NAVING "THINKS BIG!"
with Launch of VetFolio

By Suzanne Smither
The NAVC Conference 2014 kicked off in a big way at the Opening Ceremony last night with the launch of NAVC VetFolio, a new online learning experience for all veterinary professionals.

This dynamic new subscription-based resource brings the Conference — and much more — to veterinary practices and schools year-round, and will evolve into "part of the everyday life of the entire veterinary healthcare team," said Richard A. LeCouteur, BVSc, PhD, DACVIM (Neurology), DECVN, the NAVC’s Chief Veterinary Officer (CVO).

LeCouteur, who is guiding the VetFolio process, was serving as Vice President of the NAVC’s Board of Directors when he left in July to take on this newly created role. "The CVO’s job is to provide a ‘Veterinarian's eye view’ of NAVC VetFolio," he said. He’s working closely with NAVC staff “to ensure that all aspects of NAVC VetFolio…meet the highest standards with regard to accuracy, relevance and appeal,” he said.

“The objective above all is to always strive for the highest quality content based on good sound scientific information that avoids anecdote and hearsay,”

"Another unique aspect, LeCouteur said, is Clinical Views, "the basic building block for the area of NAVC VetFolio that’s devoted to Point of Care information. VetFolio faculty members “produce custom content in each of the specialty areas (e.g., dermatology, reproduction, soft tissue surgery, neurology, etc.).” The content will be updated annually or more often if the need arises, and will address frequently recognized problems, he said. Another unique aspect, LeCouteur said, will be Faculty Insights, where subscribers can obtain written answers from experts to specific questions not covered elsewhere in Clinical Views. These answers will be provided within 24 hours. And VetFolio has much more in the works:

• Conference sessions are being taped so that when interested professionals can’t come to the Conference, the Conference can come to them online, anytime.

NAVING "THINKS BIG!"
with Launch of VetFolio

Outgoing NAVC President Lynne Johnson-Harris:
‘The Veterinary Technician is the Thread That Holds the Quilt Together’

By Katherine Dobbs, RVT, CVPM, PHR
Lynne E. Johnson-Harris, LVT, RVT, is wrapping up her year as president of the NAVC, a tenure notable both for her groundbreaking role as the first Veterinary Technician to hold the position and for the association’s launch of NAVC VetFolio under her leadership.

“The NAVC is the first major veterinary-focused continuing education association to have a Veterinary Technician as president,” she said. "The Veterinary Technician is the thread that holds the quilt together.

“‘It’s been quite an honor to be part of the NAVC Community…and my role as President has allowed me to share my mission of world-class continuing professional development with other Veterinary Technicians, Veterinarians and support staff around the world,” she added.

During her presidency, the NAVC also entered into an innovative partnership with the National Association of Veterinary Technician Educators..."
Kevin Nealon: Standing Up to Veterinarians in More Ways Than One

By Suzanne Smither

Performing for veterinary professionals was a new experience for comedian, actor and animal advocate Kevin Nealon, but the crowd was just as he expected before bringing his stand-up routine to the NAVC Conference Opening Ceremony last night.

“They’re going to be a great crowd,” Nealon predicted before the show. “Anyone who goes into the field has a good heart and a good sense of humor … I think Veterinarians as a whole are very compassionate.”

Nealon characterized his performances as family friendly – “at most PG” – and threw us some of his typical jokes:

“It’s strange being an older dad. Others my age are already sending their kids off to rehab.”

“I’m thinking about taking more risks – but not crazy ones. I’m not going to go sky diving or go on a Carnival cruise.”

“I like living a full life. I enjoy seeing adults wearing braces – it shows they have hope for the future.”

Nealon’s dry humor reaches across generations. You may recall his stint (1986-1995) on NBC’s Saturday Night Live, where the comedian, who has a bachelor’s degree in marketing from Sacred Heart University, mocked manipulative advertising as Subliminal Massage Man and “pumped you up” as musician Franz. More recently, viewers tune in to Showtime’s Weeds to laugh and cringe at Nealon’s twisted antics as stoned accountant and business adviser Doug Wilson. Moviemgoers of all ages have enjoyed his films such as Anger Management, The Wedding Singer and Happy Gilmore.

Nealon has two new movies coming out this year. Walk of Shame, a comedy with Elizabeth Banks, will debut in theaters in March. “She’s a newscaster facing a big audition after a one-night stand. I’m a helicopter traffic reporter,” he said.

The Familyjewel, a Happy Madison comedy with Adam Sandler and Drew Barrymore, is scheduled for a Memorial Day release. It’s “like a honeymoon – but with family,” he said.

A St. Louis native who grew up in Bridgeport, Connecticut, Nealon now lives in Los Angeles. He said he’s a great proponent of spaying and neutering, and continues to aid PETA and Farm Sanctuary as well as Friends of Animals, the ASPCA, LASPCA and No Kill LA.

He learned first-hand about humane-ly rescuing animals many years ago. “My wife and I trapped a couple of feral cats in Chinatown in New York City” by luring them out from under a car with food, he said. “One, named Hester for the street where she was living, was pregnant. We watched her kittens being born and kept all three.” Unfortunately, then-wife Linda Dupleek took the kittens with her when the couple divorced in 2002.

