, mortgages and other forms of credit
- Know how to check and maintain a good credit rating

## Protecting Your Money from Cons, Frauds and ID Theft

(Note: May be available only as a webinar in some locations.)

People from all walks of life—students, doctors, lawyers, retirees and homemakers—get swindled or have their identities stolen. This seminar focuses on how to prevent being conned and how to keep your identity safe.

### **Objectives: Following this seminar, participants will be better able to:**

- Protect themselves against identity theft
- Recognize and avoid cons and fraud
- Take steps to minimize the damage should they fall victim to cons, fraud and/or identity theft

## Your Money and Your Life

(Note: May be available only as a webinar in some locations.)

Saving money is an important part of building your financial future. This seminar presents tips on how to get started and discusses how interest, saving accounts and money market accounts work.

### **Objectives: Following this seminar, participants will be better able to:**

- Understand investment and savings accounts
- Assess where their money goes
- Plan ways to save money
- Invest the money they save



# Enhancing parent effectiveness

View topics related to:

[Parenting and child care](#)

[Education and learning](#)





# Parenting and child care

## Adolescents and Drugs: A Guide for Families

Adolescence is a time for discovery, curiosity and fun. It's also a time of rapid physical and emotional change, friction with parents, peer pressure and stress—all factors that can contribute to adolescent drug use. This seminar guides parents on how to prevent drug use and how to respond if substance abuse is suspected.

### Objectives: Following this seminar, participants will be better able to:

- Discuss drug and alcohol use with their adolescent children
- Utilize listening skills that increase the chance that their children will confide in them
- Recognize the signs of substance abuse
- Learn about resources to address their concerns

## How to Select Child Care

Choosing an appropriate child care arrangement is one of the most critical child-rearing decisions for working parents. This seminar covers the types of care available, how to choose the right care arrangement and what to look for when visiting or interviewing a provider.

### Objectives: Following this seminar, participants will be better able to:

- Understand the differences between child care centers, family day care, nannies, babysitters and other options
- Evaluate child care centers and family day care providers
- Choose the appropriate care arrangement for their child
- Maintain an effective working relationship with their child care provider

## Helping Kids and Teens Become Financially Responsible Adults

(Note: May be available only as a webinar in some locations.)

Parenting involves shaping our kids' understanding of life's essentials, including the importance of money management. This presentation focuses on strategies to help children and teens develop sound financial habits.

### Objectives: Following this seminar, participants will be better able to:

- Communicate with their child or teen about money
- Develop strategies to help their child or teen learn about money management

## Help Your Children Develop Healthy Habits: Nutrition and Exercise

Today's children have frequent, easy access to unhealthy food, and many of them spend their free time on sedentary activities such as watching TV and playing computer games. Unfortunately, this is a recipe for unhealthy weight gain, along with an increased risk of diabetes and heart disease. Helping children to develop healthy habits now can save them from serious health problems later.

### Objectives: Following this seminar, participants will be better able to:

- Identify the healthy habits they want their children to learn
- Recognize obstacles they and their children face in developing healthy habits
- Make a change plan
- Start through small steps to help their children improve their eating and exercising habits



# Parenting and child care

## Practical Parenting: Getting the Facts

In 1597, Sir Francis Bacon said that “Knowledge is power,” and it’s still true. The more you know about childhood and developmental stages, the better you’ll be able to parent your child.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the critical factors for a child’s success in life
- Recognize the developmental stages of childhood
- Utilize age-specific strategies for interacting with their children

## Teaching Children How to Manage Conflict

Conflict management is a powerful skill at any age. This seminar explores ways to help children learn the art of conflict management, including accepting anger as valid, learning how to diffuse and manage anger, developing problem-solving skills and finding win-win solutions to everyday problems.

**Objectives: Following this seminar, participants will be better able to:**

- Teach their children problem-solving skills
- Model positive conflict resolution
- Guide their children toward finding win-win solutions
- Identify bullies and bullying

## Spotting Emotional Warning Signs in School-Age Children (5 to 12 Years Old)

How can you tell if a school-aged child is disturbed or in serious trouble? Which behaviors are developmentally appropriate at one age but signs of distress at another? This seminar presents important information on how to spot the differences between normal behavior and behavior that may warrant intervention.

**Objectives: Following this seminar, participants will be better able to:**

- Understand developmentally appropriate behavior for this age group
- Recognize the signs of emotional distress in school-age children
- Learn about resources for addressing specific concerns

## Spotting Emotional Warning Signs in Adolescents and Teens

How can you tell if an adolescent or teen is disturbed or in serious trouble? Which behaviors are developmentally appropriate at one age but signs of distress at another? This seminar presents important information on how to spot the differences between normal behavior and behavior that may warrant intervention.

**Objectives: Following this seminar, participants will be better able to:**

- Understand developmentally appropriate behavior for this age group
- Recognize the signs of emotional distress in adolescents and teens
- Learn about resources for addressing specific concerns



# Parenting and child care

## Talking With Children and Teens about Tough Issues (New in 2021)

The children and teens who rely on us need our help to make sense of a complex world. This presentation will help parents and others with kids in their lives have age-appropriate conversations about topics that may be tough to discuss, including racial injustice and prejudice, civil unrest, and COVID.

### **Objectives: Following this seminar, participants will be better able to:**

- Learn strategies for having age-appropriate conversations on challenging topics with young children, school-age children and teens
- Access resources for adults, children and teens to help with discussion and challenging topics

## Understanding Your Adolescent/Teen

Adolescence can be a confusing and stressful time for both parents and teens. As adolescents mature, sometimes taking one step forward and two steps back, the parent-child relationship must also evolve. A better understanding of the behavior and needs of this age group can help.

### **Objectives: Following this seminar, participants will be better able to:**

- Understand the physical, intellectual and emotional changes of adolescence
- Learn communication strategies for building a trusting relationship with their teen
- Effectively parent this often challenging age group



# Education and learning

## Facilitating a Successful School Experience for Your Child

There is much that you can do to help your child succeed at school, from communicating with your child's teachers to helping your child develop good study habits. This seminar focuses on the benefits, barriers and opportunities you will likely encounter when getting involved in your child's education.

**Objectives: Following this seminar, participants will be better able to:**

- Learn effective techniques for communicating with teachers and other school personnel
- Help their child develop good homework habits
- Reinforce education outside of the classroom
- Help their child overcome academic and social challenges

## It's Never Too Soon to Prepare for Your Child's College Education

In this competitive 21<sup>st</sup> century world, it's useful to start planning for children's higher education even when they are quite young. This seminar reviews major preparation strategies (educational and extracurricular) to ensure a head start in the sometimes challenging arena of getting into college. (Note: This seminar does not cover financial aid.)

**Objectives: Following this seminar, participants will be better able to:**

- Understand the types of schools, degrees and special programs available
- Develop a plan to conduct college research and explore appropriate choices
- Identify resources and opportunities to heighten awareness of college life in younger children

## Navigating the Educational System for Parents of Children with Special Needs

(Note: May be available only as a webinar in some locations.)

If your child has special needs, you may be concerned about how his or her education will meet those needs. What if he needs sign language interpretation? What if she needs specialized tutoring for a learning disorder? There are dozens of ways in which children can be special, and each child may need different services and accommodations.

**Objectives: Following this seminar, participants will be better able to:**

- Participate in the development of their child's Individualized Education Program (IEP)
- Advocate for their child
- Understand such programs and concepts as Free Appropriate Public Education, specially designed instruction, program modifications, classroom accommodations and related services



# Education and learning

## Understanding Learning Disabilities

(Note: May be available only as a webinar in some locations.)

Due to lack of information among parents and teachers, learning disabilities may be both underdiagnosed and overdiagnosed. Yet an untreated or misdiagnosed learning disability can interfere with a child's education and damage his or her self-esteem.

**Objectives: Following this seminar, participants will be better able to:**

- Identify the different types of learning disorders
- Understand how learning disorders are diagnosed
- Be aware of how learning disorders affect a child's education
- Assess whether their child needs an evaluation (or a further evaluation) for a learning disability



# Enhancing caregiver effectiveness

View topics related to:

[Planning for older adult care](#)

[Caregiving, housing options and senior health](#)





# Planning for older adult care

## Introduction to Medicare

(Note: May be available only as a webinar in some locations.)

This seminar focuses on understanding Medicare and what it provides. Topics include basic terms, documentation, eligibility criteria, enrollment procedures, deductibles, coinsurance and copayments, private contracts, administrative appeals and more.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the major components of Medicare
- Assess which program(s) are appropriate for them or older loved ones
- Apply to the appropriate program(s)
- Get the most out of the program(s) they utilize

## Talking to Your Aging Relatives About the Future

Postponing difficult conversations with aging parents and other loved ones about the future only increases the difficulty of decision-making at a later date. This seminar discusses—and provides role-playing practice in—effectively communicating about long-term planning around financial, legal, healthcare and social issues.

**Objectives: Following this seminar, participants will be better able to:**

- Choose the best time to speak with their older loved ones
- Know when to involve other family members
- Decide what to discuss
- Utilize simple but powerful communication tools to make the conversation easier

## Retaining Legal Control over Important Life Decisions

(Note: This presentation is delivered by carefully selected elder law attorneys and is available only as a webinar in many locations.)

If one of your older loved ones was ill, would you know his or her treatment preferences? Do you know if any of your relatives believe in organ donation? Does your family know your wishes if you were ever unable to advocate for yourself legally or medically? These important questions are literally about life and death. The best ways to make sure that your wishes (and your loved ones' wishes) are followed are through heart-to-heart conversations and having the appropriate legal documents in order.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the legal tools available
- Discuss these legal matters with their loved ones
- Access information on relevant local and state laws



# Caregiving, housing options and senior health

## Alzheimer's/Dementia

A diagnosis of Alzheimer's disease or another form of dementia is frightening for you or for someone you love. You may feel as though your whole world has turned upside down, and in some ways, it has. This seminar provides concrete information on dealing with dementia.

**Objectives: Following this seminar, participants will be better able to:**

- Understand what dementia is
- Deal with the emotional stress of the dementia diagnosis
- Start planning for the inevitable life changes
- Utilize the internet and your Work-Life Program to find information and services

## Caring for Aging Relatives: Resources and Strategies

Caring for aging family members can be a challenging and stressful responsibility. You need to know what resources are available and how to access them, how to find both in-home and community help, how to navigate different bureaucracies and how to make the home environment safe.

**Objectives: Following this seminar, participants will be better able to:**

- Cope with long-distance caregiving responsibilities
- Plan for long-term needs
- Identify sources of assistance
- Screen, hire and supervise in-home help

## Housing Options for Older Adults

How can a senior live independently as long as possible? When is it time for someone to have in-home help? What are the differences between nursing homes, retirement communities and assisted living facilities? This seminar answers these questions and many others.

**Objectives: Following this seminar, participants will be better able to:**

- Assess an older adult's ability to live independently
- Evaluate various housing options
- Deal with the emotional upheaval when a loved one can no longer live at home

## Identifying and Coping with Depression in the Elderly

Symptoms of depression in the elderly often go unrecognized and untreated because family members and physicians assume that "feeling down" is just a natural part of getting old. But depression is a treatable medical condition, and treatment can greatly improve the quality of an older adult's life.

**Objectives: Following this seminar, participants will be better able to:**

- Understand what depression is
- Recognize its symptoms
- Identify the ways it can be successfully treated



# Caregiving, housing options and senior health

## Managing Stress as a Caregiver

If you are one of the nearly 40 million Americans providing care to an older adult,\* you know that caregiving usually involves juggling many responsibilities. Although caring for loved ones can be very fulfilling, the time and energy involved can also be draining. In this seminar, participants will learn tips to help make caregiving less stressful.

