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Business Management Program  
Programme de gestion des affaires

# Non-DVM Wage Report

2022 ALBERTA

IN PARTNERSHIP WITH



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## Introduction

Information for non-DVM wages and benefits comes from the 2022 Alberta Practice Owners Economic Survey. This information reflects current wages and benefits for 1,423 non-DVM staff from 78 veterinary hospitals in 2022. Wages are broken down by type of employment, years employed and area of the province. Benefits are presented for all non-DVM staff as a collective group.

To maintain confidentiality, figures that contain less than three observations are shown as “na” or are omitted from tables.

## Manager Type Definitions

Veterinary managers are categorized into one of three types. Brief descriptions of each type are included below.

For a full detailed list of responsibilities for each type of manager, please visit <https://abvma.in1touch.org/document/3759/Manager%20Job%20Descriptions.pdf>

## Veterinary Hospital Office Manager

The veterinary hospital office manager is responsible for seeing that administrative policies and decisions are accomplished. An office manager’s realm of authority and decision-making may be very broad or very limited depending on the administrative needs and criteria established.

Generally, the office manager may be responsible for the daily accounting transactions with clients, banks, suppliers, and personnel. Office managers may coordinate scheduling, training, purchasing, and bookkeeping for a veterinary practice. Some office managers may be the liaison between the administrator and support staff personnel.

## Veterinary Practice Manager

A veterinary practice manager is charged with the responsibilities of managing the business activities of a veterinary hospital. A practice manager may have extremely different responsibilities and authority depending on the size of the hospital and the ownership or administrator’s delegation. Practice managers have knowledge of all the responsibilities of a veterinary office manager and the ability to further the management of a veterinary hospital by having direct authority and decision-making responsibilities over all business aspects of the veterinary practice.

## Veterinary Hospital Administrator

The function of a veterinary hospital administrator is unique from all other positions in a veterinary hospital because the administrator has complete authority over the operation of the business and practice in concert with the practice owner(s) or board of directors. The administrator is the coordinator and final authority of all business functions and the supervising agent of all hospital services and personnel. He/she is responsible for all the functions described for office and practice managers with the additions of being responsible for professional staffing and supervision.

While the administrator may not have the knowledge of a veterinarian regarding medicine, the administrator should have a general knowledge of quality assurance and performance in veterinary medicine and may act in an advisory role in helping establish and supervise medical protocols of the practice.

### Hourly Wage and Weeks of Vacation by Type and Length of Employment

Employee Type	Length of Employment	Median Hourly Wage (\$)	Median Weeks of Vacation
<b>Receptionist</b> 405 Responding	Less than 1 Year	17.50	2
	1 – 2 Years	18.00	2
	3 – 5 Years	18.60	2
	6 – 10 Years	20.50	3
	11 – 15 Years	20.09	1
	Greater than 15 Years	23.23	4
	<b>All Respondents</b>	<b>18.00</b>	<b>2</b>
<b>AHT/RVT</b> 509 Responding	Less than 1 Year	25.00	2
	1 – 2 Years	26.00	2
	3 – 5 Years	27.00	3
	6 – 10 Years	29.00	3
	11 – 15 Years	30.00	4
	Greater than 15 Years	30.00	4
	<b>All Respondents</b>	<b>27.00</b>	<b>2</b>
<b>Non-Registered Assistant</b> 388 Responding	Less than 1 Year	17.00	2
	1 – 2 Years	18.00	2
	3 – 5 Years	18.13	2
	6 – 10 Years	20.34	3
	11 – 15 Years	24.00	4
	Greater than 15 Years	<b>25.00</b>	<b>3</b>
	<b>All Respondents</b>	<b>18.00</b>	<b>2</b>
<b>Kennel Assistant</b> 28 Responding	Less than 1 Year	16.75	2
	1 – 2 Years	18.00	2
	3 – 5 Years	17.50	2
	<b>All Respondents</b>	<b>17.50</b>	<b>2</b>
<b>Office Manager</b> 24 Responding	1 – 2 Years	28.35	2
	3 – 5 Years	27.50	3
	6 – 10 Years	25.00	2
	11-15 Years	40.00	4
	Greater than 15 Years	29.00	4
	<b>All Respondents</b>	<b>28.00</b>	<b>3</b>