Now 60 and happily married for eight years to actress Susan Yeagley, Nealon said he delights in parenting their 6-year-old son, Gable, who’s becoming an animal advocate in his own right. Viewing home-drawn cartoons, he told his dad, “It’s not very nice that the horses are tied to the carriages. They should be free to run in a field.”

His final advice to Conference attendees: “Never wear a red shirt to Tar-Heel. I like helping people but I need to find some of my own stuff.”

OUR GOAL IS TO PROVIDE OPTIONS THAT WORK FOR EVERY MEMBER OF THE VETERINARY HEALTHCARE TEAM.

—TOM BOHN, NAVC CEO

new ideas and new concepts, he said, and the NAVC plans to lead that growth. “This is one of the main reasons behind our “Think BIG” theme for this Conference.”

One of Bohn’s first goals was the introduction of methods that have proved successful in other professions, such as a comprehensive online Continuing Education community similar to the very successful WebMD in human health care.

That led to NAVC VetFolio, introduced to Conference attendees during Saturday night’s Opening Ceremony.

“When the launch of NAVC VetFolio, the NAVC is becoming an exciting 365-day-a-year, 24/7 online community, with access to more resources for CE learning and growth, all in one place for the entire veterinary healthcare team.”

And that led to another big change — a new name.

“The NAVC has grown much larger than just a Conference, with partnerships in Spain, Peru and Thailand, and worldwide outreach with online learning programs,” Bohn said.

“It became apparent that our name should reflect the NAVC’s global mission of providing education to the veterinary healthcare delivery team around the world.”

The epitome Type A personality, Bohn is recognized for helping to change the face of veterinary professions, including human medicine, by luring them out from under a car with food, he said. “One, named Hester for the street where she was living, was pregnant. We watched her kittens being born and kept all three.” Unfortunately, then-wife Linda Dupleek took the kittens with her when the couple divorced in 2002.

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FULL CIRCLE

Her career has taken her full circle, first in private practice; then academia, teaching veterinary technology students at Michigan State University and doing research as well as teaching at the University of California-Davis; then the corporate world, working in field sales for Zoe-tis (formerly Pfizer Animal Health); and finally coming back to private practice as practice manager of Hinckley Animal Hospital in Hinckley, Ohio. Along the way, she managed to find time to write and co-write many articles and speak at veterinary venues worldwide on diverse topics such as feline infectious diseases, canine heartworm disease, equine parasitism and client communication. She was elected to the NAVC’s Board of Directors in 2003.

EXCITING FUTURE

Johnson-Harris said she hopes to be remembered for helping to change the face of continuing professional development within the entire veterinary community.

As she expects the future to continue to manage Hinckley Animal Hospital alongside her husband, Dr. Jerry Harris, she said, “But if I’m not there,” she said, “you’ll find me sailing around the British Virgin Islands or relaxing at my lake home in Polson Spring, Maine.”

PERSONALLY SPEAKING ...

Your favorite childhood pet: A Beagle named MacCabe, aka Canine Vacuum Cleaner

Strangest animal: An alligator in surgery after an alligator fight

If you had not become a Veterinary Technician: I would have been involved in medicine some other way

Favorite gadget(s): My iPad

Favorite cocktail: Blackberry Fresca and vanilla vodka – it reminds me of summer during the cold winter nights

Favorite vacation spot: On a sailboat in the British Virgin Islands.
The People behind the Green Jackets: Meet the NAVC Board of Directors

By Samantha Brulé

You see them walking around the NAVC Conference in their dark green blazers and wonder, who are those snappy dressers? VetEdge: At Conference helps you get to know those people behind the standout jackets: the NAVC Board of Directors.

What is something interesting that most people may not know about you?

Christine Navarre, DVM, MS, DACVIM (LAIM) (Vice President)
“I love the arts, especially visual and performing arts. If I have a second career, it will be as a landscape architect.”

Gatz Riddell Jr., DVM, MS, DACVIM (Immediate Past President)
“I like to cook, primarily grilling or smoking various meats to feed friends and family. It’s been a learning process! Recently, for the first time, I actually produced an au jus for prime rib that was as good as my mom’s! She has fed us this dish on special occasions for decades, so I am enjoying doing the same now for family and guests.”

Earl H. Rippie Jr., DVM (Secretary/Treasurer)
“Driving along highways that do not have guard rails, with a drop-off on either side, really bothers me. I guess you can say that I have a tremendous fear of height. I am also very afraid of snakes.”

Susan Klein, DVM, DACVIM (SAIM) (Director)
“As an undergraduate, I spent a wonderful term abroad in the Classics Department’s foreign study program in Greece and Turkey. Together with my fellow Classics majors and our professors, we traveled extensively and studied many archaeological sites throughout both countries. On quite a few of the sites, there were goats, sheep and sometimes cows roaming around . . . the goats were great climbers, right up onto some of the temples!”

Melinda D. Merck, DVM (Director)
“I grew up watching Quincy, and my dream was to be a medical investigator and live on a sailboat like Quincy (except with a golden retriever and two cats).”

When did you first know you wanted to be in veterinary medicine?

Charlotte Lacroix, DVM, JD (President-Elect)
“After owning my pet goat, Gruff, which we purchased in Harlem, N.Y., and who lived with us in the suburbs of New Jersey.”