**Objectives: Following this seminar, participants will be better able to:**

- Identify caregiving rewards and challenges
- Recognize stress signs and symptoms
- Manage and reduce caregiver stress

\* [https://www.caregiving.org/wp-content/uploads/2020/08/AARP1316\\_ExecSum\\_CaregivingintheUS\\_508.pdf](https://www.caregiving.org/wp-content/uploads/2020/08/AARP1316_ExecSum_CaregivingintheUS_508.pdf)

## Important!

### At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status or religion. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618  
If you need help filing a grievance, call **1-866-440-6556** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at **<https://www.hhs.gov/ocr/office/file/index.html>**.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **1-800-927-HELP (4357)**, to file a grievance.

### Auxiliary aids and services, free of charge, are available to you. 1-866-440-6556 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

### Language assistance services, free of charge, are available to you. 1-866-440-6556 (TTY: 711)

**Español (Spanish):** Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 撥打上面的電話號碼即可獲得免費語言援助服務。

**Tiếng Việt (Vietnamese):** Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

**Русский (Russian):** Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

**Kreyòl Ayisyen (French Creole):** Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

**Français (French):** Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

**Polski (Polish):** Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

**Português (Portuguese):** Ligue para o número acima indicado para receber serviços linguísticos, grátis.

**Italiano (Italian):** Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**日本語 (Japanese):** 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

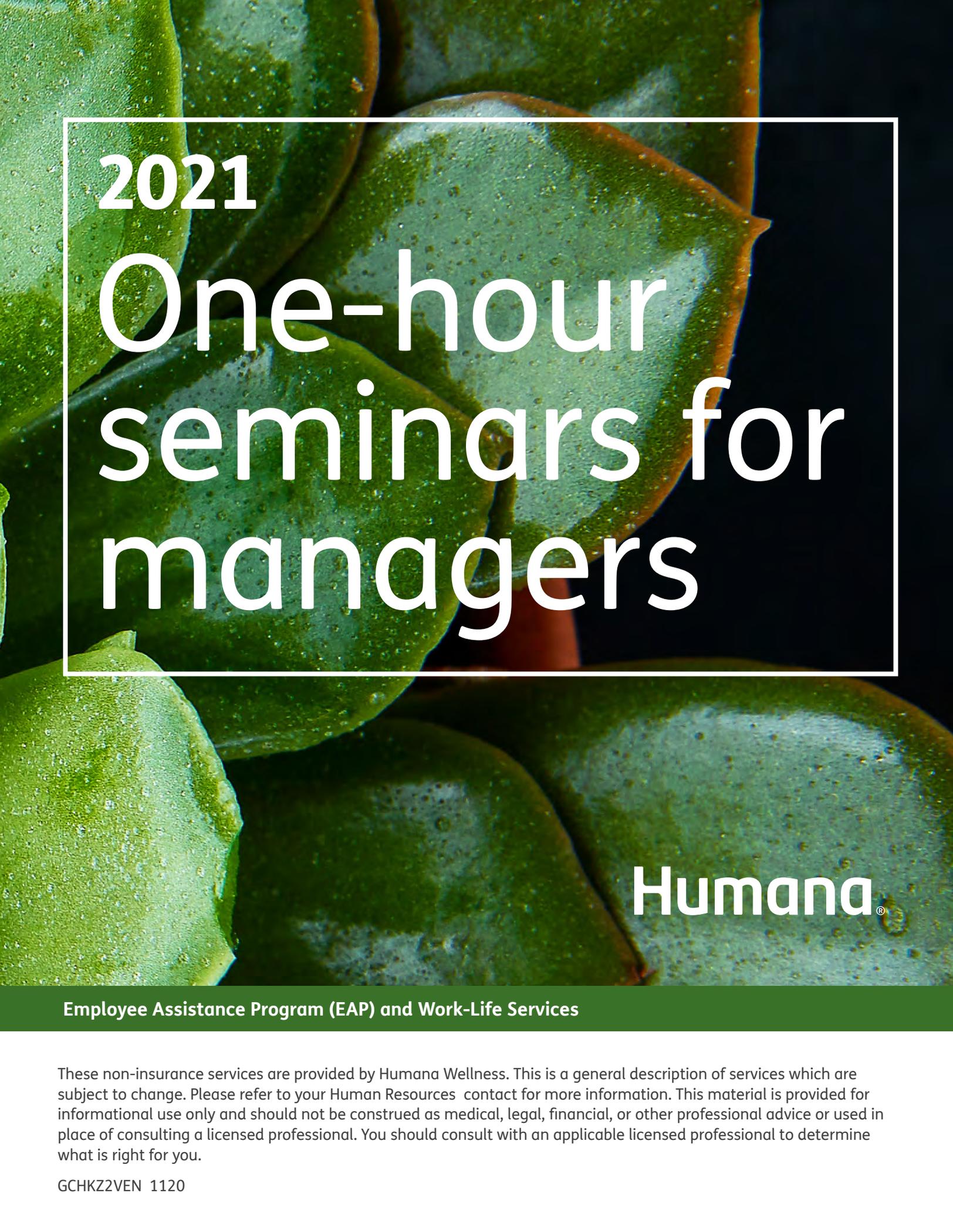
**فارسی (Farsi)**

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Diné Bizaad (Navajo):** Wóda hí béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك

A close-up photograph of several green leaves, likely from a citrus tree, covered in small water droplets. The leaves are vibrant green and have a slightly glossy texture. The background is dark, making the green leaves stand out.

2021

# One-hour seminars for managers

Humana®

## Employee Assistance Program (EAP) and Work-Life Services

These non-insurance services are provided by Humana Wellness. This is a general description of services which are subject to change. Please refer to your Human Resources contact for more information. This material is provided for informational use only and should not be construed as medical, legal, financial, or other professional advice or used in place of consulting a licensed professional. You should consult with an applicable licensed professional to determine what is right for you.

Welcome to the 2021 Seminar Catalog for Managers, including several new topics and presentations to help manage life during the pandemic, as well as our most well-received seminars from previous years.

## Requesting a seminar

- You may request a seminar through your account manager. Please make your requests at least four weeks in advance and provide at least three alternate dates. This will help us secure the best possible facilitator for your topic. Although many requests can be processed in less time, some may take longer.
- Some topics may not be available for on-site delivery in all geographic locations. In this event, we will provide an outstanding subject matter expert to deliver the content through a webinar.
- The recommended group size for on-site seminars is up to 25 participants to encourage interaction.
- Seminars are one hour in length; longer and shorter sessions can be provided (may require customization, see below).
- We will provide you with slides and handouts in electronic format one week prior to the seminar date.
- **Please note updated cancellation policy:** Cancellation or rescheduling of a seminar or webinar within four full business days of the scheduled date will result in the event being counted against contract seminar hours, and fee-for-service events will be billed at 75 percent.
- Hours must be used in the calendar year for which they were contracted.

## Fees for additional services as of January 1, 2021

- Fee-for-service seminar/webinar: \$400.00/hour
- Customization of content or custom content development: \$150.00/hour
- Extended pre-call (16-60 minutes) and additional calls with the trainer: \$100.00/hour or \$50.00/half-hour (note: a pre-call with the trainer of up to 15 minutes is included at no extra cost)
- On-site seminar with simultaneous webinar or other simulcast component: Additional \$100.00/hour
- On-site seminar that is videotaped: Additional \$275.00/hour (note: video technology and staffing to be provided by your organization)
- Webinar that exceeds 500 participants: Additional \$50.00/hour
- Hosting of webinars as needed, e.g., for very large audiences: Additional \$50.00/hour (note: alternatively, your organization may provide a host)

## New Seminars



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# New seminars

Creating Safe Spaces for Open Dialogue: A Leader's Guide to Holding Conversations on Racism and Social Injustice

Helping Employees Manage Perfectionism in the Pursuit of Excellence



## New seminars

### **Creating Safe Spaces for Open Dialogue: A Leader's Guide to Holding Conversations on Racism and Social Injustice**

Leaders are accountable for creating an inclusive and supportive workplace culture where all team members can thrive. Racism, racial violence in the community and other forms of social injustice affect people's well-being both in and out of the workplace. Although some people find these issues hard to talk about, constructive dialogues are important to build a culture where all feel safe, heard, respected and supported. This session will guide managers and leaders with strategies for having these conversations with their teams.

**Objectives: Following this seminar, managers will be better able to:**

- Identify the value of this type of dialogue within the context of the organization's culture
- Define strategies for preparing for and holding these dialogues in a safe and constructive manner
- Learn how the EAP can help prepare for holding a constructive dialogue and how the EAP can support team members

### **Helping Employees Manage Perfectionism in the Pursuit of Excellence**

Perfectionism is associated with some desirable traits, but can involve counterproductive behaviors. Perfectionism may result in negative outcomes, especially in the workplace. This seminar will help managers differentiate between employee behaviors related to striving for excellence and those indicating that perfectionism may be an issue, potentially impeding performance and affecting well-being. Managers will also identify strategies for coaching employees and guiding them to seek support through the EAP.

**Objectives: Following this seminar, managers will be better able to:**

- Define perfectionism
- Differentiate between the various types of perfectionism
- Identify the difference between striving for excellence and perfectionism
- Explore strategies for coaching employees and guiding them to seek support through the EAP



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# Pandemic - related seminars

Heading Back to the Workplace: Strategies for a Successful Transition, Manager Edition

Managing a Work-at-Home Team During COVID-19

Supporting Employees in Times of Uncertainty: Coping with COVID-19 in the Workplace



## Pandemic-related seminars

### **Heading Back to the Workplace: Strategies for a Successful Transition, Manager Edition**

This presentation will help managers support their teams and assist employees in adapting to their return to the workplace by exploring the impact of the pandemic and long-term stress on employees, and strategies to help ease the transition.

**Objectives: Following this seminar, managers will be better able to**

- Understand the importance of the manager's role during fluid situations
- Identify strategies to communicate effectively, help manage employee expectations, and support the team in adapting to new routines
- Access the EAP and its Manager Consultation services

### **Managing a Work-at-Home Team During COVID-19**

Leading a remote-work team requires some special considerations even during more typical circumstances, and now more than ever there are strategies managers can use to bolster employees' engagement, productivity and well-being while working at home.

**Objectives: Following this seminar, managers will be better able to**

- Understand the positive aspects of shifting to work-at-home
- Identify strategies to effectively manage a remote team
- Access the EAP and its Manager Consultation services

### **Supporting Employees in Times of Uncertainty: Coping with COVID-19 in the Workplace**

Many people experience challenging emotions during uncertain or stressful situations. This presentation will help managers gain insight and strategies to help team members adjust and remain productive in the current work environment.

**Objectives: Following this seminar, managers will be better able to**

- Understand how people respond to ongoing stressful situations
- Identify essential needs during a stressful situation and ways to help support employees
- Access the EAP for Management Consultation and guide employees to the EAP and Work-Life Services



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# All seminars

Explore seminars in these categories:

Supporting a respectful workplace

Maximizing employee performance

Developing management and leadership skills

Building and managing effective teams

Leading through challenging situations

Fostering well-being in the workplace



# Supporting a respectful workplace

## Creating Safe Spaces for Open Dialogue: A Leader's Guide to Holding Conversations on Racism and Social Injustice (New in 2021)

Leaders are accountable for creating an inclusive and supportive workplace culture where all team members can thrive. Racism, racial violence in the community and other forms of social injustice affect people's well-being both in and out of the workplace. Although some people find these issues hard to talk about, constructive dialogues are important to build a culture where all feel safe, heard, respected and supported. This session will guide managers and leaders with strategies for having these conversations with their teams.

### Objectives: Following this seminar, managers will be better able to:

- Identify the value of this type of dialogue within the context of their organization's culture
- Define strategies for preparing for and holding these dialogues in safe and constructive manner
- Learn how the EAP can help them prepare for holding a constructive dialogue and how the EAP can support team members

## Fighting Bullying in the Workplace

Unfortunately, bullying doesn't end in the schoolyard. Workplace bullying can be particularly destructive since the target may feel trapped and hopeless. Workplace bullying can also be destructive to an organization, putting it at risk for lawsuits and destroying morale. Bullying must not be ignored; it will not go away on its own. This seminar focuses on preventing workplace bullying and dealing with it if it occurs.

