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2022 Ontario Non-DVM Wage Report



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Introduction

Information for non-DVM wages and benefits comes from the 2022 Ontario Practice Owners Economic Survey. This information reflects current wages and benefits for 4,561 non-DVM staff from 309 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 “n/a” or are omitted from tables.

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

Employee Type	Length of Employment	Median Wage (\$)	Median Weeks of Vacation
Receptionist 1254 Respondents	Less than 1 Year	17.50	2.0
	1 – 2 Years	18.36	2.0
	3 – 5 Years	19.50	2.0
	6 – 10 Years	20.00	3.0
	11 – 15 Years	20.75	4.0
	Greater than 15 Years	20.54	4.0
	All Respondents	18.73	2.0
AHT/RVT 1275 Respondents	Less than 1 Year	24.00	2.0
	1 – 2 Years	23.00	2.0
	3 – 5 Years	24.25	2.0
	6 – 10 Years	25.00	3.0
	11 – 15 Years	25.50	4.0
	Greater than 15 Years	26.62	4.0
	All Respondents	24.75	2.0
Non-Registered Technician 1333 Respondents	Less than 1 Year	18.00	2.0
	1 – 2 Years	18.00	2.0
	3 – 5 Years	19.00	2.0
	6 – 10 Years	19.52	3.0
	11 – 15 Years	20.75	4.0
	Greater than 15 Years	23.50	3.0
	All Respondents	18.50	2.0
Kennel Assistant 217 Respondents	Less than 1 Year	15.50	2.0
	1 – 2 Years	16.00	2.0
	3 – 5 Years	16.00	2.0
	6 – 10 Years	17.43	2.0
	11 – 15 Years	17.75	3.5
	Greater than 15 Years	15.50	3.0
	All Respondents	16.00	2.0

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Employee Type	Length of Employment	Median Wage (\$)	Median Weeks of Vacation
Office Manager 93 Respondents	Less than 1 Year	28.00	2.5
	1 – 2 Years	23.25	2.0
	3 – 5 Years	23.75	3.0
	6 – 10 Years	27.00	3.0
	11 – 15 Years	26.35	3.0
	Greater than 15 Years	28.00	4.0
	All Respondents	26.25	3.0
Practice Manager 234 Respondents	Less than 1 Year	28.85	3.0
	1 – 2 Years	28.77	3.0
	3 – 5 Years	27.11	3.0
	6 – 10 Years	28.97	3.0
	11 – 15 Years	28.50	3.0
	Greater than 15 Years	31.20	4.0
	All Respondents	28.93	3.0
Hospital Administrator 21 Respondents	1 – 2 Years	23.00	2.0
	11 – 15 Years	44.47	4.0
	Greater than 15 Years	38.94	4.0
	All Respondents	36.06	4.0
Student 134 Respondents	Less than one	16.00	2.0
	1 – 2 Years	15.50	2.0
	3 – 5 Years	16.00	2.0
	All Respondents	16.00	2.0

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

Hourly Wage by Area – Practice Manager and Office Manager

Area	Practice Manager		Office Manager	
	Median Wage (\$)	# Responding	Median Wage (\$)	# Responding
Ottawa-Carleton	28.50	19	27.65	4
Renfrew, Lanark, Leeds & Grenville, Prescott & Russell, Stormont, Dundas & Glengarry	28.64	11	24.50	12
Hastings, Prince Edward, Lennox & Addington, Frontenac	28.05	5	n/a	n/a
Victoria, Peterborough, Northumberland, Muskoka, Haliburton	28.00	13	21.42	4
Dufferin, Simcoe	33.44	19	29.00	7
Toronto (hospital postal code starts with "M")	31.05	26	n/a	n/a
GTA (not including Toronto), Durham, York, Peel, Halton	29.61	58	26.00	17
Wellington, Waterloo	32.67	15	28.70	9
Hamilton-Wentworth, Niagara	27.05	5	24.50	8
Brant, Haldimand-Norfolk	n/a	n/a	26.50	3
Middlesex, Elgin, Oxford	30.62	6	29.38	6
Grey, Bruce, Huron, Perth	27.78	14	24.29	6
Lambton, Essex, Kent	37.18	11	28.00	9
Northern Ontario (Parry Sound, Nipissing, and North)	25.15	7	28.85	5

