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NEWS RELEASE

FOR IMMEDIATE RELEASE

July 23, 2021

British Columbia Veterinary Practice Receives National Award for Excellence

OTTAWA, Ont. – **Mountain View Veterinary Hospital** has been recognized as *Practice of the Year* by the Canadian Veterinary Medical Association (CVMA) for outstanding achievement within their community.

Established in 2013, Mountain View Veterinary Hospital is a full-service, Certified Fear Free veterinary practice featuring the latest technology, serving the British Columbia communities of Langley, Surrey, White Rock, and the Fraser Valley. The hospital's real strength, however, is its experienced, diverse, inclusive, and qualified team who provide excellent pet care and create a supportive work environment. They recently moved in to a new, much larger hospital facility designed using Fear Free principles and are continuing to grow their team.

In addition to helping clients and pets, Mountain View Veterinary Hospital works with several rescue organizations, including Tinykittens, to create new care standards for rescued and feral animals and regularly donates their time and hospital for Trap, Neuter/Spay, and Release Days.

"**Dr. Renee Ferguson**, Mountain View Veterinary Hospital founder and owner, serves on our Board of Directors, and is exceptionally generous with her time and ingenuity," expresses Ms. Shelly Roche, Founder, TinyKittens Society. "Partnering with TinyKittens requires dedication, skill, and grace under pressure because we have 1.6 million social media followers, and we livestream uncensored rescue activities 24/7 to raise awareness about cat overpopulation realities. The Mountain View Veterinary Hospital team's courage, tenacity, and expertise have been demonstrated during live surgeries, inspiring global compassion, understanding, and action. Over 100,000 viewers held their breath this summer while they fought to save a dystocic feral cat and her kittens; finally hearing tiny mews was unforgettable and emphasized the value of every life."

Since opening the hospital provided over \$350,000 in free animal rescue care for the Langley Animal Protection Society (LAPS), who they also partner with to provide free animal care clinics for homeless and low-income people. Mountain View Veterinary Hospital also has a donation program providing pet oxygen mask kits to local fire departments.

"The hospital provides LAPS with significantly discounted fees for surgical and medical treatments, allowing us to provide more and higher quality medical care to over 1,600 animals needing support each year," says Ms. Jayne Nelson, Executive Director, Langley Animal Protection Society. "Dr. Ferguson has spent many personal hours consulting on cases and her team routinely goes above and beyond, even volunteering their homes to provide lifesaving, intensive care to foster animals."

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Mountain View Veterinary Hospital also has an *Angel Fund* providing pet care for families in financial need and animal rescue organizations affected by natural disasters and runs a *Keep Pets Cool* awareness campaign every summer, providing free window clings to businesses, informing customers they may bring their pets inside and not leave them in hot cars.

“Everyone, including doctors, pitches in to clean kennels, bring in appointments, and answer phones because we value each other and work hard to ensure that saving animals’ lives does not cost us our mental health,” emphasizes Ms. Taylor Mackie, Registered Veterinary Technician (RVT) at Mountain View Veterinary Hospital. “Our days flow amazingly, allowing everyone to take their full lunch breaks and leave on time at the end of each day. Mental wellbeing is important to our hospital, so they have hosted two team workshops, centered around compassion fatigue and wellness dimensions. The workshops were extremely helpful, as the veterinary profession suffers from high rates of compassion fatigue and suicide and our hospital’s recognition of these issues is reflective in the staff’s overall health.”

Every year, team members mentor RVTs and students and the hospital currently employs three former students and two aspiring veterinarians. They have created a respectful, inclusive, and diverse workplace through their hiring practices, clearly articulated anti-racism and bullying policies, and conflict resolution mentoring.

“Mountain View Veterinary Hospital makes our community a better place to live, and they do it with joy, grace, and kindness,” asserts Ms. Roche. “They are constantly raising the bar for veterinary care through embracing innovation and collaborating and striving to improve and evolve.”

Established in 2013, the CVMA Practice of the Year Award is sponsored by Scotiabank, a leader in banking services for professionals. The award recognizes a veterinary practice team for outstanding achievement within their local community. Such achievements may include innovations in provision of veterinary services, commitment to work-life balance, meaningful community or charitable involvement, or implementation of 'green' practice procedures.

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The Canadian Veterinary Medical Association (CVMA) is the national and international voice for Canada’s veterinarians, providing leadership and advocacy for veterinary medicine. Each year, the CVMA proudly recognizes individuals and groups for their outstanding contribution to veterinary medicine. Visit canadianveterinarians.net to learn more about the CVMA.

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