Mark Crootof, DVM (Director)
“I have always known that my calling was to be a Veterinarian. Everyone who knew me during childhood always said, ‘Mark will be a great Veterinarian.’ My childhood was consumed with helping all of my friends with their pets and saving strays.”

Gail Gibson, VMD (Director)
“When I was 12 years old, I got my first horse. The Veterinarian who took care of her could see that I was fascinated with what he was doing, so he invited me to travel to the various farms with him to watch him care for all the farm animals. After the first trip, I knew that veterinary medicine was the career for me, and I’m still enjoying it today.”

K. Leann Kuebelbeck, DVM, DACVS (Director)
“From the time I could talk and write, I wanted to be a horse Veterinarian. When my mom passed away in 2003, I retrieved my ‘baby book’ from our home. Starting in kindergarten and then every year thereafter through elementary school, there was a page in the book that asked who your friends were, teacher’s name, what you wanted to be when you grew up, etc. On every single page I wrote ‘horse vet.’ It was absolutely a part of who I am from the time I could talk. I’m lucky to have always known what I wanted to be, and I pursued it and achieved it.”

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Cam Marston: Bridging the Generation Gap

‘Does Not Require Wholesale Change’

By Suzanne Smither

To run a successful veterinary practice today, generational expert Cam Marston says you need customer relations skills to reach clients of all ages and have a diversity conversation to get four generations cooperating on the job.

Marston’s firm, Generational Insights, has aided hundreds of companies and groups for more than 15 years.

As a VIP Lecturer at the NAVC Conference 2014, Marston gave his first presentation, Four Generations in the Workplace, to a packed house Saturday evening, and gave another talk, Selling and Marketing Across the Generations, to industry representatives Friday night during an “NAVC Industry Summit.”

Forming a fast, genuine connection with new clients requires understanding their core values, said Marston, who calls himself “a proud member of Generation X.” He described the four generations:

- **Matures**, born before 1946, value loyalty, patriotism, integrity and character.
- **Busy Baby Boomers**, born from 1946 to 1964, relish interpersonal experience and eye contact
- **Generation Xers**, born from 1965 to 1979, are doubtful, questioning consumers, more transactional than relationship-driven
- **Millennials**, born from 1980 to 2000, are pack animals who crave inclusion and champion diversity.

“The Baby Boomer, Marston said, is ‘an optimistic, cheerful, willing custom-er who reacts well to a great smile and ‘how are you doing’ comment.” But clients from Generation X “have a little distance from their service providers. They put technology between themselves and their customer … eye contact is not as valuable.”

When dealing with Millennials, he said, it helps to realize that “they're growing up later. Their biological age and life stage can seem very different,” and they can seem aloof.

Seasoned professionals who view themselves as experts encounter younger people who consider themselves self-educated, active consumers and who “show up with research about what should happen,” and even a possible diagnosis, Marston said. To connect with them, older Veterans must “shift their stance from ‘I’m the expert; trust me’ to ‘I’m the expert – let me teach you.’ ”

On the job, Marston said, “generational focus helps us organize – it’s a tool for empathizing, not stereotyping.”

Seniors can’t expect too much deference from juniors who never learned to give it, and they may need to teach hierarchy, he said, while younger employees who want an egalitarian workplace need to acknowledge they must pay their dues before making changes.

Definitions of teamwork vary, he said. “Seniors define it in terms of shared responsibility – all of us, helping each other – while younger professionals see it in terms of, ‘Here’s my role on this team. When my job is done I’m going to take off.’ ”

“Employers struggle with this,” he said, but they learn that “wisdom, time and age evolve people’s definition of team.”

“Working together effectively requires a diversity conversation,” Marston concluded.

“One thing we have discovered is the differing outlooks, and once people understand their view is shaded by their generation, there can be a willing education of these generational differences,” he said.

COMMUNICATION SHOULD ALWAYS BE WIDE OPEN’

By Katherine Dobbs, RVT, CVPM, PHR

Cam Marston, considered an expert on the generations, presented at the NAVC for the first time at this year’s Conference on Friday and Saturday.

As a researcher and the author of Generational Insights: Practical Solutions for Understanding and Engaging a Generationally Disconnected Workforce, he brings a wealth of information about working with team members who span four generations: the Matures (born before 1946), the Boomers (born 1946-1964), the Generation Xers (born 1965-1979), and the Millennials (born 1980-2000).

We asked him to share a few of his most important tips with NAVC Conference attendees.

TIP 1

The younger the new hire, the more likely they are to quit and search for a new job. There is no way around it. Regardless of the perks and accolades you provide, they’re most likely to leave. They’re generally cheap employees and that’s the price you pay. If you want loyalty and low turnover, hire older people – they’re more expensive, but what you get in exchange is longevity on the job. Avoid hiring young people, mitigate for turnover – plan for it.

TIP 2

Empathy is a human ability and skill that is taking longer to develop in youth today. Empathy is necessary for lead teams and provide client service. Teach your team leaders how to empathize with their teams and your clients to keep the teams running smoothly and the clients happy.