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

Hourly Wage by Area – AHT/RVT and Non-Registered Technician

Area	AHT/RVT		Non-Registered Technician	
	Median Wage (\$)	# Responding	Median Wage (\$)	# Responding
Ottawa-Carleton	25.00	97	20.00	169
Renfrew, Lanark, Leeds & Grenville, Prescott & Russell, Stormont, Dundas & Glengarry	22.00	76	17.85	73
Hastings, Prince Edward, Lennox & Addington, Frontenac	24.99	41	19.51	29
Victoria, Peterborough, Northumberland, Muskoka, Haliburton	25.00	40	20.00	49
Dufferin, Simcoe	25.00	80	18.40	91
Toronto (hospital postal code starts with "M")	26.92	82	18.03	181
GTA (not including Toronto), Durham, York, Peel, Halton	26.25	363	18.00	431
Wellington, Waterloo	24.15	94	18.00	80
Hamilton-Wentworth, Niagara	24.00	113	19.00	76
Brant, Haldimand-Norfolk	25.00	25	20.00	12
Middlesex, Elgin, Oxford	24.00	39	19.00	20
Grey, Bruce, Huron, Perth	24.50	101	18.50	61
Lambton, Essex, Kent	21.00	69	17.50	20
Northern Ontario (Parry Sound, Nipissing, and North)	22.87	40	18.25	26

Table 3. AHT/RVT and Non-Registered Technician median hourly wage stratified by area of the province.

Hourly Wage by Area and Length of Employment – AHT/RVT

Area	Length of Employment	Median Wage (\$)	# Responding
Ottawa-Carleton	Less than 1 Year	23.00	19
	1 – 2 Years	21.50	20
	3 – 5 Years	25.00	29
	6 – 10 Years	28.50	10
	11 – 15 Years	30.00	4
Renfrew, Lanark, Leeds & Grenville, Prescott & Russell, Stormont, Dundas & Glengarry	Less than 1 Year	21.00	12
	1 – 2 Years	21.75	24
	3 – 5 Years	22.00	20
	6 – 10 Years	23.25	8
	Greater than 15 Years	23.00	8
Hastings, Prince Edward, Lennox & Addington, Frontenac	1 – 2 Years	24.49	20
	3 – 5 Years	23.50	4
	6 – 10 Years	26.14	4
	11 – 15 Years	26.13	4
	Greater than 15 Years	22.92	4
Victoria, Peterborough, Northumberland, Muskoka, Haliburton	Less than 1 Year	25.00	6
	1 – 2 Years	25.50	10
	3 – 5 Years	23.00	8
	6 – 10 Years	25.25	6
	11 – 15 Years	25.25	6
Dufferin, Simcoe	Less than 1 Year	23.00	11
	1 – 2 Years	24.00	26
	3 – 5 Years	25.50	19
	6 – 10 Years	25.31	10
	11 – 15 Years	28.00	5
	Greater than 15 Years	29.50	9
Toronto (hospital postal code starts with "M")	Less than 1 Year	26.00	17
	1 – 2 Years	25.07	20
	3 – 5 Years	26.80	14
	6 – 10 Years	29.81	21
	11 – 15 Years	27.15	5
	Greater than 15 Years	30.00	3
GTA (not including Toronto), Durham, York, Peel, Halton	Less than 1 Year	25.37	52
	1 – 2 Years	25.00	107
	3 – 5 Years	27.50	75
	6 – 10 Years	27.50	69
	11 – 15 Years	26.25	35
	Greater than 15 Years	27.50	25

