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Business Management Program
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Non-DVM Wage Report

2022 BRITISH COLUMBIA

IN PARTNERSHIP WITH



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Introduction

Information for non-DVM wages and benefits comes from the 2022 British Columbia Practice Owners Economic Survey. This information reflects current wages and benefits for 1,407 non-DVM staff from 90 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 Hourly Wage (\$)	Median Weeks of Vacation
Receptionist 440 Responding	Less than 1 Year	18.00	2
	1 – 2 Years	19.47	2
	3 – 5 Years	20.00	2
	6 – 10 Years	21.58	3
	11 – 15 Years	22.92	4
	Greater than 15 Years	23.95	4
	All Respondents	19.50	2
Registered Technologist 291 Responding	Less than 1 Year	27.75	2
	1 – 2 Years	28.54	2
	3 – 5 Years	28.00	2
	6 – 10 Years	28.75	3
	11 – 15 Years	32.25	4
	Greater than 15 Years	30.50	4
	All Respondents	28.50	2
Non-Registered Assistant 545 Responding	Less than 1 Year	18.52	2
	1 – 2 Years	19.47	2
	3 – 5 Years	21.29	2
	6 – 10 Years	22.10	3
	11 – 15 Years	24.91	3
	Greater than 15 Years	23.00	4
	All Respondents	20.00	2
Kennel Assistant 34 Responding	Less than 1 Year	16.87	2
	1 – 2 Years	16.75	2
	3 – 5 Years	16.50	2
	All Respondents	16.75	2
Office Manager 18 Responding	1 - 2 Years	23.00	2
	3 – 5 Years	25.00	n/a
	6 - 10 Years	29.00	n/a
	Greater than 15 Years	31.91	n/a
	All Respondents	25.00	2

Employee Type	Length of Employment	Median Hourly Wage (\$)	Median Weeks of Vacation
Practice Manager 69 Responding	Less than 1 year	31.00	n/a
	1 – 2 Years	31.47	3
	3 – 5 Years	34.32	3.5
	11 – 15 Years	30.40	n/a
	Greater than 15 Years	36.13	n/a
	All Respondents	31.69	3
Student 10 Responding	1 – 2 Years	16.20	2
	All Respondents	16.20	2

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

Hourly Wage by Area – Office Manager and Practice Manager

Area	Office Manager		Practice Manager	
	Median Wage (\$)	# Responding	Median Wage (\$)	# Responding
Vancouver Island	27.00	3	34.73	14
Fraser Valley	24.84	3	31.17	6
Vancouver	24.72	5	31.55	32
Thompson Okanagan	28.50	4	32.10	14

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
Vancouver Island	30.00	75	20.00	108
Fraser Valley	29.50	27	20.00	59
Vancouver	29.00	105	20.00	223
Thompson Okanagan	27.00	58	20.00	118
Kootenay	26.00	15	19.25	14
Northern Interior (Prince George and North)	29.46	9	18.75	11
Coast (Sunshine Coast to Prince Rupert)	26.25	5	20.60	13
Cariboo (Cache Creek to Quesnel)	24.00	3	19.00	16

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
Vancouver Island	20.00	95	16.62	4
Fraser Valley	20.50	37	n/a	n/a
Vancouver	19.50	166	16.00	13
Thompson Okanagan	18.70	107	17.00	7
Kootenay	20.50	15	15.65	3
Northern Interior (Prince George and North)	18.75	11	17.68	5
Coast (Sunshine Coast to Prince Rupert)	20.00	12	n/a	n/a
Cariboo (Cache Creek to Quesnel)	19.50	10	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	19.00	19.50	+2.5%
Registered Technologist	25.00	28.50	+13.1%
Non-Registered Assistant	18.50	20.00	+7.8%
Kennel Assistant	16.00	16.75	+4.5%
Office Manager	26.00	25.00	-3.9%
Practice Manager	28.00	31.69	+12.3%
Student	16.00	16.20	+1.2%

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. Both Registered Technologists and Practice Managers saw an over 10% increase in wages 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