TIP 3

The Gen X managers – between the ages of 35 and 49 – often can be aloof and distant managers. They often don’t engage their teams the way the teams need engagement from their leader. Encourage Gen X managers to meet with their teams face-to-face regularly and to not delay or cancel meetings and instead send emails – it won’t work. Gen X managers are causing a lot of discord in the workplace today by thinking they’re doing their teams a favor by leaving each individual alone, when what each individual really wants is attention and affirmation from his or her team leader.

When looking at the overall team dynamic, Marston said, “I am a big fan of hierarchy in titles and responsibilities but egalitarian in communications. Everyone needs to know their role, why the role exists and why it is important. No title or position, though, should be limited from communicating to anyone else in the practice about ideas or concerns. Communication should always be wide open. Everyone has a seat at the table, a voice into the success of the team.”

That understanding leads to “acknowledgements, adjustments and slight tweaks.”

His last piece of advice to the many seasoned professionals in his audience; “If you don’t have some sort of social media presence, you need to get one. . . . Social media is the Yellow Pages of today.”

At a glance

NAVCA VetFolio is a new online learning experience with many facets for the entire veterinary healthcare team including:

- Providing collected NAVCA presentations to veterinary practices and schools year-round
- Clinical Views – point-of-care information
- Custom content in specialty areas provided by VetFolio faculty members
- Faculty Insights – answers from experts to subscriber questions
- Continuing education credits
- Daily pet-health updates and industry alerts
- Educational modules.

What sets VetFolio apart?

- Quality information that is all in one place
- Easy navigation
- Responsive to subscribers
- Links to the NAVC Conference and the NAVC Institute
- Reasonable (the NAVC is a not-for-profit) monthly subscriptions:
  - $45 for practices of up to 15 members
  - $25 for individuals

Information courtesy of Dr. Rick LeCouteur, NAVC Chief Veterinary Officer.
We explored the halls of the Gaylord Palms Convention Center to learn directly from you why you’re excited about the NAVC Conference 2014. Here’s what all the buzz was about!

“The session on animal cruelty was an eye-opener.”
Kaycee Pederson (left), Amanda Houser, Jessica Zinke and Kelsey Loper
Veterinary Technician Students
Torrington, Wyoming

“I come every year. It’s the best bang for the buck. There’s just so many different things that you can take. It’s really a good idea for attendees to buy a timeshare here because it makes sense here.”
Christina Bertsch-Momaw
Veterinarian
Sedona, Arizona
and RoLaren

“We didn’t do any of the extra [labs], but I think because there are so many classes to do, that we have so many options there, and we work in an emergency facility, so I think we’re really into the critical care stuff. We’re definitely going to check out some of the rehab stuff too.”
Megan Mamak (left)
Veterinary Technician
East Aurora, New York

“A lot of people in my practice said this was one not to miss. A lot of times the technician tracks at conferences are not that interesting if you’ve been a technician for 10 years like we have. You’ve kind of already picked up a lot of the information, and so we end up going to a lot of the veterinary talks. Unless it’s something really new, you know a lot of it. But maybe not here—we’ll see!”
Clair Ormston
Veterinary Technician
Orchard Park, New York

“I’ve come with [my wife] several times before. I see her in between sessions, and we kind of turn it into a little family vacation. [My son] is a little overwhelmed, but he loves the animals and he’s having fun so far.”
Joe Boudreau, with son Kendrick
Husband of Veterinarian
Hubbardston, Massachusetts

“I’m here to learn how to transition from the exotic/zoo field to cat and dog practice.”
Chris Montgomery
Veterinarian
Lafayette, Louisiana

“I’ve been here four or five times. … This is bigger; there’s more information.”
Naum Polonsky
Veterinarian
Staten Island, New York

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Joe Boudreau, with son Kendrick
Husband of Veterinarian
Hubbardston, Massachusetts

“I’m very much interested in the wildlife talks, but also just keeping up on my small animal skills.”
Dan Wolf
Veterinarian (State & Army)
Gainesville, Florida

“I come every year. It’s the best bang for the buck. There’s just so many different things that you can take. It’s really a good idea for attendees to buy a timeshare here because it makes sense here.”
Christina Bertsch-Momaw
Veterinarian
Sedona, Arizona
and RoLaren
Sunday, January 19, 2014

Otitis Externa: Diagnosis and Management
Craig Griffin, DVM, DACVD
Sunrise Session — 6:30-7:30 a.m.
Grand Salon 7, Marriott

Monday, January 20, 2014

Perioperative Pain Control: Old, New, Good, and Otherwise
James S. Gaynor, DVM, MS, DACVA, DAAPM
Sunrise Session — 6:30-7:30 a.m.
Grand Salon 7, Marriott

Just the Facts: Simplify the “Flea Talk”
Lynda C. Green, VMD
Technician Lunch — 11:45 a.m.-1:30 p.m.
Sago Ballroom, Marriott

IVAPM Pain Management Symposium
Mark Epstein, DVM, DABVP, DAAPM, CVPP
1:45-4:50 p.m.
Grand Salon 8, Marriott

Tuesday, January 21, 2014

Worth Fighting For: Parasiticides and Preventive Care — What you need to Know to Protect Your Patients and Prevent Revenue Loss
Byron Farquer, DVM, CVA
Ernie Ward, DVM
Sunrise Session — 6:30-7:30 a.m.
Grand Salon 7, Marriott