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Area	Length of Employment	Median Wage (\$)	# Responding
Wellington, Waterloo	Less than 1 Year	22.50	7
	1 – 2 Years	23.05	26
	3 – 5 Years	23.00	23
	6 – 10 Years	24.58	20
	11 – 15 Years	25.20	9
	Greater than 15 Years	27.30	8
Hamilton-Wentworth, Niagara	Less than 1 Year	25.00	14
	1 – 2 Years	22.82	32
	3 – 5 Years	24.12	32
	6 – 10 Years	25.50	18
	11 – 15 Years	26.90	5
	Greater than 15 Years	27.75	9
Brant, Haldimand-Norfolk	Less than 1 Year	21.50	4
	1 – 2 Years	24.50	8
	3 – 5 Years	25.00	4
	6 – 10 Years	25.00	5
Middlesex, Elgin, Oxford	Less than 1 Year	22.50	3
	1 – 2 Years	22.50	13
	3 – 5 Years	22.00	8
	6 – 10 Years	24.37	8
	Greater than 15 Years	26.25	5
Grey, Bruce, Huron, Perth	Less than 1 Year	25.50	10
	1 – 2 Years	23.50	36
	3 – 5 Years	23.00	23
	6 – 10 Years	27.25	20
	11 – 15 Years	25.25	3
	Greater than 15 Years	24.13	8
Lambton, Essex, Kent	Less than 1 Year	20.50	7
	1 – 2 Years	20.37	16
	3 – 5 Years	21.00	17
	6 – 10 Years	23.00	15
	11 – 15 Years	25.00	5
	Greater than 15 Years	25.00	9
Northern Ontario (Parry Sound, Nipissing and North)	Less than 1 Year	24.00	3
	1 – 2 Years	20.57	9
	3 – 5 Years	22.02	10
	6 – 10 Years	23.00	9
	Greater than 15 Years	23.25	7

Table 4. RVT/AHT median hourly wage stratified by area of the province and years employed.

Hourly Wage by Area – Receptionist and Kennel Assistant

Area	Receptionist		Kennel Assistant	
	Median Wage (\$)	# Responding	Median Wage (\$)	# Responding
Ottawa-Carleton	17.75	104	15.50	18
Renfrew, Lanark, Leeds & Grenville, Prescott & Russell, Stormont, Dundas & Glengarry	18.00	72	15.00	31
Hastings, Prince Edward, Lennox & Addington, Frontenac	18.94	10	n/a	n/a
Victoria, Peterborough, Northumberland, Muskoka, Haliburton	19.00	65	n/a	n/a
Dufferin, Simcoe	19.00	95	17.50	19
Toronto (hospital postal code starts with "M")	18.01	148	16.00	6
GTA (not including Toronto), Durham, York, Peel, Halton	18.66	337	15.50	17
Wellington, Waterloo	19.00	88	17.00	21
Hamilton-Wentworth, Niagara	19.00	105	18.00	31
Brant, Haldimand-Norfolk	21.00	26	15.75	6
Middlesex, Elgin, Oxford	19.12	34	15.50	5
Grey, Bruce, Huron, Perth	18.98	80	15.50	17
Lambton, Essex, Kent	19.25	30	14.80	8
Northern Ontario (Parry Sound, Nipissing, and North)	19.00	44	15.50	3

Table 5. Receptionist and Kennel Assistant median hourly wage stratified by area of the province.