Employee Type	Length of Employment	Median Hourly Wage (\$)	Median Weeks of Vacation
<b>Practice Manager</b> 52 Responding	1 – 2 Years	29.71	2
	3 – 5 Years	29.71	2.75
	6 – 10 Years	31.63	3.5
	11-15 Years	27.53	4
	Greater than 15 Years	30.43	n/a
	<b>All Respondents</b>	<b>30.71</b>	<b>3</b>
<b>Hospital Administrator</b> 9 Responding	3-5 Years	30.00	2
	Greater than 15 Years	45.86	6
	<b>All Respondents</b>	<b>33.65</b>	<b>3</b>
<b>Student</b> 8 Responding	Less than one	17.00	2
	1-2 Years	17.00	2
	3-5 Years	18.00	2
	<b>All Respondents</b>	<b>18.00</b>	<b>2</b>

**Table 1.** Median hourly wage and weeks of vacation stratified by type of employee and years employed.

### Hourly Wage by Area – Office and Practice Manager

Area	Office Manager		Practice Manager	
	Median Wage (\$)	# Responding	Median Wage (\$)	# Responding
North Region	40.00	3	n/a	n/a
Edmonton Region	28.35	9	31.40	17
Central Region	27.65	6	41.82	4
Calgary Region	25.00	3	28.85	27
South Region	24.75	3	30.41	4

**Table 2.** Office Manager and Practice Manager median hourly wage stratified by area of the province.

### Hourly Wage by Area – Registered Technologist and Non-Registered Assistant

Area	Registered Technologist		Non-Registered Assistant	
	Median Wage (\$)	# Responding	Median Wage (\$)	# Responding
North Region	27.25	34	40.00	3
Edmonton Region	26.50	181	28.35	9
Central Region	26.00	45	25.00	3
Calgary Region	28.00	235	27.65	6
South Region	26.00	21	24.75	3

**Table 3.** Registered Technologist and Non-Registered Assistant median hourly wage stratified by area of the province.

### Hourly Wage by Area – Receptionist and Kennel Assistant

Area	Receptionist		Kennel Assistant	
	Median Wage (\$)	# Responding	Median Wage (\$)	# Responding
North Region	22.00	19	11.40	4
Edmonton Region	18.00	107	17.00	13
Central Region	20.00	32	18.00	5
Calgary Region	18.00	233	18.00	9
South Region	18.18	18	n/a	n/a