Elanco Innovation in Veterinary Medicine
Michael Dryden, DVM, MS, PhD, DACVM
Craig Griffin, DVM, DACVD
Wayne Rosenkrantz, DVM, DACVD
Byron Farquer, DVM, CVA
B. Duncan Lascelles, BSc, BVSc, PhD, CertVA, DSAS(ST), DECVS, DACVS
Debra Horwitz, DVM, DACVB
8 a.m.-4:50 p.m.
Sun C Ballroom, Gaylord

Stop by Elanco Gaylord booth 931, Marriott booth 4023 to learn more about Elanco and our show special
NAV C: Not Just Thinking BIG – Thinking ‘Outside the Box’

By Katherine Dobbs, RVT, CVPM, PHR

With the NAVC Conference 2014 offering such a comprehensive array of topics to ensure that all its thousands of attendees find sessions they’re looking for, you’d expect to see many foundational topics presented with up-to-the-minute information. However, if you’re looking to learn those CE credits from presentations that are “outside the box,” the NAVC has you covered there, as well.

At press time, some of the following sessions were filled, but you’ll know what to look for at Conference 2015. Following are some of the more unusual topics that caught VetEdge: At Conference’s attention that we think will intrigue you, too.

SPECIAL WORKSHOPS AND LECTURES:
• Hospital Design for the 21st Century: Thinking of constructing a new facility or renovating your current practice? This three-day “Conference within a Conference” on Hospital Design includes “going green” and much more from the experts. Unfortunately, the workshop started Saturday, but you may be able to drop in – ask at the registration desks. And, make a note to look for it next year and register early!
• Exotic Experiences: The NAVC Conference is well-known for its large offerings focusing on exotic animals and Conference 2014 is no exception. The Conference has you covered with everything avian, reptile and rodent, both the animals themselves and the problems they present. Happening all day at the Marriott.
• IGNITE! Your Thinking: For the first time, the NAVC is providing a full day of TED-like* short talks in an all-day track called IGNITE! On Tuesday, drop in anytime at the Cany Bar Ballroom in the Marriott to join conversations exploring fresh ideas and perspectives on veterinary education, practice and professionalism.
• Animal CSI – Veterinary Forensics, Saturday, 8:00 am, and Sunday, 4:00 pm, Gaylord: Turn sleuth and learn how to solve animal abuse cases, including complex cruelty and, always the elephant in the crime room, sexual abuse.
• Animal Welfare Roundtable: Wednesday, 2:40 - 4:40 pm, Gaylord: Explore the importance of animal welfare in our practices and communities.

MASTERCLASSES:
• Ophthalmic X-Files: The Truth is Out There, Sunday, 2:40 - 4:40 pm, Washington, Marriott, Elizabeth Guadina: See what you can learn to see! It’s true.
• The Board of Examiners Would Be Displeased: Dental Cases from St. Elsewhere, Monday, 8:00 - 10:00 am, Marriott, Mark Smith.
• A Case to Remember, Tuesday, 8:00 - 10:00 am, Crystal Salon K, Marriott, Melissa Supernor: The speaker promises you won’t forget this one.

*The NAVC and IGNITE are an affiliate of TEDx or TEDEd.

MEET THE PROFESSOR LUNCHEONS:
• Emergency Medicine: Tales from the Dark Side, Sunday, 12:00 - 1:30 pm, San Francisco, Marriott, Tim Hackett: Even veterinary emergency rooms provide made-for-TV situations.
• Mycoplasma infection in Rats – It’s More Than Just Mycoplasma, Monday, 12:00 - 1:30 pm, St. Louis, Marriott, Tom Donnelly
• Love is Never Enough: Choosing Drugs for Behavioral Patients, Tuesday, 12:00 - 1:30 pm, St. Louis, Marriott, Karen Overall: The Beatles had it wrong when they claimed All You Need Is Love. We do not hesitate to use medications to treat medical issues, so why do we hesitate to use meds that help behavior? Love keeps animals in households, Overall says, but meds can help make households whole.
• I Did WHAT? Learn by My Mistakes, Wednesday, 12:00 - 1:30 pm, Washington, Marriott, Doug Mader: Everyone loves a man who will own up to his mistakes! “My uncle always told me, ‘Make your mistakes with somebody else’s money.’ If mistakes made equated to potential income, I’d be a millionaire many times over,” Mader says. “Come learn from my blunders so you don’t have to venture down the same ‘walk of shame.’”

These are just the tip of the iceberg – rush to the Gaylord or the Marriott registration desks to see which sessions are still available.

Get Social! Share the Excitement of NAVC Conference 2014

By Meg Nash

Whether you’ve just completed your first Masterclass on reading radiology films (“Learned so much!”), had the best grilled grouper ever last night at Sunset Sam’s, or scored an incredible NAVC RealDeal, you’re invited to share the news on Facebook, Twitter, Google+, YouTube, LinkedIn and Pinterest.

“Connecting with others is a key reason why the NAVC Conference is such an exciting event,” said Pam Foster, Managing Editor, NAVC Community Content & Media.