Hourly Wage by Area and Length of Employment – Receptionist

Area	Length of Employment	Median Wage (\$)	# Responding
Ottawa-Carleton	Less than 1 Year	17.00	31
	1 – 2 Years	17.00	29
	3 – 5 Years	20.00	15
	6 – 10 Years	17.50	9
	11 – 15 Years	18.75	6
	Greater than 15 Years	19.55	14
Renfrew, Lanark, Leeds & Grenville, Prescott & Russell, Stormont, Dundas & Glengarry	Less than 1 Year	17.00	14
	1 – 2 Years	18.00	31
	3 – 5 Years	20.00	15
	6 – 10 Years	17.50	9
	11 – 15 Years	18.75	6
	Greater than 15 Years	19.55	14
Victoria, Peterborough, Northumberland, Muskoka, Haliburton	Less than 1 Year	18.75	14
	1 – 2 Years	18.00	23
	3 – 5 Years	18.00	7
	6 – 10 Years	20.37	8
	11 – 15 Years	22.00	4
	Greater than 15 Years	19.50	9
Dufferin, Simcoe	Less than 1 Year	17.50	23
	1 – 2 Years	19.00	36
	3 – 5 Years	21.00	17
	6 – 10 Years	20.25	8
	11 – 15 Years	25.00	6
	Greater than 15 Years	22.12	4
Toronto (hospital postal code starts with "M")	Less than 1 Year	17.37	38
	1 – 2 Years	17.50	62
	3 – 5 Years	20.00	22
	6 – 10 Years	22.49	16
	Greater than 15 Years	19.17	5
GTA (not including Toronto), Durham, York, Peel, Halton	Less than 1 Year	18.00	77
	1 – 2 Years	18.57	104
	3 – 5 Years	19.00	63
	6 – 10 Years	19.50	38
	11 – 15 Years	20.00	22
	Greater than 15 Years	20.48	29

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Area	Length of Employment	Median Wage (\$)	# Responding
Wellington, Waterloo	Less than 1 Year	18.12	18
	1 – 2 Years	19.00	31
	3 – 5 Years	19.62	14
	6 – 10 Years	20.50	9
	11 – 15 Years	22.25	4
	Greater than 15 Years	19.00	7
Hamilton-Wentworth, Niagara	Less than 1 Year	18.00	22
	1 – 2 Years	18.00	45
	3 – 5 Years	21.00	20
	6 – 10 Years	21.90	7
	11 – 15 Years	22.00	5
	Greater than 15 Years	23.00	4
Middlesex, Elgin, Oxford	1 – 2 Years	19.00	17
	3 – 5 Years	19.25	3
	6 – 10 Years	18.00	5
	11 – 15 Years	21.00	3
	Greater than 15 Years	21.50	4
Grey, Bruce, Huron, Perth	Less than 1 Year	17.75	16
	1 – 2 Years	18.87	30
	3 – 5 Years	18.35	14
	6 – 10 Years	20.00	8
	11 – 15 Years	20.75	4
	Greater than 15 Years	21.26	7
Lambton, Essex, Kent	Less than 1 Year	17.50	8
	1 – 2 Years	19.50	10
	3 – 5 Years	17.50	3
	Greater than 15 Years	20.75	9
Northern Ontario (Parry Sound, Nipissing, and North)	Less than 1 Year	18.00	7
	1 – 2 Years	18.00	17
	3 – 5 Years	20.00	8
	6 – 10 Years	19.75	4
	11 – 15 Years	19.25	5

Table 6. Receptionist median hourly wage stratified by area of the province and years employed.

Year-Over-Year Comparison

Employee Type	2021 Median Hourly Wage (\$)	2022 Median Hourly Wage (\$)	Change
Receptionist	17.75	18.73	+5.4%
AHT/RVT	21.00	24.75	+16.4%
Non-Registered Technician	17.40	18.50	+6.1%
Kennel Assistant	15.00	16.00	+6.4%
Office Manager	23.52	26.25	+11.0%
Practice Manager	29.70	28.93	-2.6%
Hospital Administrator	26.78	36.06	+29.5%
Student	14.50	16.00	+9.8%

Table 7. Median hourly wage, stratified by type of employee, for 2021 and 2022.

Most non-DVM staff saw their wages increase year over year. Hospital Administrators also saw a very high increase in median wages of 29.5 per cent. It should also be noted that this group is inclusive of corporate hospitals and has a much larger sample size this year than last year, which increases the volatility of results.