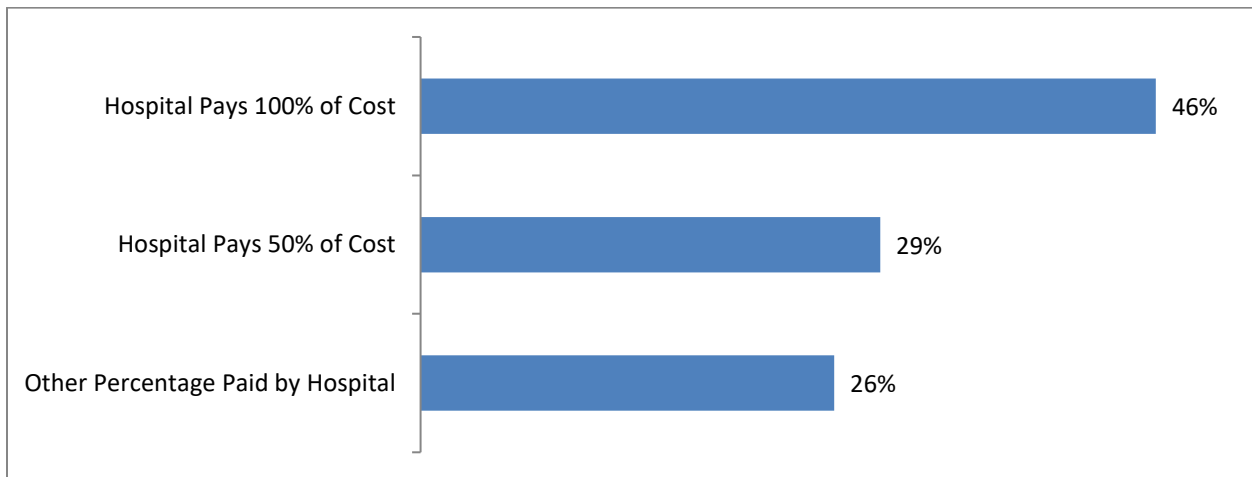


Figure 2. Hospital's share of health and dental insurance for non-DVM staff.

The majority of hospitals (46%) provided this benefit by paying the entire cost. An additional 29% covered half of the health and dental insurance.

Veterinary Care Discounts

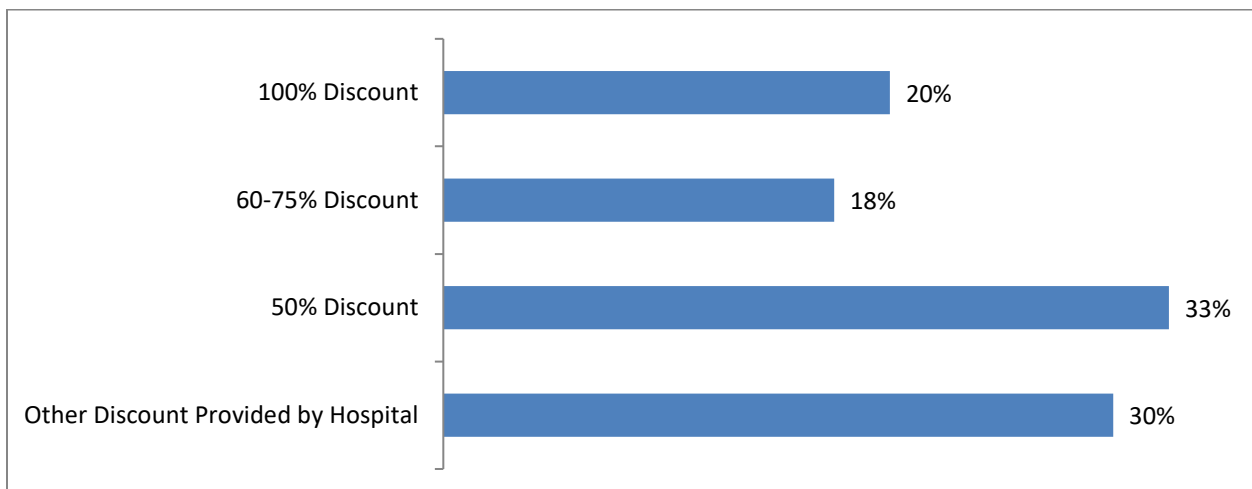


Figure 3. Veterinary care discounts for non-DVM staff.

The most common situation (33%) was to provide staff with a 50% discount on veterinary care. An additional 30% provided another level of discount, such as charging for the cost of supplies used.

Veterinary Product Discounts

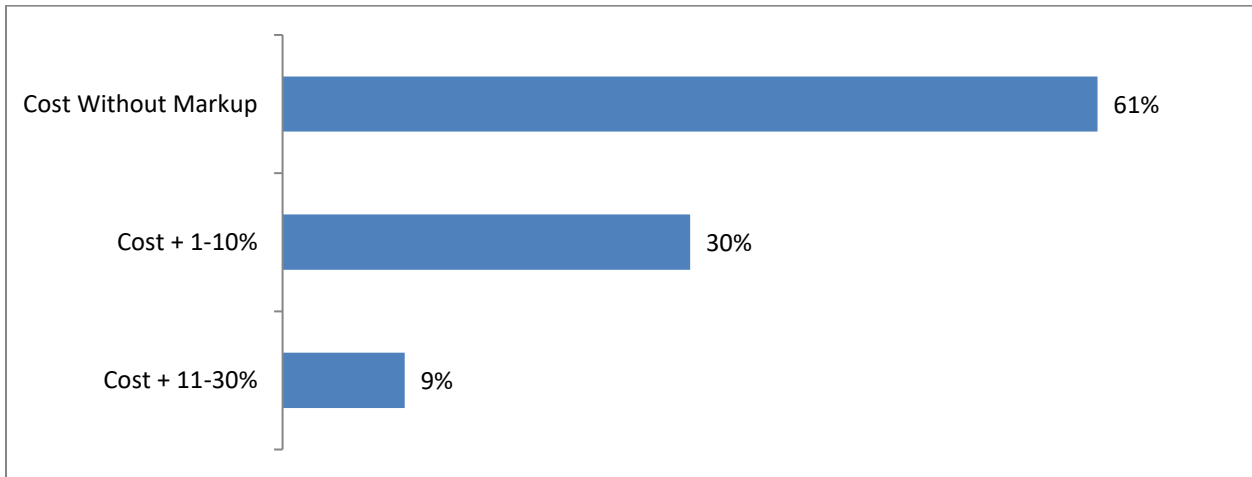


Figure 5. Veterinary product discounts for non-DVM staff.