“We encourage Conference attendees to post video snippets and photos, and to share their impressions about anything that stands out as a great experience. The NAVC Conference doesn’t just happen in Florida; with social media, the Conference can also come alive for peers back home who weren’t able to make it this year.”

If you’re still wondering “What’s the big deal about social media?” you might find an answer by checking out the Vet Tech Connections Facebook page (facebook.com/VetTechConnections), which has emerged as a particularly robust NAVC online community.

Since 2012, nearly 15,500 Veterinary Technicians and other animal health professionals have joined in to share ideas, answer questions, post images, tell stories, see where Flat Jack has been spotted around the world, and enjoy a big laugh or “cute puppy” moment. Look to the Vet Tech Connections Facebook page and other NAVC social media sites for great photos, discussions and videos on all things NAVC Conference.

Now, with the launch of NAVC VetFolio (www.navc.com/vetfolio) and its related NAVC Community (www.navc.com/community), you’ll find more opportunities to connect and share ideas online with active and ambitious members of the global veterinary healthcare community.

The NAVC Conference 2014 will come to an end, but social media communication and the camaraderie don’t have to end.

It’s All About the Badge: NAVC Leads Way with New Conference Technology

By Meg Nash

Thanks to new technologies at the NAVC Conference 2014, you can spend more time seeing, learning and doing, and less time managing your schedule, finding the right room or Exhibit Hall booth and registering your continuing education (CE) credits this year.

Why? “Because everything is tied to your new, technologically advanced name badge,” said Katie Crozier-Thiess, NAVC Event Operations and NAVC Institute Manager. “When you receive your badge at check in, you will have the whole Conference at your fingertips.”

BRING ON THE BADGE
You can use your badge to:
• Confirm your CE credits soon after a session is completed
• Email yourself a CE certificate
• Have lunch (even your daily lunch allowance is stored on your badge)
• And much more!

ADD THE MOBILE APP
In another innovation, the NAVC Conference 2014 offers a smartphone app that provides CE course listings, calendars, entertainment information, instructor bios, maps and more. The app works with your own name badge, automatically syncing your schedule for a quick and accurate look at your day’s events as you keep on the go.

For example, you can:
• View veterinary CE course listings, calendar, entertainment, instructor bios and maps
• Check out the exhibitor list and booth locations and find products

NEED HELP?
Help is available at any time during NAVC Conference 2014 hours – just look for the IT Help Desks in the City Hall Lobby and near the Marriott Atrium, Friday through Wednesday. The desks are staffed with experts who can solve any of your problems, from questions about your badge, downloading the Conference app or scanning the QR code, to downloading the digital Proceedings or accessing CE credits.

(including featured products in the New Product Gallery), RealDeal and Passport program details.
• Use the handy “My Notes” section for taking notes during sessions, at Exhibit Hall booths, during conversations at lunch – anywhere!
• Use the “Planner” feature to organize your daily schedules for quick access while sitting on the Conference shuttle bus, taking a coffee break or finding your next class location

Your badge, like Michael Riley’s (left), is your cutting-edge key to all things NAVC Conference 2014. Keep your mobile devices charged and ready to use at all times at charging stations like these, located throughout the Conference venues. (Charging stations are sponsored by Zutti Animal Health.)

Follow colleagues in social media.
“Your cutting-edge mobile app should make it much easier for you to get around at the Conference,” said Crozier-Thiess.

On your device, visit navc.com/conference/mobile-app to download the app on your iPhone, iPad or Android. Or, go to the app section of your device and search for NAVC Conference 2014.

PROCEED DIGITALLY
Don’t want to lug around the huge, heavy print Proceedings? If you purchased the digital Proceedings ahead of time, you will get email instructions on downloading them straight to your device(s).

If you did choose to purchase the printed copy, you can pick it up at the Book & Bag Pick-Up next to the Badge Pick-Up.

Last but not least – don’t miss the very cool 3-D printing demonstrations in the Gaylord Captiva room Saturday through Tuesday.

You’re invited to post pictures, videos, reviews and comments on anything related to your NAVC Conference 2014 experience. Here are the NAVC social networks:

• NAVC Community (an exclusive community for veterinary professionals and NAVC VetFolio subscribers): www.navc.com/community
• NAVC Facebook: www.facebook.com/TheNAVCC
• NAVC Twitter: #NAVC2014
• NAVC Google+: plus.google.com/117155495710035342/posts
• NAVC LinkedIn: www.linkedin.com/company/navc-north-american-veterinary-conference
• NAVC YouTube: www.youtube.com/user/TheNAVCVTV
HURRY—SEATS MAY STILL BE AVAILABLE!

Here are some of the Hands-on Laboratories and Workshops that may still have openings:

**Imaging – Advanced (CT and MRI)**
Monday, 8:30 AM – 5:30 PM
(Veterinarians only – see Program, page 105)
Learn advanced techniques such as cross-sectional imaging using CT and MRI, as well as repairing bone fractures and knee joint issues in dogs with anterior cruciate ligament injuries so they don’t develop arthritis.

**Low-Stress Cattle Handling**
Monday, 1:30 – 5:30 PM
(For Veterinarians and Veterinary Technicians – see Program, page 113)
“Forget the whips cowboys cracked in old Westerns,” said NAVC Conference Coordinator David Senior. “Today there are ways to handle cattle with much less stress and tissue damage and no cruelty.” You’ll learn the concepts of low-stress cattle handling, including receiving cattle into a feed yard, pulling a single animal from a herd, and moving cattle through processing facilities.