**Table 4.** Receptionist and Kennel Assistant median hourly wage stratified by area of the province.

### Year-Over-Year Comparison

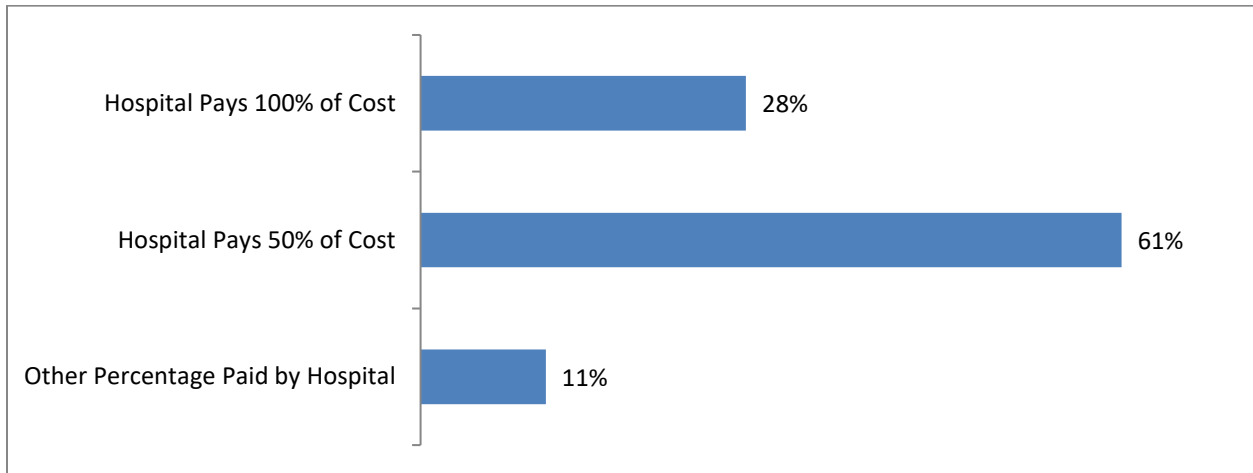
Employee Type	2021 Median Hourly Wage (\$)	2022 Median Hourly Wage (\$)	Change
Receptionist	18.50	18.00	-2.7%
Registered Technologist	24.00	27.00	+11.7%
Non-Registered Assistant	18.00	18.00	0%
Kennel Assistant	16.50	17.50	+5.8%
Office Manager	26.50	28.00	+5.5%
Practice Manager	28.50	30.71	+7.4%
Hospital Administrator	34.25	33.65	-1.7%
Student	17.50	18.00	+2.8%

**Table 5.** Median hourly wage, stratified by type of employee, for 2021 and 2022.

Most non-DVM staff saw their wages increase year-over-year. Non-registered assistants stayed the same from 2021 to 2022. It should also be noted that this group is a larger sample size this year due to the inclusion of corporate data.



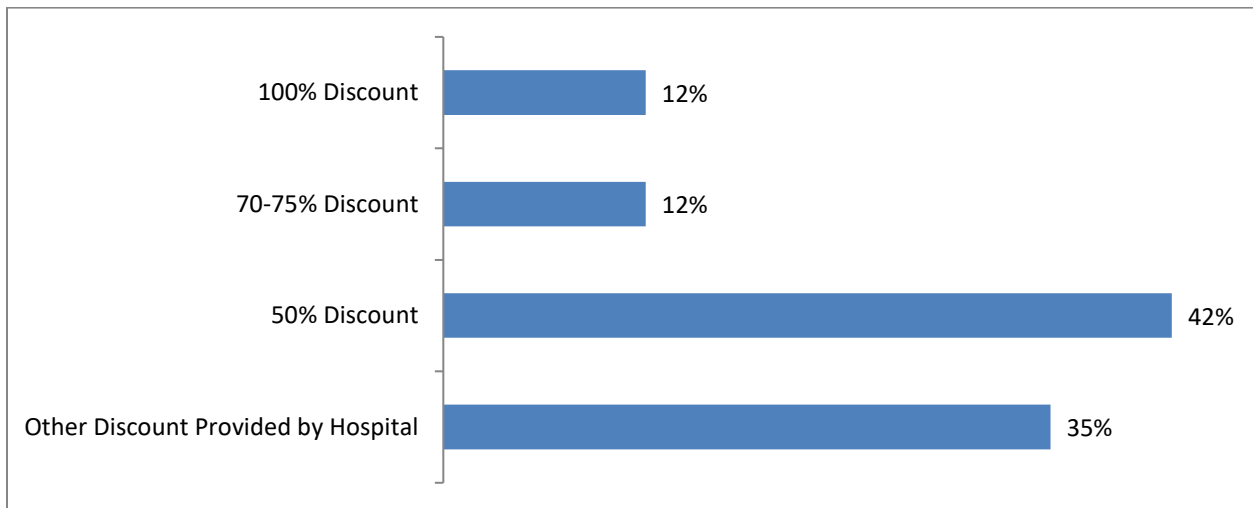
## Health and Dental Insurance



**Figure 1.** Hospital’s share of health and dental insurance for non-DVM staff.

The majority of responding veterinary hospitals (77%) indicated that they provided this benefit to their non-DVM Staff. Most hospitals providing this benefit paid for half of the cost of this insurance, while an additional 28% covered the entire cost.