Over half of hospitals (61%) provided this discount by charging non-DVM staff the cost of products, without any markup. Another 30% charged cost plus a markup of between one and 10%.

Voluntary Association Dues

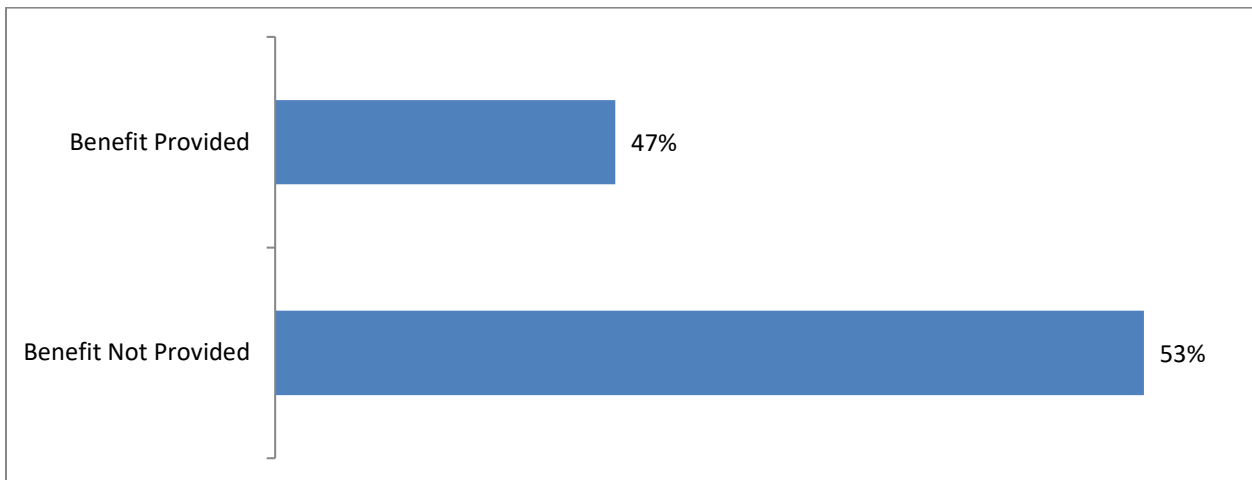


Figure 6. Percentage of veterinary hospitals providing reimbursement of voluntary association dues for non-DVM staff.

47% of responding veterinary hospitals indicated that they provided non-DVM staff with reimbursement for their voluntary association dues. Of those hospitals providing this benefit, all did so by paying the dues in full.

License/Certification

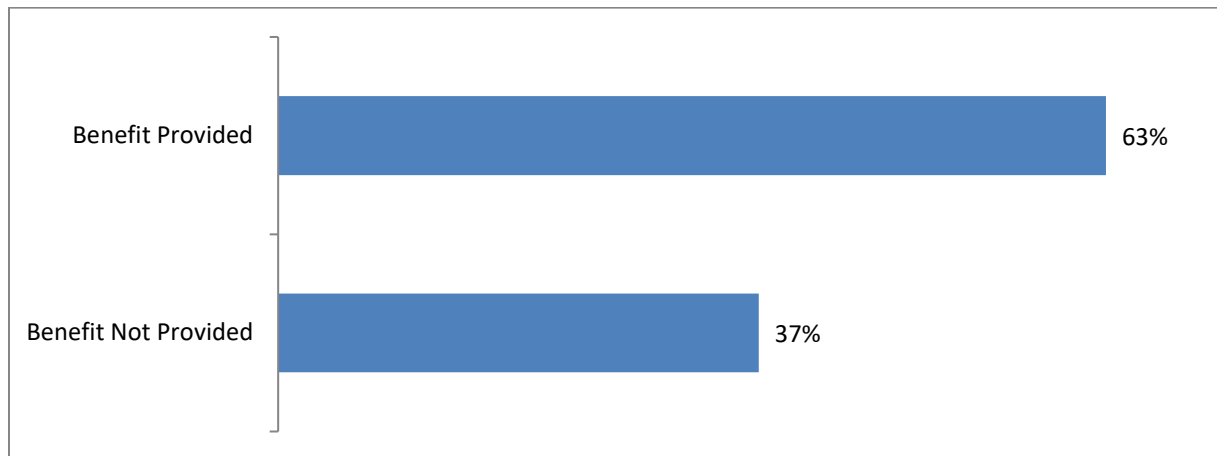


Figure 7. Percentage of veterinary hospitals providing reimbursement of license/certification cost for non-DVM staff.

Similar to voluntary association dues, just over half (63%) of veterinary hospitals indicated that they provided non-DVM staff with reimbursement for license/certification. Of those hospitals providing this benefit, all did so by covering the full cost of licensure or certification.