### Objectives: Following this seminar, participants will be better able to:

- Educate their teams on how to prevent and address bullying
- Recognize bullying if it occurs and help the person targeted
- Deal with the bully to stop the behavior
- Assess their own behavior for any bullying tendencies

## Preventing Sexual Harassment

(Note: May be available only as a webinar or teleconference in some locations; maximum class size of 25 participants for on-site training. Please note that the time allotted for this training can be extended to meet state-specific requirements.)

Sexual harassment is damaging to an organization in many ways, including lowered employee morale, increased turnover, greater workplace stress and the potential for costly lawsuits. This seminar enables managers to understand what sexual harassment is and the various forms it may take, and helps them to create an environment that discourages it.

### Objectives: Following this seminar, managers will be better able to:

- Define sexual harassment
- Recognize the negative impact sexual harassment has on the workplace
- Understand their responsibility and potential liability for sexual harassment
- Proactively manage potential sexual harassment incidents as well as other forms of workplace harassment



# Supporting a respectful workplace

## Supporting a Positive Work Environment

Organizations that thrive are guided by leaders and managers at every level who recognize the importance of creating a positive work environment. This seminar will help managers support mutual respect, trust, collaboration, effective communication, well-being and a sense of purpose in their teams and workplaces.

- **Objectives: Following this seminar, managers will be better able to:**
- Understand the importance of demonstrating and fostering respect
- Utilize and promote effective communication skills
- Identify strategies to enhance trust, collaboration and a supportive and healthy work environment



# Maximizing employee performance

## Conducting Effective Performance Reviews

If you asked managers to describe the performance appraisal process, what word would they use? “Grueling?” “Tedious?” “Anxiety-producing?” However, the appraisal is an essential part of providing feedback to employees, and it offers a perfect opportunity to coach and motivate. The key lies in the way you approach and conduct the review process.

### Objectives: Following this seminar, managers will be better able to:

- Recognize the opportunity provided by the performance appraisal
- Write an effective appraisal
- Hold a successful performance review meeting
- Handle challenging interchanges with employees during the meeting
- Develop performance objectives and ensure follow-up

## Helping Employees Manage Perfectionism in the Pursuit of Excellence (New in 2021)

Perfectionism is associated with some desirable traits, but can involve counterproductive behaviors. Perfectionism may result in negative outcomes, especially in the workplace. This seminar will help managers differentiate between employee behaviors related to striving for excellence and those indicating that perfectionism may be an issue, potentially impeding performance and affecting well-being. Managers will also identify strategies for coaching employees and guiding them to seek support through the EAP.

### Objectives: Following this seminar, managers will be better able to:

- Define perfectionism
- Differentiate between the various types of perfectionism
- Identify the difference between striving for excellence and perfectionism
- Explore strategies for coaching employees and guiding them to seek support through the EAP

## How to be a good boss

Being a good boss requires a variety of skills and attitudes, including the ability to listen, the ability to handle stress and the ability to put yourself in someone else’s shoes. This seminar discusses these and other ways to be a good boss.

### Objectives: Following this seminar, managers will be better able to:

- Understand effective ways to motivate employees
- Learn strategies for emotional self-management
- Help employees maximize performance



# Maximizing employee performance

## Enhancing Employee Engagement Through Positive Psychology

(Note: May be available only as a webinar in some locations.)

Every manager wishes for a motivated, productive team, but many managers don't know how to make this wish a reality. By focusing on employees' strengths and accomplishments and by coaching them to develop their skills—rather than chastising and criticizing—you can enhance employee engagement and help your team to thrive. This presentation explains the basics of positive psychology and how to utilize its principles in effective performance coaching.

**Objectives: Following this seminar, managers will be better able to:**

- Focus on solutions
- Coach employees to develop their skills
- Utilize the tenets of positive psychology to enhance employee engagement

## How to coach employees effectively

Managers have a tremendous influence on the people they supervise, but they don't always know how to use this influence effectively. This seminar covers how to help employees to set goals, develop and execute plans, deal with obstacles and evaluate results.

**Objectives: Following this seminar, managers will be better able to:**

- Identify staff members who would benefit from coaching
- Help coachees to set goals and develop a plan of action
- Guide coachees through the execution and evaluation of the plan
- Help coachees become more independent



# Developing management and leadership skills

## How to Hold Successful and Productive Meetings

This seminar explains how to maximize meeting productivity by having defined goals, a clear agenda and a disciplined focus. Successful, well-planned meetings save time and boost productivity.

**Objectives: Following this seminar, managers will be better able to:**

- Create goals and an agenda for a meeting
- Conduct a successful meeting
- Overcome common challenges to meeting effectiveness

## Leadership: More Than Just Managing

What's the difference between a manager and a leader? People do what a manager tells them to because they have to; they do what a leader tells them to because they want to. Why? Leaders have a vision, they have the ability to express that vision and they are able to motivate employees to work toward making that vision a reality. This seminar discusses how you can improve your leadership skills (and, yes, leadership skills can be taught).

**Objectives: Following this seminar, managers will be better able to:**

- Understand what makes a leader
- Learn leadership skills
- Develop their own leadership style

## Managing Anger: Yours and Employees

It's easy for both managers and employees to get frustrated when things go wrong or obstacles get in their way—and frustration sometimes leads to anger. However, anger expressed in the workplace often has negative consequences and may interfere with productivity and employee engagement.

**Objectives: Following this seminar, managers will be better able to:**

- Recognize signs of their own and others' anger
- Understand the negative impact of anger in the workplace
- Utilize strategies for personal anger management
- Effectively deal with angry employees



# Developing management and leadership skills

## The Millennial Manager

As the oldest millennials move past their 30s, they are increasingly occupying management positions. According to a study by the Harvard Business Review, millennials who become managers may face some challenges based on generational differences and attitudes or expectations on the part of colleagues from older generations.\* This seminar will help these managers hone critical skills in the areas of communication, self-awareness and workplace relationship building, and will enhance their understanding of generational differences that can help them be successful managers of age peers as well as team members from other generations.

### Objectives: Following this seminar, managers will be better able to:

- Understand how generational differences can affect workplace interactions and relationships
- Communicate effectively with team members and leadership

\*What Younger Managers Should Know About How They're Perceived, by Jack Zenger and Joseph Folkman, Harvard Business Review, Sept. 29, 2015, <https://hbr.org/2015/09/what-younger-managers-should-know-about-how-theyre-perceived>

## Navigating the Seas of Organizational Change

Change is normal, natural and inevitable. This seminar focuses on understanding the positive and negative ways people respond to change; how to move successfully through the common stages of change; how to develop resilience when confronted with undesirable change; and how to coach employees during times of change.

### Objectives: Following this seminar, managers will be better able to:

- Identify the normal stages of response to change
- Practice strategies to develop resilience
- Effectively supervise employees who are having difficulty adjusting to organizational change

## The Mindful Manager

(Note: May be available only as a webinar in some locations.)

It may seem impossible to make time in the work day to practice mindfulness, but the benefits for busy managers are innumerable. You don't have to go to a gym or wellness studio to get the benefits of mindfulness and relaxation. In fact, you don't have to leave your workspace. This seminar features simple but powerful mindfulness and guided-relaxation techniques for cultivating calm and focus, helping leaders to effectively manage employees, even in the midst of stress.

### Objectives: Following this seminar, managers will be better able to:

- Understand the value of mindfulness and how it is used to improve performance and focus
- Practice mindfulness to reduce stress
- Incorporate stress-reducing techniques into daily life and at work



# Developing management and leadership skills

## Skills Checkup for Managers

Only a few people are natural managers; however, it's possible to learn all of the skills necessary to effectively supervise your team. This refresher seminar focuses on basic management skills, including communicating clearly, giving constructive feedback and becoming a leader.

**Objectives: Following this seminar, managers will be better able to:**

- Communicate with employees clearly and effectively
- Give constructive feedback
- Develop their leadership skills

## Stress Management for Managers

Let's face it: It can be challenging to be a manager. You have to juggle assignments, keep employees productive, do a lot of paperwork and maybe complete a project or two (or more!) of your own. This seminar addresses ways to deal with the stress that comes from having so many responsibilities.

**Objectives: Following this seminar, managers will be better able to:**

- Develop healthy habits to increase their resilience
- Recognize when they are feeling stressed
- Deal with stress as it occurs

## Time Management for Managers: Putting First Things First

In an environment of "doing more with less," effective time management skills are essential for successful performance. This seminar offers a valuable model that managers can use to take greater control, improve efficiency and maximize productivity.

**Objectives: Following this seminar, managers will be better able to:**

- Assume a "big picture" perspective when managing time
- Set priorities with a focus on putting time aside for "things that matter most"
- Use effective tools to help them manage their time

## Tools for Successful Decision-Making

Decisions are difficult by definition since decisions are only necessary when an answer is not apparent. This seminar focuses on brainstorming possible solutions, weighing options and making choices.

**Objectives: Following this seminar, managers will be better able to:**

- Carry out effective and creative brainstorming sessions solo or with other people
- Compare and contrast solutions
- Identify possible obstacles
- Make the best decision possible with the information available



# Developing management and leadership skills

## Understanding Your Communication Style as a Manager

Communicating effectively with people you supervise involves far more than the words you use. There are multiple factors that contribute to how your message will be perceived including how the message is delivered (face-to-face, telephone, email), your tone of voice, eye contact, body language, emotion underlying the message, timing and more.

### **Objectives: Following this seminar, managers will be better able to:**

- Recognize the variables influencing their style of communication
- Assess their current ability to communicate effectively with employees
- Apply communication skills that will lead to increased employee engagement and productivity

## Using Storytelling to Influence and Inspire

Stories are powerful tools for influence, education and inspiration. This seminar will demonstrate the power of stories—which are more persuasive than information or data alone\*—in influencing leaders, peers and team members alike.

### **Objectives: Following this seminar, managers will be better able to:**

- Understand the power of storytelling to influence others
- Build a story of their own
- Outline a strategy for effectively using stories to educate or influence others in the workplace

\*The Power of Story, by Greg Satell, Aug. 22, 2015, Forbes, <https://www.forbes.com/sites/gregsatell/2015/08/22/the-power-of-story/#b25caea36358>

## What Values Are You Communicating? Are You Sure?

(Note: May be available only as a webinar in some locations.)

While you may espouse certain values to your staff, your behavior shapes your department in ways you may not realize. If you want open communication, you must communicate openly. If you want people to work as a team, you must work as a team member. This seminar discusses ways to model values, how to judge how your behavior appears to others and how to inspire your staff to follow your lead.

### **Objectives: Following this seminar, managers will be better able to:**

- Recognize the messages they send through their actions
- Be open to input from their employees
- Demonstrate respect for their employees
- Act in a way that others find inspiring



# Building and managing effective teams

## Building and Empowering a Top-Notch Team

The ideal workplace team is composed of cooperative individuals with extensive, complementary skills, who agree on and believe in a project's goal and work tirelessly to achieve it. The reality is a little more challenging.

**Objectives: Following this seminar, managers will be better able to:**

- Assess employees' skills and assemble an effective team
- Identify factors that can enhance or detract from effective teamwork
- Help team members to work together
- Empower team members to identify and solve problems

## Team Survival Strategies in a Changing Environment

Teams need to be fluid creations, and adjust to changes in their environment and assignments. This seminar focuses on how to keep your team responsive and flexible, yet strong.