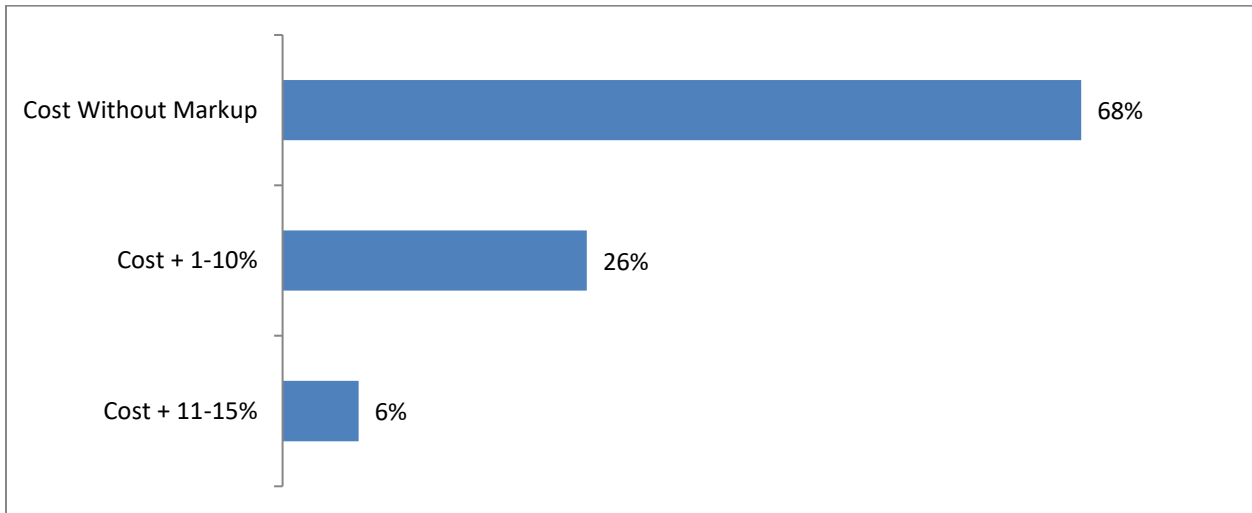
## Veterinary Care Discounts



**Figure 2.** Veterinary care discounts for non-DVM staff.

42% of the hospitals offering this benefit did so through a discount of 50% to their staff. An additional 35% had some other discount for staff, including discounts not expressible in percentage terms, such as charging for the cost of supplies used.