**Wound Management**
Tuesday, 1:30 – 5:30 PM
(For Veterinarians and Veterinary Technicians – see Program, page 113)
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Other new programs that have been added for 2014 but are fully registered include:

- **Avian Reproductive Surgery** (took place Saturday)
- **Examination Room Communication Skills** (also took place Saturday)

We added this lab that provided tips on examination room communication skills, Senior said, because “Veterinarians need to be accurate and brief, but also to connect and be thorough when speaking with clients.”

**Dermatology Techniques for Veterinarians**
Sunday, 8:30 AM – 12:30 PM

**Veterinary Technicians are increasingly involved in obtaining tissue and cell scrapings and creating cultures to help Veterinarians diagnose common skin conditions,” Senior said.**

**Reconstructive Surgery**
Monday, 8:30 AM – 5:30 PM

“Veterinarians attending this lab will practice plastic surgery techniques in reconstructive work for major defects, like those caused by injury, where it is necessary to use skin from another part of the body,” Senior said.

**Canine Orthopedic and Sports Medicine**
Tuesday, 8:30 AM – 5:30 PM (Veterinarians)

**Equine Dentistry**
Tuesday, 8:30 AM – 12:30 PM (Veterinarians)

“This lab,” Senior said, “will ensure that participants ‘get a good grasp on all the common conditions they’re likely to encounter.”

**Reptile Techniques**
Tuesday, 1:30 – 5:30 PM
(Veterinarians and Veterinary Technicians)

**Vascular Catheterization Techniques – Advanced**
Tuesday, 1:50 – 5:30 PM (Veterinarians and Veterinary Technicians)

**Anesthesia Monitoring and Troubleshooting for Technicians**
Tuesday, 1:30 – 5:30 PM
The goal of this Lab is “to increase their skills when anesthesia is not going smoothly, especially with very sick animals,” Senior said.

Every year, the NAVC adds new labs with the goal of ensuring that the Conference leads the way with education about new trends and techniques. Three of the cutting-edge labs that have been added in recent years and continue to be popular include:

- **Acupuncture: Getting Started**
  “This workshop for Veterinarians was added several years ago to address the growing interest in alternative medicine,” Senior said. “Acupuncture has become an increasingly popular, cost-effective way to manage postoperative pain and hasten recovery from joint or hip surgery.”

- **CPR – Revised Guidelines**
  (Veterinarians and Veterinary Technicians)
  CPR techniques are constantly changing, and this workshop emphasizes timing for breathing and compression. “It’s important to know how to do cardiac compression fast,” Senior said.

- **Rabbit and Rodent Dentistry**
  “Rabbits and rodents such as ferrets are increasingly popular pets, and this lab was added to help Veterinarians correct life-threatening teeth misalignment caused by their domestic diets that are often the wrong food,” Senior said.

So, if you missed out this year, you know what to expect at the NAVC Conference 2015. You also know now that you need to register early!

**From Rabbit Teeth to Canine Toes – There’s a Lab for That**

By Suzanne Smither

The NAVC’s Hands-on Laboratories and Workshops have long been a popular staple of the Conference because they provide “a learning experience limited to small groups so participants can get individual instruction from specialists about new techniques,” said NAVC Conference Coordinator David Senior, BVSc, DACVIM (SAIM), DECYTM-CA, who has helped organize the laboratories for more than two decades. More importantly, he said, the participants “can take the information home and immediately use it in their own practices.”

The NAVC Conference 2014 boasts 33 Hands-on Labs. At press time, only a few had seats still available, including these (see box for more details):

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**THE HANDS-ON LABS: DID YOU KNOW?**

- The NAVC has hosted more Hands-on Labs than any other major conference – more than 1,000 to date – most of them in Orlando-area hotel ballrooms. The Caribe Royale, the current site, has staged more wet labs that any other hotel worldwide.

- Dogs, birds and reptiles are the most commonly used animals in the labs, but occasionally horses and food animals have been used. The large animal labs are generally held off-site, but horses have been brought into the hotel ballrooms for special programs several times.

- For the last two years, the dogs, who are extremely well cared for, have been provided by the Humane Society of Tampa Bay. All are available for adoption (humanesocietytampa.org). Some private owners let their dogs and cats be used for the behavior labs and greyhounds for labs that require docile animals with well-defined musculature.

- The horses are provided by Disney and birds by the Gabrielle Foundation in Colorado. Many of the wild animals, such as reptiles native to Florida, are subsequently released into the wild.

- The International Animal Care and Use Committee (IACUC) oversees all live-animal use by the NAVC. The trend is away from live animal use, and plastic Sawbones will be used in some of the orthopedic labs and very sophisticated models in the CPR lab.

- Each year, the labs are supported by more than 80 companies that collectively provide equipment and supplies worth millions of dollars, as well as financial support. Without this huge contribution to the veterinary profession, the labs would be impossibly expensive.