**Objectives: Following this seminar, managers will be better able to:**

- Evaluate their teams for strengths and weaknesses
- Identify and tap underutilized skills in team members
- Establish a fluid hierarchy in which people are comfortable with changing roles

## Managing an Intergenerational Team

Does a 21-year-old right out of college have much in common with a 45-year-old middle manager and a 60-year-old who's been in the field for 35 years? Do they use the same language? Do they make the same assumptions? Can they work together smoothly? The short answers? No, no, no, YES. This seminar discusses the different generations and provides guidance for managers on helping employees from all generations to work together effectively.

**Objectives: Following this seminar, managers will be better able to:**

- Understand generational differences that could affect the productivity of intergenerational teams
- Identify major intergenerational issues that could disrupt effective team functioning
- Learn strategies for promoting effective intergenerational teamwork



# Leading through challenging situations

## Employees at Risk

(Note: Content is meant to be customized as needed to reflect your organization’s policies and procedures)

With mental health issues on the rise,\* it’s more important than ever for managers and supervisors to know—and recognize—signs that an employee may be at risk or in distress and to take appropriate action. This seminar will help managers consult with internal resources and the EAP’s Manager Consultation professionals, intervene appropriately in different types of situations, guide or refer the employee to help and support the safety and functioning of the team and worksite.

### Objectives: Following this seminar, managers will be better able to:

- Recognize signs that an employee is at risk or in distress
- Understand best practices for responding to employee risks
- Utilize internal resources and the EAP for guidance
- Guide or refer the employee to the EAP
- Follow up as needed

\*The National Survey on Drug Use and Health: 2018, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services, accessed 10/4/19 at [https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/Assistant-Secretary-nsduh2018\\_presentation.pdf](https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/Assistant-Secretary-nsduh2018_presentation.pdf)

## Employees at Risk: For Human Resources Professionals

Can you tell when an employee requires an intervention, or might be a risk to himself or herself or to others? This seminar focuses on steps human resources professionals can take to work with managers, members of management,

security and the EAP. It will also cover how to recognize when an employee is at risk and prevent or handle emergencies.

### Objectives: Following this seminar, managers will be better able to:

- Recognize signs that an employee is at risk
- Work with managers to approach at-risk employees
- Understand appropriate boundaries when dealing with an employee at risk
- Work with managers, members of management, security and the EAP to handle challenging situations

## Being There: Supporting Employees Dealing with Life Challenges

We all want to be able to support colleagues and team members during times of grief or hardship, but it can be challenging to know the “right” way to be there for someone you manage who is coping with a distressing situation. This seminar will help managers feel more comfortable supporting employees who may be dealing with loss, illness or other serious life challenges.

### Objectives: Following this seminar, managers will be better able to:

- Identify ways to communicate compassionately and appropriately with an employee who is dealing with a challenge
- Help guide other concerned team members
- Understand, access and refer others to well-being resources and benefits, including EAP and Work-Life



# Leading through challenging situations

## Creative Conflict Management for Managers

Few of us enjoy conflict, but it's inevitable and can often contribute to personal and career growth. Managers who can successfully manage conflict are viewed as assertive and win the respect of others. This seminar offers concrete strategies and tips to apply in—and out of—the workplace.

### Objectives: Following this seminar, managers will be better able to:

- Develop a proactive approach to conflict management
- Focus on achieving win-win outcomes
- Use negotiation to diffuse conflict
- Coach employees in ways to handle conflict with co-workers

## Domestic Violence/Abuse: What Managers Need to Know

(Note: May be available only as a webinar in some locations.)

According to the U.S. Centers for Disease Control and Prevention, over 10 million people are victims of intimate partner violence, sexual violence and stalking. The impact of abuse at home is felt in the workplace through lost work days and mental health problems, which can affect well-being and productivity. In addition, abusers may attempt to enter the workplace, posing safety risks. This seminar focuses on helping managers understand the frequently asked questions about domestic violence/abuse and what they can do to help an employee who may be affected. Managers will also learn how the EAP can help the employee, an affected family member and other team members.

### Objectives: Following this seminar, managers will be better able to:

- Understand domestic violence and abuse
- Identify signs that a team member may be affected
- Engage the EAP to help the affected employee/family, and other team members

## In the Aftermath: Resiliency, Coping and Supporting Employees After Distressing Events

From natural disasters to violence, different types of distressing events affect us at the individual, family, community and workplace levels. Whether events happen in our communities or at a distance, many people experience challenging emotions, and some employees may have trouble coping, or have productivity or behavioral issues in the aftermath of disasters or distressing situations. This seminar will help managers identify concerning behaviors and signs of distress and help employees leverage support.

### Objectives: Following this seminar, managers will be better able to:

- Help employees identify strengths and sources of resiliency and support to leverage after a distressing event
- Develop strategies for helping employees and themselves
- Understand, access and promote well-being resources and benefits, including EAP and Work-Life Services



# Leading through challenging situations

## Managing Counterproductive Behavior

The truth is that some employees get in their own way, sometimes through their attitudes, sometimes through their work habits. However, managers can use effective strategies to help these employees change their counterproductive behaviors and increase engagement and productivity.

**Objectives: Following this seminar, managers will be better able to:**

- Help employees identify and acknowledge their counterproductive behavior
- Work with employees to develop a plan and next steps to change their behavior
- Coach and support employees in carrying out their plan

## Managing Workplace Crises

We hope they'll never occur but know that sometimes they do. Workplace crises, including violence and natural disasters, challenge everyone involved. And it's natural to look to managers to provide leadership. This seminar is designed to build your confidence and help prepare you to manage crises until outside help arrives.

**Objectives: Following this seminar, managers will be better able to:**

- Identify ways to keep calm during and after a crisis
- Understand the types of interventions required to address specific circumstances
- Feel more confident about managing workplace crises

## Supervising Difficult Employees

We may not be able to change other people, but we can definitely change how we respond to them. This seminar teaches managers coping strategies for dealing with difficult employees and suggests ways to maximize productivity.

**Objectives: Following this seminar, managers will be better able to:**

- Assess their readiness to manage difficult employee behavior
- Identify four major types of challenging personality styles as well as the behaviors associated with each style
- Utilize effective strategies for managing the performance of employees with difficult personalities

## Talking to Employees About Difficult Topics

Many of us find it hard to tell employees they have to improve their job performance or face disciplinary action. It also may be challenging to speak to a group of employees in the event of a lay-off or merger. This seminar offers pointers on what to say, how to say it, when to just listen, being comfortable with silence and dealing with strong emotions.

**Objectives: Following this seminar, managers will be better able to:**

- Identify specific topics they find particularly difficult to discuss and why these topics are challenging for them
- Learn ways to manage employees' emotional reactions
- Utilize strategies that will enable them to communicate effectively in difficult situations



# Leading through challenging situations

## Understanding and Preventing Suicide: What Managers Need to Know

With a rise in suicides in the U.S. since 1999 - and growing due to the pandemic\* - there is an increasing movement to make mental health conversations a priority, especially in the workplace. It's important for managers to recognize the signs that someone is struggling and might be considering or planning suicide, and to know how to start a conversation to show concern and help guide the person to support, professional counseling or perhaps immediate crisis intervention. This seminar will help participants understand suicide risk factors, recognize signs of possible suicidality and will provide action steps for guiding a team member toward professional help, as well as getting immediate assistance from emergency personnel, internal resources, the EAP and other crisis response resources

### **Objectives: Following this seminar, managers will be better able to:**

- Understand suicidality: risk factors, prevalence and current trends
- Recognize signs of possible suicidality
- Know what to do if a team member is showing signs of emotional distress or possible suicidality, and how to get professional help, including crisis assistance, the EAP and other resources
- Access resources for coping and supporting team members after a loss by suicide

\*<https://www.washingtonpost.com/health/2020/05/04/mental-health-coronavirus/>

## Understanding Substance Use Disorders and Opioid Abuse: What You Can Do as a Manager

With drug overdoses among the leading causes of death in the U.S. 1 it is more important than ever for managers to understand substance use disorders, which affect nearly 19.3 million American adults and touch individuals, families, communities and workplaces.

### **Objectives: Following this seminar, managers will be better able to:**

- Understand the range of substance use disorders, including addiction, and their impact on the U.S. workplace
- Recognize the signs of substance use disorders in employees
- Understand the deadly rise in opioid addiction
- Identify strategies to support employees in accessing help



# Leading through challenging situations

## **Understanding Substance Use Disorders and Opioid Abuse in the Law Professions: What You Can Do as a Manager**

With drug overdoses among the leading causes of death in the U.S.<sup>1</sup> and data on substance abuse and other behavioral health issues among those in the law professions, it is more important than ever to discuss and understand substance use disorders, which affect nearly 19.3 million American adults<sup>2</sup> and touch our lives, workplaces and communities.

### **Objectives: Following this seminar, managers will be better able to:**

- Understand the range of substance use disorders, including addiction, and their effects on those in the law professions
- Recognize the signs of a substance use disorder in employees and associates
- Understand the deadly rise in opioid addiction
- Identify strategies to support others in accessing help

1 How Americans die, in 5 charts, 1/16/19, <https://www.advisory.com/daily-briefing/2019/01/16/deaths>, accessed 10/25/19

2 The National Survey on Drug Use and Health: 2018, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services, accessed 10/4/19 at [https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/Assistant-Secretary-nsduh2018\\_presentation.pdf](https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/Assistant-Secretary-nsduh2018_presentation.pdf)



# Fostering well-being in the workplace

## Creating a Healthy Work Environment

(Note: May be available only as a webinar in some locations.)

There are many simple ways to make our workplaces healthier. This seminar will help managers identify strategies to promote healthful environments for different types of workspaces, including home offices. Areas of focus include ergonomics and safety, healthy food choices, break rooms, quiet spaces, support for work-at-home employees and the use of simple design strategies such as light, color and plants to promote a sense of well-being.

**Objectives: Following this seminar, managers will be better able to:**

- Identify the benefits of a healthful work environment for well-being and productivity
- Identify strategies they can use to improve different work environments to support well-being
- Help employees take measures to support their health and safety through simple changes to their workspaces

## Helping Employees Find Purpose in Their Work

(Note: May be available only as a webinar in some locations.)

Finding purpose in our personal and professional lives is something we all strive for. This seminar explores the impact of purpose on health and well-being, why it matters to employees and organizations and strategies to help support employees in their pursuit and connection to purpose.

**Objectives: Following this seminar, managers will be better able to:**

- Understand the impact of purpose on health and well-being
- Identify ways to help employees find purpose
- Support employees' pursuit of purpose through workplace culture and activities

## Helping Employees Enhance Work-Life Balance

(Note: May be available only as a webinar in some locations.)

Work and personal life blend together more now than ever. When employees learn how to balance the two, everyone wins. In this seminar, managers will identify the value of work-life balance to individuals, teams and the organization and learn strategies to promote the use of the EAP and Work-Life Program to provide individualized support and guidance. Through discussion of best practices, managers will learn how to help their employees balance life's demands and focus on success.

**Objectives: Following this seminar, managers will be better able to:**

- Identify the value of work-life balance to individuals, teams and their organization
- Understand their role in supporting a balanced team
- Help promote the use of the EAP and Work-Life Program to support balance and well-being



# Fostering well-being in the workplace

## **Making Mental Health a Priority: Manager Edition**

With a rise in suicides in the U.S., there is a growing movement to make talking about mental health a priority, especially in the workplace. In order to promote an emotionally and psychologically healthy workplace, it's important for managers to recognize the signs that a team member or colleague is struggling and know how to start a conversation to show concern and guide the person to support, counseling, or perhaps immediate intervention. This seminar will help managers recognize signs of emotional or psychological distress and possible suicidality, and will provide actionable steps for guiding someone toward professional help, including assistance from the EAP.