Health and Dental Insurance

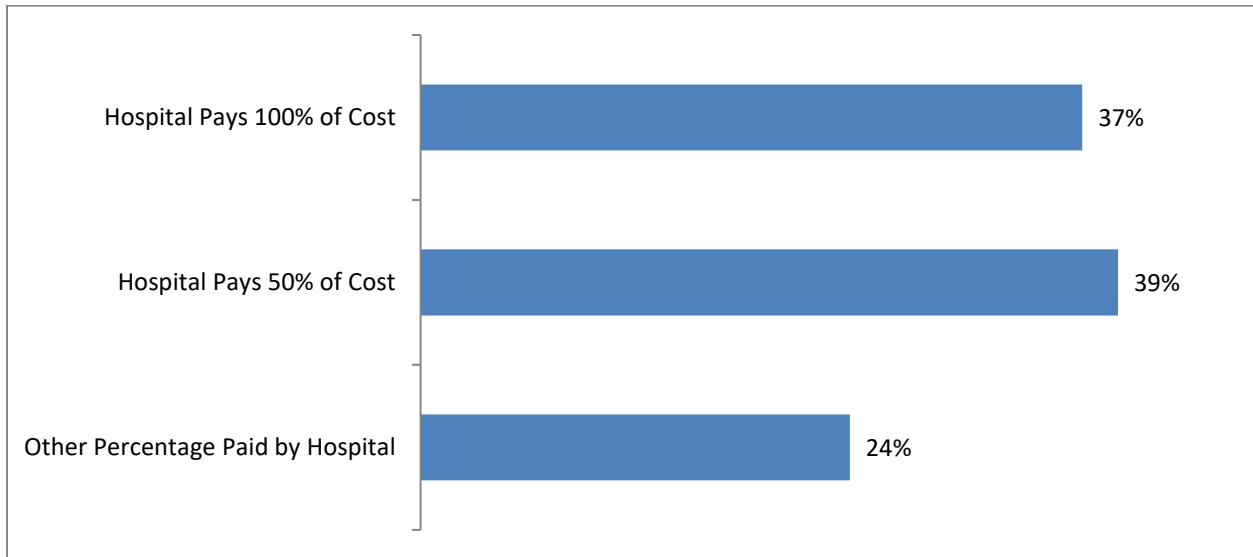


Figure 1. Hospital’s share of health and dental insurance for non-DVM staff.

The most common arrangement, at 39 per cent, was for the hospital to pay half of the cost of this insurance, while an additional 37 per cent covered the entire cost. Another 24 per cent paid some other percentage, or indicated another arrangement, such as a health spending account.