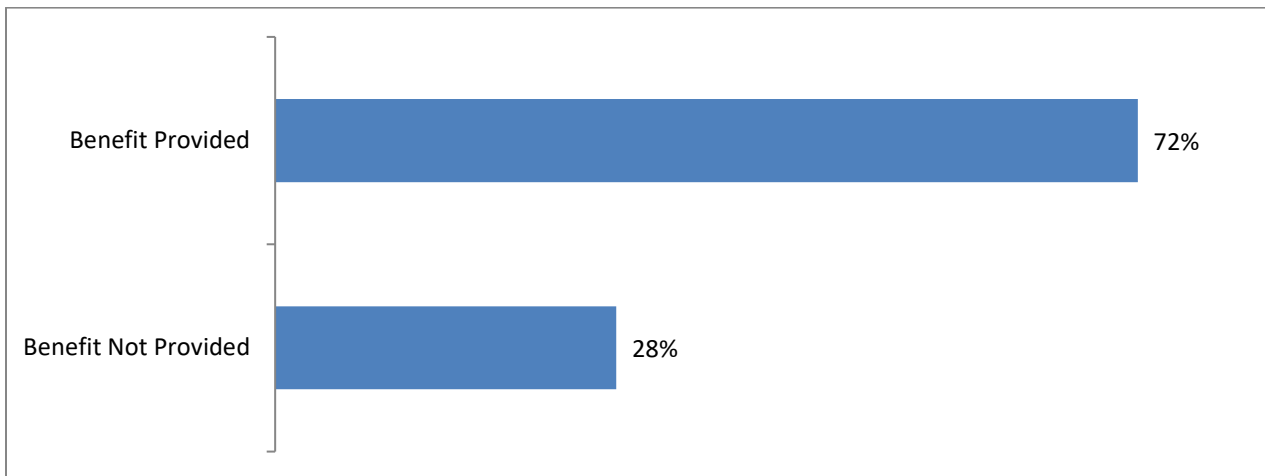
### Veterinary Product Discounts



**Figure 3.** Veterinary product discounts for non-DVM staff.

The most common arrangement, with 68% of respondents, was to charge the cost of the product without a markup. An additional 26% of responding veterinary hospitals charged the cost plus 1 to 10%.

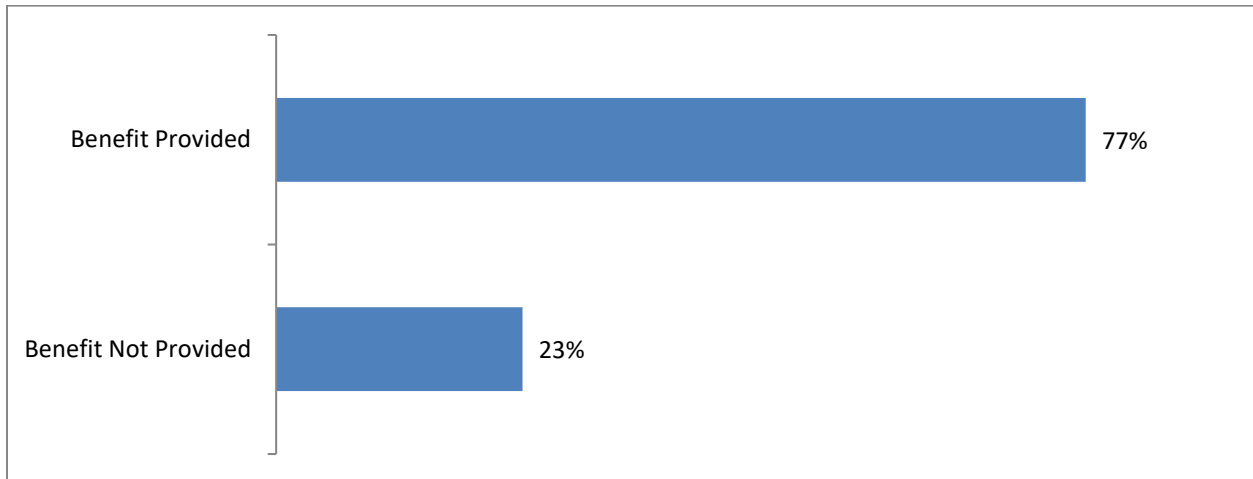
### Voluntary Association Dues



**Figure 4.** Percentage of veterinary hospitals providing reimbursement of voluntary association dues for non-DVM staff.

72% of veterinary hospitals indicated that they provided non-DVM staff with reimbursement for their voluntary association dues. Of those hospitals that provided this benefit, 100% indicated that they covered the cost of voluntary association dues in full.

## License/Certification



**Figure 5.** Percentage of veterinary hospitals providing reimbursement of license/certification cost for non-DVM staff.

The majority of veterinary hospitals in Alberta (77%) provided non-DVM staff with reimbursement for license/certification. All those providing this benefit did so by paying for the cost of licensure or certification in full.