### **Objectives: Following this seminar, managers will be better able to:**

- Recognize signs of emotional or psychological distress, as well as possible suicidality
- Understand the basics of common mental health conditions, such as depression and anxiety, as well as suicidality, and how they affect the workplace
- Outline a plan of action for starting a conversation with and guiding an employee to professional help, including the EAP and other resources

\*<https://www.washingtonpost.com/health/2020/05/04/mental-health-coronavirus/>

This material is provided for informational use only and should not be construed as medical, legal, financial, or other professional advice or used in place of consulting a licensed professional. You should consult with an applicable licensed professional to determine what is right for you.

## Important!

### At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status or religion. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618  
If you need help filing a grievance, call **1-866-440-6556** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at **<https://www.hhs.gov/ocr/office/file/index.html>**.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **1-800-927-HELP (4357)**, to file a grievance.

### Auxiliary aids and services, free of charge, are available to you. 1-866-440-6556 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

### Language assistance services, free of charge, are available to you. 1-866-440-6556 (TTY: 711)

**Español (Spanish):** Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 撥打上面的電話號碼即可獲得免費語言援助服務。

**Tiếng Việt (Vietnamese):** Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

**Русский (Russian):** Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

**Kreyòl Ayisyen (French Creole):** Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

**Français (French):** Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

**Polski (Polish):** Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

**Português (Portuguese):** Ligue para o número acima indicado para receber serviços linguísticos, grátis.

**Italiano (Italian):** Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**日本語 (Japanese):** 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

**فارسی (Farsi)**

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Diné Bizaad (Navajo):** Wóda'í béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá' jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	Jan 20 21
<b>2) Requestor Name</b>	Mace
<b>3) Item Title for the Agenda</b>	Strategic Plan – Setting Goals
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	Strategic Plan Goals
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	<p><u>Goals</u> for the VEB over the next 3-5 years. Outcomes of the goals are things we are committed to achieving over the next 1-5 years. Will be reviewed but not necessarily changed annually. Goals need to be 'SMART'(Specific, Measureable, Achievable, Relevant, and Time-bound) goals.</p> <p>See attached for goals submitted for consideration.</p>

**VISION--** “Setting the standard of forward thinking veterinary regulation” received the most votes from Board members.

**MISSION—** “To protect the public through a fair regulatory process that instills public confidence in our licensees while remaining agile to the constant advancement of veterinary medicine” received the most votes.

**CORE VALUES—** PROTECTING THE PUBLIC,  
TRANSPARENCY,  
INTEGRITY,  
HONESTY

## **GOALS**

Goals submitted for consideration

1. Develop rules for the safe practice of telehealth in Wisconsin and implement them by the end of 2022.
2. Proactively engage license holders about the value of VPAP with a target of meeting the national average for EAP program utilization by the end of 2023.
3. Close 75% of active disciplinary cases within 12 months of the case opening at screening committee.
4. Increase outreach to credential holders:
  - a. Quarterly Topic in WVMA newsletter
  - b. Semi-annual email to veterinarians - hot topics **examples:**  
[https://mn.gov/boards/assets/Fall%202019%20Newsletter\\_tcm21-402475.pdf](https://mn.gov/boards/assets/Fall%202019%20Newsletter_tcm21-402475.pdf)  
  
<https://iowaagriculture.gov/sites/default/files/animal-industry/pdf/Final%202019%20Newsletter.pdf>
  - c. Annual reporting to profession: # licenses granted, new licenses granted, #screenings brought forward, #screenings dismissed and # FDO's, guidance documents completed (not valid anymore I guess but might be in the future) **example from Minnesota, pages 174-182:**  
[https://mn.gov/boards/assets/Biennial%20report%20-%202016-final\\_tcm21-268465.pdf](https://mn.gov/boards/assets/Biennial%20report%20-%202016-final_tcm21-268465.pdf)
5. Promote AASVB Vet Vault for CE recordkeeping (could be in topic for newsletter or email blast)
6. Somehow engaging our profession to look at the VEB as an ally not an adversary

## Veterinary Examining Board Agenda Request Form

<b>1) Meeting Date</b>	Jan 20, 2021
<b>2) Requestor Name</b>	Mace
<b>3) Item Title for the Agenda</b>	Items of interest –past quarter
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	yes
<b>6) Is a Public Appearance Anticipated?</b>	no
<b>7) Description of the Agenda Item</b>	<p>Summary of items for the Board since last meeting:</p> <ul style="list-style-type: none"> <li>• Position Statement on Use of Acupuncture for the treatment of Animals. – American Association of Veterinary Acupuncture.</li> <li>• Request to consider requiring CE on Diversity Equity and Inclusion -- PrideVMC</li> <li>• Licensed Veterinarians/CVT to administer COVID 19 vaccinations – WI Emergency Management.</li> </ul>

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	Jan 20 21
<b>2) Requestor Name</b>	Mace
<b>3) Item Title for the Agenda</b>	Administration of COVID 19 Vaccine to humans, VEB credential holder assistance
<b>4) Should the Item be in Open or Closed Session?</b>	O
<b>5) Are there Attachments?</b> (If yes, include file names)	N
<b>6) Is a Public Appearance Anticipated?</b>	N
<b>7) Description of the Agenda Item</b>	<p>Both the UW School of Veterinary Medicine and WI Emergency Management have reached out to discuss Veterinarians administering COVID 19 vaccinations to humans.</p> <p>Under <a href="#">7.06 (21)</a> veterinarians cannot exceed the scope of the practice of veterinary medicine and provide medical treatment to animals:</p> <p style="padding-left: 40px;">7.06(21) Exceeding the scope of veterinary practice, as defined in s. <a href="#">89.02 (6)</a>, Stats., by providing medical treatment to humans or distributing, prescribing or dispensing for human use prescription drugs, as defined in s. <a href="#">450.01 (20)</a>, Stats., or any drug labelled for veterinary or animal use only.</p> <p>However during an emergency, under <a href="#">Wis Stat Chapter 257</a> Emergency Volunteer Health Care Practitioners, Licensed veterinarians and CVTs are considered HCP in an emergency. So under DHS guidance likely could administer vaccine as long as they register appropriately to do so.</p>

## Saynisch, Carrie L - DATCP

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**From:** DATCP VEB  
**Sent:** Wednesday, December 2, 2020 7:03 AM  
**To:** Mace, Melissa A - DATCP  
**Subject:** FW: Position Statement Regarding the Use of Acupuncture for the Treatment of Animals in the United States of America  
**Attachments:** Acupuncture position statement\_coverletter.pdf; Acupuncture position statement - September 2020.docx

---

**From:** vaughnheatherb@gmail.com <vaughnheatherb@gmail.com>  
**Sent:** Tuesday, December 1, 2020 5:21 PM  
**To:** vaughnheatherb@gmail.com  
**Subject:** Position Statement Regarding the Use of Acupuncture for the Treatment of Animals in the United States of America

Please see the attached Position Statement Regarding the Use of Acupuncture for the Treatment of Animals in the United States of America. The Committee on Animal Acupuncture (CAA) includes representatives from the following organizations:

American Academy of Veterinary Acupuncture  
American Association of Traditional Chinese Veterinary Medicine  
American Holistic Veterinary Medical Association  
Canine Rehabilitation Institute  
Chi University (formerly Chi Institute)  
CuraCore VET  
International Veterinary Acupuncture Association  
World Association of Traditional Chinese Veterinary Medicine

Please take a moment to read the cover letter and the position statement. If you have any questions regarding this statement, you may reach out to Dr. Kevin May, Chair of the Committee on Animal Acupuncture at [kimaymsi@cox.net](mailto:kimaymsi@cox.net) or you may contact the AAVA office at 931.438.0238.

Sincerely,

**Heather Vaughn**  
**Executive Director**

American Academy of Veterinary Acupuncture  
PO Box 803  
Fayetteville, TN 37334  
Phone: 931.438.0238  
Fax: 931.433.6289  
Email: [vaughnheatherb@gmail.com](mailto:vaughnheatherb@gmail.com)  
[www.aava.org](http://www.aava.org)

October 5, 2020

To Whom It May Concern:

The American Academy of Veterinary Acupuncture (AAVA) and its ad hoc committee on animal acupuncture (CAA), which represents eight organizations involved with veterinary acupuncture in the USA (see below), would like to introduce to you their **Position Statement Regarding the Use of Acupuncture for the Treatment of Animals in the United States of America**.

The enclosed position statement will cover:

- **What constitutes the act of acupuncture and who should and should not be performing it on animals in the USA.**
- **Guidelines for veterinarians performing acupuncture on animal patients.**
- **Guidelines for states that allow non-veterinarians to perform acupuncture on animals.**
- **Guidelines for veterinarians referring to a non-veterinary acupuncturist.**

This letter is also an invitation for you to contact the AAVA - CAA anytime you have a question about the use of acupuncture treatment on animals in the USA.

Respectfully,



Kevin James May, DVM - Chairperson of the CAA

CAA member organizations and their representatives:

- American Academy of Veterinary Acupuncture - Kevin May, DVM
- American Association of Traditional Chinese Veterinary Medicine - Greg Todd, DVM
- American Holistic Veterinary Medical Association - Neal Sivula, DVM
- Canine Rehabilitation Institute - Bonnie Wright, DVM
- Chi University (formerly Chi Institute) - Lisa Trevisanello, DVM
- CuraCore VET - Narda Robinson, DVM
- International Veterinary Acupuncture Association - Michelle Schraeder, DVM
- World Association of Traditional Chinese Veterinary Medicine - Mushtaq Memon, DVM

# **Position Statement Regarding the Use of Acupuncture for the Treatment of Animals in the United States of America**

September 2020

In recent years, the interest in and use of acupuncture as a treatment for animals has experienced considerable growth by both the consumer public and veterinarians. With this growing interest and application of veterinary acupuncture, there has been a movement by non-veterinarians to perform acupuncture on animals. This has led to the recognition that professional veterinary acupuncturists need to provide guidance regarding the use of acupuncture in animals.

Acupuncture is defined as: The insertion of any filiform or hypodermic needle into the body for therapeutic purposes. We, as an Ad Hoc committee representing professional veterinary acupuncture organizations, oppose the use of acupuncture by non-veterinarians on animals. The use of acupuncture in animals constitutes the practice of veterinary medicine because effective and safe application of veterinary acupuncture requires a thorough history, physical examination, diagnosis, and prescription of therapy. This requires, in addition to training in veterinary acupuncture, a thorough understanding of animal anatomy, physiology and disease processes that affect veterinary species. Therefore, in order to avoid harm to animals receiving acupuncture, animal acupuncture performed by non-veterinarians is strongly discouraged because non-veterinarians lack the extensive training necessary to practice veterinary medicine and are prohibited from diagnosing disease and prescribing treatment in animals. Acupuncture treatment by these persons places animal health at risk and may lead to inappropriate therapy and even animal death.

For those States that already allow, or are considering allowing, non-veterinarians to perform acupuncture on animal patients, adequate, specific safeguards and requirements should be in place to protect the consumer and animal patients. In addition, the referring veterinarian should determine that safeguards are in place to protect his/herself from liability issues while facilitating effective communication with the non-veterinary acupuncturist. All laws pertaining to veterinarians referring to non-veterinarians should also be followed in the state(s) that they practice.

## **Recommended Guidelines for Veterinarians Performing Acupuncture on Animal Patients**

Veterinarians performing veterinary acupuncture should meet the following standards:

- ⤴ Be a licensed veterinarian in good standing in the state where they practice.
- ⤴ Have completed an approved\* basic certification course in veterinary acupuncture.
- ⤴ Maintain a minimum of 10 hours of approved\*\* CE every 2 years in the field of veterinary acupuncture.