Veterinary Care Discounts

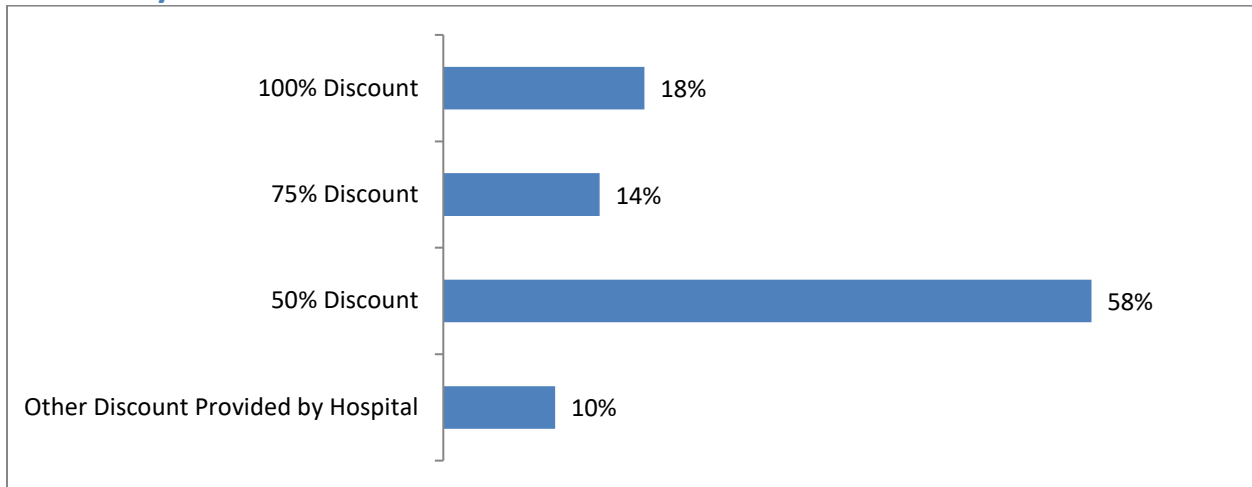


Figure 2. Veterinary care discounts for non-DVM staff.

The most common way of providing this benefit was through a 50 per cent discount on services. Ten per cent 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

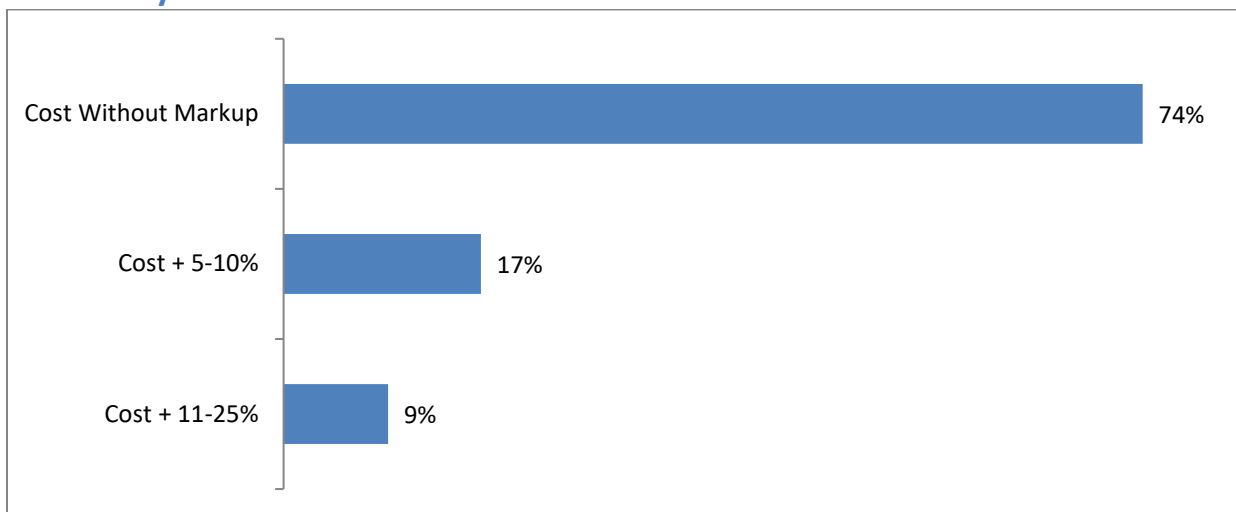


Figure 3. Veterinary product discounts for non-DVM staff.

Seventy-four per cent provided this discount by charging non-DVM staff the cost of products without any markup. Another 17 per cent charged cost plus a markup between five and 10 per cent.