## **In Recognition of States Allowing Non-Veterinarians to Perform Acupuncture on Animal Patients**

Non-veterinarians should meet the following standards:

- ⤴ Be a licensed human acupuncturist or human physical therapist in the state where they practice.
- ⤴ Licensed human physical therapist must be certified to do dry needling in the state where they practice.
- ⤴ Must have completed a course in acupuncture and/or dry needling that includes a minimum of 90 hours of diagnosis and treatment of animals including point location of which 40 hours must be hands on, 15 hours of animal anatomy and physiology, 15 hours in animal behavior, handling and restraint of which 6 hours must be hands on, and 20 hours on animal diseases,

- zoonotic diseases and conditions that require immediate attention by a veterinary practitioner.
- △ Should only treat species of animals for which they have received training.
  - △ Perform animal acupuncture at the same standards as required for human patients.
  - △ Carry malpractice insurance to cover their animal acupuncture practice, as well as any other modality/modalities they perform or products they may prescribe on/for the patient after consultation and approval by the referring veterinarian.
  - △ Work on an animal patient only under the direct referral from a licensed veterinarian in the same state as your practice.
  - △ Maintain an appropriate working relationship with the referring veterinarian which shall include, but not be limited to:
    - △ Beginning acupuncture on an animal that has been seen by the referring veterinary practitioner, within 14 days of referral, for the medical condition being referred.
    - △ Sending medical records on a timely basis to the referring veterinarian for inclusion in the patient's records.
    - △ Consulting with the referring veterinarian before making recommendations or alterations to the referring veterinarian's treatment regimen.
    - △ Requiring patient rechecks with the referring veterinarian on a basis agreed upon by both health care givers as appropriate for the current condition.
    - △ Notifying and/or referring the patient back to the referring veterinarian if the patient's medical condition appears to worsen/change.

### **Recommended Guidelines for Veterinarians Referring to a Non-Veterinary Acupuncturist**

Veterinarians referring patients to non-veterinary acupuncturists should follow the procedures listed below.

- △ Refer patient(s) to non-veterinary acupuncturist who meet the requirements set forth above.
- △ Maintain an appropriate working relationship with the non-veterinary acupuncturist which shall include, but not be limited to:
  - △ A consent form signed by the client that they understand that they are being referred to a non-veterinary acupuncturist.
  - △ Sending medical records to the non-veterinary acupuncturist upon referral.
  - △ Sending medical records on a timely basis to the non-veterinary acupuncturist for inclusion in the patient's records.
  - △ Integrating patient records sent from the non-veterinary acupuncturist into the veterinary medical records of the patient.
  - △ Performing follow up medical examinations on the patient as would be medically indicated or if the non-veterinary acupuncturist felt they were necessary.
  - △ Consulting with the non-veterinary acupuncturist before making recommendations or alterations to the non-veterinary acupuncturist's treatment regimen.

\*Approved basic courses in veterinary acupuncture as of 2020 are provided by the Chi Institute, Canine Rehabilitation Institute, CuraCore VET and the International Veterinary Acupuncture Society.

\*\* Many organizations either provide RACE approved continuing education for veterinary acupuncture or advise programs for other veterinary meetings across the USA. These include the American Association of Veterinary Acupuncture, American Holistic Veterinary Medical Association, the Chi Institute, CuraCore VET, and the International Veterinary Acupuncture Society.

**From:** [Mia Cary](#)  
**To:** [Dr. Mia Cary](#)  
**Cc:** [Dr. Janet Donlin](#); [Adrian Hochstadt](#); [Julie Horvath](#); [Kenichiro Yagi](#); [Ralph Johnson](#); [Todd Von Deak](#); [Hira Basit](#); [stoophaniexkuo@gmail.com](#); [Tierra Price](#); [info@blackdvmnetwork.com](#); [Yvette Huizar](#); [Yvette Huizar](#); [Juan Orjuela](#); [Tina Tran](#); [Doraica Aponte](#); [Dr. Tyra Davis Brown](#); [Renita Marshall \(Faculty\)](#); [Galban, Evelyn M](#); [Dr. Dane Whitaker](#); [Dr. Abby McElroy](#); [Alexander Dhom](#); [Kate Alucard](#); [Edris Grate](#); [Nguyen Than](#); [Kelly Hewitt](#); [ilw0003@tigermail.auburn.edu](#); [Dr. Bridget Heilsberg](#); [kimberly-ann.therrien@banfield.com](#)  
**Subject:** DEI CE recommendation from 10 vet med affinity orgs  
**Date:** Friday, December 4, 2020 3:16:02 AM  
**Attachments:** [DEI CE Recommendation 12.4.2020.pdf](#)

---

Good morning!

This email and the attached letter from 10 veterinary medicine affinity organizations is being sent to the state veterinary licensing boards with a cc to the AVMA, AVTE, CVTEA, NAVTA, and VMAE.

Thank you in advance for your consideration of our DEI CE recommendation.

Regards,  
Mia

Mia Cary, DVM  
[PrideVMC](#) CEO  
[ceo@pridevmc.org](mailto:ceo@pridevmc.org)  
336.549.9231  
[@zenvet23](#)

Pronouns: she, her, hers

[Why Pronouns Matter](#)



To: **State Veterinary and Veterinary Technician/Nurse Licensing Boards**

CC:

AVMA

AVTE

CVTEA

NAVTA

VMAE

December 4, 2020

Recommendation: **DEI CE Requirement for Licensing and Renewal**

Veterinary medicine is the least diverse profession, and the spotlight continues to shine on institutional racism in all professions including our own. Because of this, the veterinary medicine affinity organizations listed below recommend that all veterinary state licensing boards include a minimum requirement of 1 hour of CE per year on DEI related topics for the licensing and renewal licensing of all veterinarians and veterinary technicians/nurses. The specific courses that will qualify for this suggested requirement should be a state-level decision.

We look forward to hearing back from you on this recommendation and stand by ready to help in any way that we can.

**AAVMP**

Association of Asian Veterinary Medical Professionals

Hira Basit, Cofounder

Stephanie Kuo, Cofounder

**BlackDVM Network**

Dr. Tierra Price, Founder

**LVMA**

Latinx Veterinary Medical Association

Juan S. Orjuela, Cofounder

Yvette Huizar, Cofounder

**MCVMA**

Multicultural Veterinary Medical Association

Dr. Christina V. Tran, President

**NABV**

National Association for Black Veterinarians

Dr. Tyra Davis Brown, President

**NAVA**

Native American Veterinary Association

Dr. Evelyn Galban, President

**PrideSVMC**

Pride Student Veterinary Medical Community

Alexander Dhom, President

**PrideVMC**

Pride Veterinary Medical Community

Dr. Dane Whitaker, President

**VOICE**

Veterinarians as One Inclusive Community for Empowerment

Kelly Hewitt, Co-President

Indya Woods, Co-President

**WVLDI**

Women's Veterinary Leadership Development Initiative

Dr. Kimberly-Ann Therrien, President

# DAH Rules Estimated Timelines

Future dates are estimates for the purposes of work planning.  
Last Updated: 1/8/21

Key	
White	Estimated date
Blue	Actual date
Yellow	Estimated date requires revision
Red	Projection exceeds deadline (scope expires)

Rule	Topic	Scope #	DATCP Docket #	Clearing-house #	Statement of Scope										Hearing Draft										Final Draft								Deadline to Refer to Legis. (Scope Expires)	Rule Effective Date			
					Initiate		Governor		Preliminary Hearing <sup>1</sup>				Board		Info		EIA <sup>2</sup>		Board		Clearinghouse		Hearing		Board		Governor		Legislature <sup>3</sup>						Adopt		
					Begin Scope	Scope to Governor	Governor Approve Scope	Scope Publish in Register	Materials to OS	Board Approve Hearing	Notice Publish in Register	Hearing Date(s)	Record Open Until	Materials to OS	Board Approve Scope	Advisory Comm. Meet	Posted for Comment	Record Open Until	Materials to OS	Board Approve Draft	Refer to CH	Receive CH Comment	Notice Publish in Register	Hearing Date(s)	Record Open Until	Materials to OS	Board Approve Final	Final to Governor	Governor Approve Final	Refer to Legis.	Refer to Comm.	Comm. Review Ends			Refer to JCRAR	JCRAR Review Ends	Rule to LRB
VE 1-11	Reorg v3 + Tele	SS 064-20			2/24/20	4/7/20	5/15/20	6/8/20	7/6/20	7/23/20; 7/29/20	8/10/20	8/19/20	8/26/20	9/3/20	9/24/20; 10/21/20	2/19/21-3/31/21	5/1/21	6/30/21	7/1/21	7/22/21	7/29/21	8/18/21	8/22/21	9/1/21	9/15/21	11/25/21	12/16/21	12/23/21	2/21/22	3/7/22	3/17/22	5/16/22	5/26/22	7/25/22	8/8/22	12/8/22	1/1/23

Rule Process Step:	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13	Step 14	Step 15	Step 16	Step 17	Step 18	Step 19	Step 20	Step 21	Step 22	Step 23	Step 24	Step 25	Step 26	Step 27	Step 28	Step 29	Step 30	Step 31	Expiration	Step 32
General Projection Assumptions: (specific projections may vary)	Begin process of drafting scope	90 days after Step 1	60 days after Step 2	14 days after Step 3	21 days before Step 6	30 days after Step 4	10 days after Step 6	7 days after Step 7	7 days after Step 8	21 days before Step 11	30 days after Step 9	120 days after Step 11	90 days after Step 11	60 days after Step 13	21 days before Step 16	21 days after Step 14	7 days after Step 16	20 days after Step 17	10 days before Step 20	14 days after Step 18	14 days after Step 20	21 days before Step 23	90 days after Step 21	7 days after Step 23	60 days after Step 24	14 days after Step 25	10 days after Step 26	60 days after Step 26	10 days after Step 27	60 days after Step 29	14 days after Step 30	30 months after Step 4	1-2 months after Step 31
Notes:					7 days OS + 14 days Board	Or next Board meeting	Monday after DATCP submits to publish	At least 3 days after publish in register		7 days OS + 14 days Board	Or next Board meeting	Only some rule packages will have	Or later if advisory comm.	14, 30, or 60 days	7 days OS + 14 days Board	Or next Board meeting				At least 10 days after publish in register		7 days OS + 14 days Board	Or next Board meeting				Or next session if referred after March in even year	30 days, can be extended to 60 days (+ more if hearing)		30 days, can be extended to 60 days (+ more if hearing)			1st of month after 1 full month (+3mo small bus.)

<sup>1</sup>JCRAR may require a preliminary public hearing for the scope statement.

<sup>2</sup>JCRAR may require a separate, independent economic analysis any time between the EIA posting and the Governor's approval of the final draft.

<sup>3</sup>The standing committees and/or JCRAR may take actions, including requiring a meeting/hearing, making germane changes, recalling the rule, and introducing legislation.

**VE 1-11 - SS 064-20 - Telehealth Advisory Committee Applicants**

Name	City, County of Address	Involvement in Veterinary Medicine	Do you have experience with veterinary telehealth? If so, please	Write a brief statement explaining how you would be a valuable addition to the telehealth advisory committee:	DATCP Notes (this column was not an application field)
Holly Kallio	Kimberly, Outagamie	Veterinarian	No	I am very interested in initiating a version of telemedicine at my current place of employment. This type of medicine will likely become increasing common in veterinary medicine. I have had experience teaching veterinary technicians online and trying to diagnose and treat animals at the lab over the computer. This experience gives me insight into the limits of treating animals by telemedicine.	
Shawn Hook	Fitchburg, Dane	Veterinarian	no	I am leery about allowing too much being done via telehealth as I believe that there are some things that a physical exam is absolutely necessary for. Animals can not speak as humans can and so telehealth I believe may have more limited uses. I am interested in learning more about this, but at the same time I am reluctant to allow its uses out of its scope. I feel I would be potentially an asset in reigning in what is allowed for telemedicine. If you feel this is not of value I completely understand. Since COVID we have remained open and taken steps to try to prevent risks of exposure to staff and clients. I believe that in person visits are still of primary importance.	
Edward Susmilch	Kenosha, Kenosha	Veterinarian	Only minimally. We have attempted to utilize telehealth during the pandemic. The technology was only partially successful. We have utilized less robust platforms (google, texting, pictures, videos) to aid in triage. We have not found physical examinations on existing patients useful in continuing care for patients.	I believe that telehealth is part of the on-going future of our field. I believe that my unique ability to combine disparate items and combine them into useful strategies is beneficial to any group discussing the future. I do not possess the technical knowledge to be able to develop these features, but I can see how they are beneficial. I can also see the questions that must be answered to protect patients, while also providing a service that our clients/patients are looking for.	
Chanda Holschbach	Manitowoc, Manitowoc	Certified Veterinary Technician (CVT)	I do not have experience with telehealth yet but we are looking into incorporating it into our practice.	I own and run a very large 5 doctor small animal practice in Green Bay. I believe that I could be a very good representation for our industry and our geographical area. I have been in the veterinary industry for 27 years now and my practice is very innovative and progressive.	
Rebecca A. Krull	Green Bay, Brown	Veterinarian	Yes. Implemented since March 2020. Using Zoom and Rapport system	Have been very successful navigating how we can provide telemedicine and when we need to convert to an in person exam. How to establish a VCPR to use following WI guidelines. Excellent network with hundreds of other veterinarians discussing this very thing in several states.	
Valarie M. Hajek Adams	Pine River, Waushara/Waupaca	Certified Veterinary Technician (CVT)	I do not.	I believe a cross section of ages (generations), areas of expertise as well as experience in the field will be an asset to this committee. I am currently retired from actively practicing. However, I continue to participate as a veterinary professional in an online capacity in a variety of areas.	
Paul Brazzell	Address not included on application	Veterinarian	Not telehealth, but I have been working full-time answering client's veterinary questions online For Just Answer. We are not able to prescribe nor are we allowed to give suggestions for prescription Medications. My role is primarily one of triage. I help clients decide if they need to take their pet in for an examination.	I have over thirty years of veterinary experience. I have built and owned two veterinary hospitals, a diagnostic laboratory, a mobile ultrasound service and have taught ultrasound extensively around the world. Many times using a virtual format.	
Jennifer Hodgkins	Sheboygan, Sheboygan	Certified Veterinary Technician (CVT)	Telemedicine within the human medical field.	For me, veterinary telemedicine is a new field. Honestly, with the clients I see telemedicine would never be a good idea. Clients need alot more education regarding their own pets health even when we see them in clinic.	
Susan B. Krebsbach	Oregon, Dane	Veterinarian	Yes, I have experience with telehealth in two areas: 1) As a veterinary practitioner/owner of Creature Counseling a. Implementing telemedicine into my practice when performing follow-up behavioral consultations for clients who live a distance away, as well as those clients who elect to limit exposure during the COVID-19 pandemic. 2) As the assistant director of the Program for Pet Health Equity a. Integrating three components of telehealth (as described by the AVMA) into AlignCare®: telemedicine, teleadvice, and teletriage. AlignCare® is a One Health healthcare system that aligns the current resources of social service agencies and veterinary service providers while utilizing community funding.	I have had a growing interest in telehealth for over five years because it is a viable way of helping more clients and patients in our state, ultimately improving access to veterinary care. Because of this, I have implemented telemedicine into my practice, even with the restrictions imposed by the State of Wisconsin, and have explored the integration of telehealth into a national program, AlignCare®. My knowledge and experience put me in a unique position to provide value contributions to the telehealth advisory committee.	
Teri Kleist	Cottage Grove, Dane	Certified Veterinary Technician (CVT)	I actually do not have any experience with veterinary telehealth, however I believe in the benefit of this option for many of our clients. Clients that are elderly, physically challenged, etc. can greatly legitimize the need for this type of visit.	As someone who has not used veterinary telemedicine, I would come into the discussion with fresh eyes, no bias and a perspective of someone new to the entire process. Questions that may seem silly or simple to others, may not be presented by them, but as a novice, basic questions that would be asked may reveal loopholes or glitches in the system.	
Katie Mrdutt	Boyceville, Dunn	Veterinarian	In my current position with the Food Armor Foundation I work tirelessly to educate veterinarians and producers on the importance of a valid VCPR and what it entails. I have been with Food Armor since 2014, spoken at hundreds of meetings and have travelled to 35+ states to educate on the VCPR relationship and its association with responsible drug use. I was also a committee member on the Wisconsin Veterinary Medical Association (WVMA) telehealth task force and helped with suggested language, alongside with our legislative counsel, on what and how telehealth could look like in Wisconsin.	As a veterinarian and a proponent of antimicrobial stewardship I have a strong passion to educate and communicate the importance of responsible animal care and treatment and the ability to maintain our social license to raise and care for animals. With the evolution of agriculture and the veterinary profession in Wisconsin, telehealth can be a valuable tool to nurture these VCPR relationships. However, this must be done carefully and with well thought out intentions to avoid eroding the foundation of a valid VCPR. If selected as a part of this advisory committee, I would work hard to offer knowledge and insight into how veterinary medicine and agriculture operate in Wisconsin and how DATCP can create language to allow for the utilization of telehealth without undermining the importance of a valid VCPR.	Recommended by WVMA (ED of Food Armor, Dairy practitioner)
Kai-Biu Shiu	Madison, Dane	Veterinarian	Yes, as a provider via telephone and video (to distant clients once a VCPR has been established) and consumer (radiology, second/tertiary veterinarian to veterinarian consultations).	As a private practice oncology specialist (10 years) in Wisconsin, former ER/specialty clinic owner and past president/current board member of our local veterinary association, I have a strong understanding of regional/state level dynamics of veterinary specialty care, as well as having followed the growth of telemedicine on the human side.	Recommended by WVMA (Small animal vet, Oncologist from specialty clinic VES in Madison)
Mara E. Doughty Seals	Baraboo, Sauk	Veterinarian	Only the brief bit through zoom since the pandemic	I have been a full time small animal veterinarian since 1996, practicing in the state of Wisconsin since 1997. I am a practice owner and as expected deeply involved in overseeing the care of patients at my practice. I have previously done work for the national board of veterinary medical examiners, helping to evaluate board questions, and creating standards for licensing for new vets and vets moving to Nevada for practice. I would like to serve the state and use my knowledge and experience to help evaluate an evolving area in veterinary medicine.	
Michael C. Bregantini	Franksville, Racine	Certified Veterinary Technician (CVT) and Industry (Emergency and Critical Care, Education, General Practice)	Yes, I have some experience with Telemedicine. The practice I am currently managing, we have recently adopted this form of service to offer our clients.	I believe that I would be a great addition to the committee by having served this industry for the past 27yrs. I have held nearly every position from assistant to faculty member on through to hospital administrator. I have been privy to and appertained the many changes that our industry has implemented and endured. For me, it would be an honor to serve on the committee to not only share cognizance but provide conveyance as well.	
Eli Larson	Waukesha, Waukesha	Veterinarian	Yes, as the conference organizer for the Talbot Symposium on Veterinary Informatics at CVC/Fetch for several years I attended and facilitated several lectures on veterinary telemedicine through the Association of Veterinary Informatics. I was also on the AVMA's practice advisory panel for telemedicine in 2015/2016.	As a formally trained medical informatics, I have the skills and experience to discuss both technology and clinical veterinary medicine. In my current role, I work exclusively as a Medical Informaticist for the largest Catholic Healthcare organization in the country where my focus is on improving Electronic Health Record system workflows: including telehealth. I have extensive experience in the veterinary informatics community through the Association of Veterinary Informatics. I've been an active contributor, organizer, and audience member for the nation's largest veterinary informatics continuing education conference: the Talbot Symposium. Lectures on telehealth have been a mainstay of that conference for the past several years.	