Voluntary Association Dues

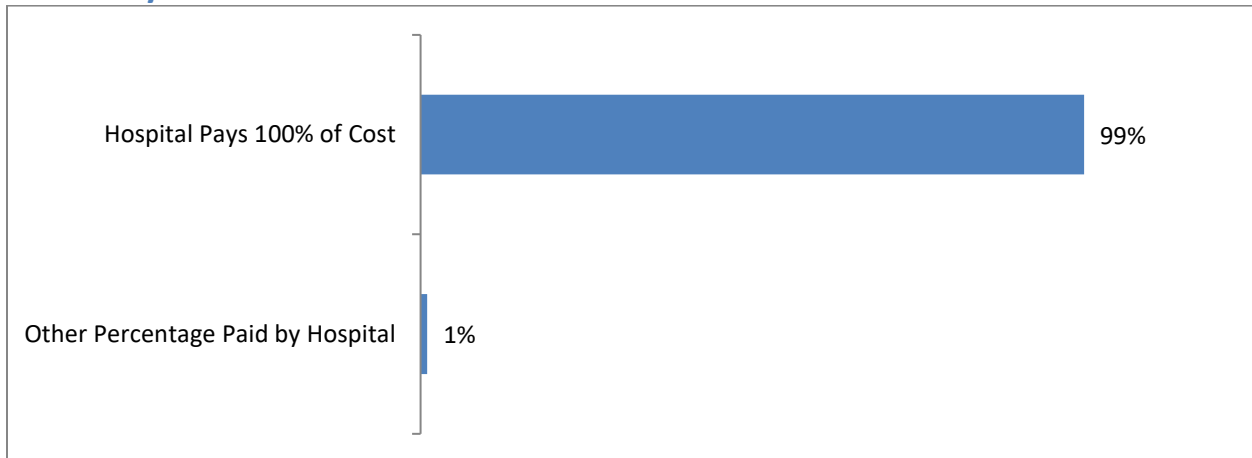


Figure 4. Hospital’s share of voluntary association dues for non-DVM staff.

Of the hospitals that reported that they provide voluntary association dues, nearly all (99 per cent) covered these dues in full.

License/Certification

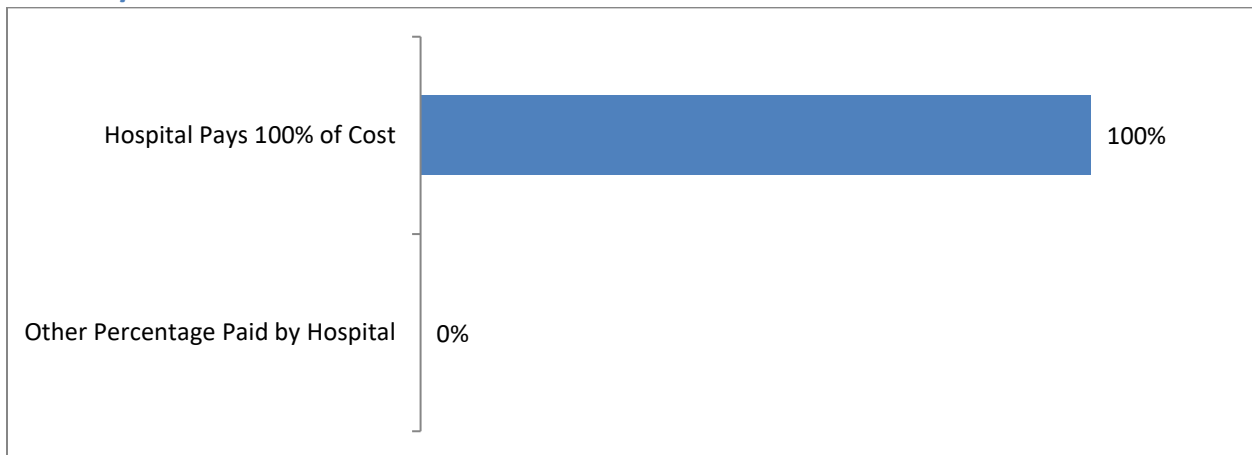


Figure 5. Hospital’s share of license/certification for non-DVM staff.

Most veterinary hospitals in Ontario provided non-DVM staff with reimbursement for their license/certifications. Of those providing this benefit, 100 per cent paid the cost of the license/certification in full.