Andrea Schnuelle	Mukwonago, Waukesha/Racine/Walworth	Veterinarian	<p>Yes, I have completed over 300 telehealth cases. These cases include never-before-seen client/patients ("on-demand" cases), cases for current client/patients, and cases to supplement both curbside appointments and surgery cases.</p> <p>I serve on the Mission Veterinary Partners "Virtual Health Taskforce."</p> <p>I also serve as Onboarding Specialist for Mission Veterinary Partners chosen telehealth platform, Airvet. In this position, I help clinics incorporate this telehealth platform into their daily practice.</p>	<p>I have a passion for telehealth in veterinary medicine for many different reasons. Telehealth allow us to offer clients an option for veterinary care from the safety of their home (if appropriate), allows us to triage appointments in order to prioritize which pets need to be seen urgently and which pets can wait for an appointment in the near future. Telehealth allows us to elevate our practice by providing asynchronous communication between clinic and pet parent during curbside and surgery appointments. Telehealth allows veterinarians to finally have the option to be compensated for the time we spend on the phone with clients.</p> <p>Please feel free to reach out with any questions!</p>	
Melanie Goble	Manitowoc, Manitowoc	Veterinarian	<p>I have in the past worked with various online groups that help address concerns when they don't have access to veterinary medicine. I also mentor veterinarians in Mongolia and often speak with them from a distance. While working in Alaska, I was able to address medical issues for animals on remote islands that did not have veterinary care. While working in the US Virgin Islands, I would often need to manage cases between islands when travel was not possible.</p>	<p>As a veterinarian of 15 years of experience, the last 6 of which have been providing relief services, I have traveled and worked in remote areas and in conditions that do not allow for travel to veterinary clinics. Understanding the limitations of what can be done while not in person and what needs to be in person, would help Wisconsin have a functional policy that makes sense and will be an asset to both the veterinary profession and to patients and clients.</p>	
Christopher G. Pagel	Madison, Dane	Veterinarian	<ul style="list-style-type: none"> <li>- Building my own computers from parts since 1987.</li> <li>- Managed and installed all I.T. (all hardware, network setup, and credit card partitioning compliance) for my business since 1996.</li> <li>- Ran a photography business since 2010, very good understanding of electronic image benefits and limitations, including color gamut and balance, resolution, lighting, bandwidth, refresh rates, storage.</li> <li>- Understanding of live video over phone and Internet since AT&amp;T had a postage-stamp size video phone in 1994, Skype, Google Meetups, TeamViewer, et al.</li> <li>- Understanding of Virtual Private Networks and security, off-site nightly backups, on-site backups, etc.</li> <li>- Experienced behavior house call practice, and some routine house-call practice, as well as owning my own brick and mortar hospital since 1996.</li> <li>- Due to WI rules, I have self-limited all video and photographic medicine to active clients with a current V-C-P relationship, and have tried to only use such for triage: ie: "That is odd, get 'Fluffy' in for a physical exam" is the usual response, or, "Yep, that feces is runny, get 'Barfy' in for an exam," or "That's not a great picture, bring 'Fang' in for a brief exam so we can use calipers."</li> </ul>	<p>Bringing Wisconsin veterinary medicine further into the digital age is very important. With Covid19 forcing human medicine into extensive tele-health, veterinary medicine seems poised to 'surf the wake' instead of being on the 'bleeding edge'. Before vet school acceptance, I was aiming for bioethics, so I may actually be able to use my Philosophy degree (BS, UW-Madison 1991) as well as my DVM (UW-SVM 1995).</p> <p>Telemedicine has become so easy, in fact, that I would want the process to be near-paranoid about patient safety, certain of the licensing, credibility, and accountability of tele-veterinarians, and clear about the proper establishment and scope of an electronic-only veterinarian-client-patient relationship. The Examining Board should have no difficulty determining if a complaint regards a WI licensed vet, whether it falls within the reasonable scope of tele-medicine (fleas vs. GDV), and whether a V-C-P was properly established.</p> <p>There are things a client should not be asked to do (thump a stomach for GDV, gloved anal gland expression, flushing wounds), and some they can (calipers or ruler next to a bump, lifting a lip to show tartar), but there should be evolving guidelines with as little "gray area" as possible, defaulting to a hands-on veterinary exam when in doubt. There should be minimum standards for the veterinarian's bandwidth, screen resolution, monitor color-balance, and guidelines for telling a client their photography is unacceptable (blur, resolution, lighting, focus, frame-rate, volume) for the situation.</p> <p>Even if not selected, just a few minutes of pondering gives me a LOT of questions for this advisory committee: Is prescribing banned or allowed with only an electronic VCP relationship? Scheduled drugs? Behavior consulting seems ideal for tele-medicine, so what about a behavior-Rx called in to a client's "regular" veterinarian? Will non-WI-licensed vets be allowed to tele-medicine "into" WI? What about CVT's? Assistants? YouTube videos or shows? How about a WI vet telehelping outside of WI, or outside the United States, and how do they verify where the client is? What about chat boards with a world-audience and a non-live conversation? What about unidentified/anonymous users on chat-boards? Minimum resolution of the client's pictures and video? Video refresh rate? Can new rules help reign in fraudulent phone and tele-"psychics" and "animal communicators"? Is recording of video or stills required to be part of the medical record, or are notes still sufficient like a phone consult? What about WI laws about recording without notice and the frequency of background beeping to alert and remind the client about recording? What are the liability limitations of a televeterinarian? Do CVT's need to be employed in a brick and mortar clinic or at least by an overseer veterinarian?</p> <p>I'm excited to explore the safe ways to expand animal health consulting into both the living room and the barn stall. If we don't have a method for veterinarians to do so, then "Dr. Internet" will continue to fill the role with non-licensed amateurs.</p>	
Erika Froeming	Edgerton, Rock/ Dane/ Jefferson	Certified Veterinary Technician (CVT) and Industry (Patterson Veterinary Supply Territory Manager since 2009)	<p>As a provider of multiple technologies, and a territory manager servicing over 100 WI veterinary hospitals, I am often consulted by DVMs and practice managers about when and how to implement telehealth services. There are currently multiple platforms to choose from, but great confusion in what services should be offered, how to structure the program, and how to seek compensation for the services. They also question what advice can be given and to whom, and their liability.</p>	<p>As a CVT and veterinary industry representative, I have an interest in aiding veterinary practices utilize telehealth in a way that is ethical, responsible, and reasonable for pet owners. I also hope to see telehealth lighten the burden upon short-staffed veterinary hospitals and see it as an avenue to extend their services and improve care available to pet owners. Because I am in discussion with several veterinary practices on this topic already, and because I work with some providers of telehealth services, I feel I will offer unique and helpful perspective from both perspectives.</p>	
Ammer King	Greenfield, Milwaukee	Certified Veterinary Technician (CVT) and Other (Practice Manager, Practice Owner)	<p>Yes, I do have experience with veterinary telehealth. I previously worked at Pet Poison Helpline (Safety Call International), where we took calls regarding various poison ingestions in animals. It was our job to advise what decontamination efforts (if needed) and treatments would be required for the pet based on the type and amount of poisonous substance that was ingested – all over the phone.</p>	<p>I have over 20 years of experience in several areas of the veterinary field including general practice, specialty practice, telemedicine, management, and now clinic ownership. I believe my well-rounded background in veterinary medicine offers me a unique insight into various aspects of this field of study, and affords me the ability to bring a broader perspective of veterinary medicine as a whole.</p>	
Greg Schueller	Whitewater, Walworth/ Jefferson/ Rock	Veterinarian	<p>I do not have specific experience with telehealth, with the exception of the mentorship in mixed animal practice referenced in the following question.</p>	<p>I have 18 years of mixed animal practice experience in a group practice (5-6 veterinarians) and 11 years of specialization practice in embryo transfer. I have been a mentor to 3 new veterinarians in our mixed animal practice as well as being a mentor to a new graduate in our embryo transfer practice. With the technology that has evolved over the past 29 years, mentoring continues to evolve and telecommunication is certainly a tool that deserve consideration by the VEB. I understand the benefits and limitations that a photo, video or telecommunication can provide and feel that my input would be a benefit to the committee. Lastly, I am currently on the board of directors for the American Embryo Transfer Association (AETA) and I feel that I am a good listener as well as a good leader.</p>	
Clarissa D Sheldon	Arena, Iowa	Veterinarian	<p>Well we all do now!! COVID 19 has given us all a taste of tele medicine. At first we all tried to determine how to work telemedicine into our practices, how do we honor and respect the VCPR, what would be a safe and fair approach to keep clients, patients and our staffs safe. We really are still working our way through how telemedicine will fit into our practice lives.</p> <p>From the "good old days" yep when the only option of telemedicine was sending EKG's to cardio pet. We all have found ways to take advantage of specialist to help review radiographs, cases and lab work.</p> <p>Though this is not tele medicine exactly I also have experience with distance learning which we had just started at MATC when I retired in the end of 2018. These opportunity to learn via distance, whether synchronous or asynchronous helps us all explore new ways we can utilize a wider veterinary medical community.</p>	<p>I would be happy represent the WVMA as a long time member.</p> <p>I am not sure I have any special value that I can add, thorough out my career I have traveled and had the chance to interact with many Veterinarians throughout the state. I also have strong ties to CVT's throughout the state from years of training CVT's at MATC.</p>	
Karen Hershberger-Braker	Sun Prairie, Dane	Veterinarian and Other (Lecturer at the School of Veterinary Medicine)	<p>I serve as the clinic supervisor for a monthly spay/neuter clinic held at the School of Veterinary Medicine. Prior to every clinic, I call every owner (~15-30 clients/clinic) and provide them with informed consent. I also take all of the post-clinic phone calls to address any owner concerns after each clinic.</p>	<p>I would be adding the perspective of HVHQ spay/neuter clinics to the committee. I believe that these clinics would benefit from expanded telehealth options, and would like to be a part of improving the efficiency of the informed consent process for these clinics.</p>	Recommended by WVMA (Vet School-shelter medicine)

Randall Lee Bond	Ohio (state)	Veterinarian	I am currently helping to develop a mobile application that would assist food animal veterinarians provide high quality medicine through telehealth.	I believe that I would be an asset to this advisory committee because I could bring the voice of large animal veterinarians. Telehealth is a technology that can help improve the accessibility for farmers to reach large animal veterinarians. I believe I can help shape this policy in a meaningful way that can help both the farms and the animals that we serve.	Recommended by Sexing Technologies. Dr. Bond is a veterinarian with Sexing Technologies. Include Michelle Kussow on correspondence.
Wilfred Schuler	Hazel Green, Grant/Lafayette	Veterinarian	No	I have been a practicing veterinarian in the state of Wisconsin since 1987. During my tenure here I have served as the President of the Southwest Veterinary Medical Association and as the District Representative for the SWVMA to the WVMA. I am an active member of the National Mastitis Council and of the American Association of Bovine Practitioners. I currently sit as the District 5 Board Member for the AABP. This level of experience working in the Food Animal sector- (at the local, state, and national level) I believe would be beneficial to your review of the current practice act.	
Daniel M. Heder	Boulder Junction, Vilas	(not indicated on the form but says DVM so I assume veterinarian)	As a provider of advanced referral diagnostic imaging, I have extensive experience with telehealth in veterinary medicine. My experience is gleaned as a daily provider of tele-imaging consults. I am also a frequent user of tele-medicine services provided by others.	In addition to my listed experience with telehealth in veterinary medicine, I am also employed by Veterinary Information Network as a consulting editor in Diagnostic Imaging. My work with VIN has provided a broad view of telemedicine consulting on daily basis for over 15 years. I also have over 30 years of combined general and specialty practice experience and am currently a managing partner in two general practices in southern WI. These professional activities and specific experiences will make me a valuable addition to the committee you are now forming.	
Kim Herrild	Marinette, Marinette	Veterinarian	My clinic has been computerized since 1984, as such I have been involved with the continual evolution of computer based veterinary medicine. From consultation of medicine, radiology, and education I have been using all of these for years. Now with the COVID crisis I have seen our profession scramble to use telemedicine in a much broader and proper way.	These are exciting times for the future of veterinary medicine. My enthusiasm and years of experience would bring a unique perspective to our discussion.	
Stacey M Adams Sherman	Lake Geneva, Walworth	Veterinarian	Not in a formal setting. However, my clients will frequently call with questions and text pictures of the issue in question. This is in itself a form of telehealth. With the pandemic this year I have a plethora of experience with human telehealth with my toddler's complex medical issues.	My career started in May of 2009. At that time I took a mixed animal position which I stayed in for three and a half years. I then moved across the state and started doing emergency medicine in a very fast paced clinic near Milwaukee, WI that included many exotic patients. While preparing to launch my own practice I worked in small animal exclusive practice and also did emergency relief. I have worked in just about all aspects of clinical, private practice veterinary medicine. I have worked with cattle (dairy and beef), horses, small ruminants, camelids, pigs, cats, dogs, pocket pets and exotic (reptiles, birds, etc) pets. I have worked with herds of a few cattle to 7,000 head milking. When people ask what species I can treat, I tell them, "just about anything." This broad experience in species as well as practice setting gives me a unique perspective that the vast majority of my colleagues do not have. I can look at how telehealth regulations will affect the majority of my private practice colleagues because I have probably been in their shoes.	Application submitted by WVMA as the official representative for WVMA. Include Jo-Ell Carson on correspondence.
Scott Spaulding	Milton, Rock/Jefferson	Veterinarian	Yes, I've used telehealth in my practices starting in 2013. I'm cofounder and principal in a telehealth platform, Vet24seven DBA ask.vet.	I would be a valuable addition to the telehealth advisory committee, because I've owned and employed veterinarians in general practice in Wisconsin that have used telehealth on both the small animal and the equine aspects of practice. I've used telehealth myself for numerous years. I founded and built a successful telehealth platform. I have a keen interest in the future of technology to support veterinarians and veterinary practice.	
Bob Nagel	Hilbert, Calumet	Veterinarian and Industry (Owner and manager of large dairy farm) and Member of Public (Multiple pet owner and small beef and horse farm owner)	Currently, I do not have any direct experience with veterinary telehealth.	I have experience from the hands-on veterinary side of life as well as from the consumer side. I have a keen interest in animal care and welfare. Furthermore, I have an extensive network of people both in the veterinary industry, but also in the animal agriculture production aspect, that allows me to understand what trends and needs are currently happening in the animal health world. Thanks	Dairy Business Association recommended Dr. Nagel. Include Chad Zuleger (DBA) on correspondence.

## Veterinary Examining Board Agenda Request Form

<b>1) Meeting Date</b>	1/20/21
<b>2) Requestor Name</b>	Angela Fisher
<b>3) Item Title for the Agenda</b>	Under Admin Rules: VE 1-11 Telehealth Committee Members
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	“Applicant List” “Admin Rules Status”
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	<p>The VEB Admin Rules Committee met to review applications for the Telehealth Committee and selected 13 applicants to recommend. The recommended applicants are listed below. The full applicant list and application details are attached. The final decision will be made by the full Board at the January meeting.</p> <p>Recommendations from the VEB Admin Rules Committee:</p> <ol style="list-style-type: none"> <li>1. Stacy M Adams Sherman (Vet, large and small animal, WVMA representative)</li> <li>2. Randall Lee Bond (Vet, large animal, recommended by Sexing Technologies)</li> <li>3. Bob Nagel (Vet, large animal, recommended by Dairy Business Association)</li> <li>4. Wilfred Schuler (Vet, large animal)</li> <li>5. Scott Spaulding (Vet, equine and small animal)</li> <li>6. Susan B Krebsbach (Vet, small animal)</li> <li>7. Melanie Goble (Vet, small animal)</li> <li>8. Shawn Hook (Vet, small animal)</li> <li>9. Karen Hershberger-Braker (Vet, small animal)</li> <li>10. Rebecca A Krull (Vet, small animal)</li> <li>11. Chanda Holschbach (CVT)</li> <li>12. Erika Froeming (CVT)</li> <li>13. Teri Kleist (CVT)</li> </ol>