- The thousands of details required to run up to 45 labs in a five-day period ensure that things do not always go according to plan. Once the pigs’ eyes used for the Ophthalmic Surgery labs were shipped from the abattoir to California by mistake. After frantically rerouting them and picking them up directly from FedEx at the Orlando airport, the eyes were rushed to the Marriott and laid out on the tables just as the instructor said, “Now we will begin the surgical exercises.”
Taking Care of Children at the Conference

By Samantha Bares

Looking for something interesting for your children to do at this year’s NAVC Conference? You don’t have to look far.

Both the Gaylord Palms and Orlando World Center Marriott Resort & Convention Center feature water parks open to all hotel guests, with water slides, kid zones and just plain fun.

Also at the Marriott, children can play at the park – Central Park, no less.

“Bayer’s Central Park is a mini-carnival at the Marriott World Center. It has games where you can win prizes. They have visiting puppies. One year, they had an albino alligator,” said Katie Crozier-Theis, NAVC Event Operations and NAVC Institute Manager.

Bayer’s Central Park is open Sunday through Tuesday from 9:30 AM to 4:00 PM.

KIDDEECORP PROGRAM

For smaller children, the KiddieCorp children’s program has set up at both the Gaylord and the Marriott. KiddieCorp prides itself on serving children in different age groups using a different theme each year.

The 2014 theme is “Around the World with Friends” and focuses on travel in different countries and cultures.

The program costs $10 per hour/per child and is available for children ages 6 months to 12 years.

“KiddieCorp is in its 27th year of providing high-quality children’s programs and youth services to conventions, trade shows and special events,” said sales associate Michelle Devore.

The NAVC Conference has contracted with KiddieCorp since 2011, working out of both hotels. “Working in the same facility for the past few years has allowed KiddieCorp to become familiar with the facilities and staff,” Devore said. “We try to keep the same managers and staff to ensure parents and children are familiar with us.”

Disney’s Animal Kingdom

Of course, there is an animal option, as well. Children ages 6 to 13 can attend the Just For Kids Conservation Day Camp at Disney’s Animal Kingdom.

“The idea is teaching kids the importance of conserving resources and preserving animal habitats,” Crozier-Theis said. The camp costs an additional $105 per day, per child. This is the first year the camp has been held for two days instead of one: Sunday and Monday, 8:30 AM to 3:30 PM.

Each day features a different theme – “Creature Feature” and “Eco Heroes” – and Disney staff teach the children about conservation efforts through games and other engaging methods. Children are encouraged “to apply their creative talents to make positive contributions within their community that benefit nature and the environment,” Disney Education Manager Jen Wilson said. “They will play and learn what makes the animal world and the world at large so engaging and worth saving,” she said.

It means veterinary professionals won’t be the only ones learning about animals at the NAVC Conference 2014.

EXCLUSIVE BOOK READING & SIGNING

BY VINT VIRGA, DVM, DACVIM

Gaylord Palms
Date: Monday, January 20
Time: 9:00–10:00 AM
Room: Captiva 2

The first 25 attendees will receive a free copy of Dr. Virga’s new book.

Dechra 24-Hour Veterinary Technical Support:
(866) 933-2472/www.Dechra-US.com
Free online Continuing Education at: www.DechraCE.com

Exercise Your Right To… Exercise!

By Robin Sturtz, DVM

As veterinary professionals, most of us work in chronically stressful environments and should be taking steps to bring ourselves some relief. That’s often difficult when we are busy at our practices or veterinary schools, but here in Orlando, the NAVC Conference 2014 is providing several opportunities to work out your body as well as your mind.

Unfortunately, you missed the Yoga early this morning, but there is still time to work on those dance moves or go for a run:

• Zumba Monday, 5:30 pm, at the Gaylord/Royal. (Sponsored by Vétoquinol)
• 5K Fun Run Tuesday, 6:30 am, at the Hawk’s Landing Golf Course at the Marriott. (Sponsored by Novartis)

The College of Veterinary Medicine at North Carolina State University says on its website: “A little stress can be good for us, keeping us stimulated, active and creative. … In contrast, ‘distress’ tends to block our performance, create health problems, increase anxiety and depression and reduce optimal efficiency. Extreme stress can also contribute to, or exacerbate, a number of anxiety disorders.”

So, add to your Conference experience and take advantage of these opportunities to de-stress. Catch up with colleagues you don’t see every day while you exercise! You will take home not only professional knowledge and exhibitor tokens but also a contribution to your personal well-being.

■

DISNEY’S ANIMAL KINGDOM

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END THE ITCH CYCLE. LEARN ABOUT A FAST AND SAFE NEW TREATMENT FOR CANINE PRURITUS TODAY.

To learn more about a new targeted therapy, please visit Zoetis booth #1819 at the Gaylord Convention Center or booth #3729 at the Marriott Hotel.

AND DON'T MISS EITHER OF THESE EXCITING EVENTS:

**Experts’ Approach to Treating Demanding Dermatology Cases**
Date: Sunday, January 19th, 2014, 8:00 AM - 11:45 AM
Location: Gaylord Ballroom Sun A
Keynote Speakers: Drs. Karin Beale, Laird Goodman, Craig Griffin and Mark Papich

**Cases Up Front: On-the-Spot Workups of Actual Itchy Patients**
Date: Monday, January 20th, 2014, 5:30 PM - 7:30 PM
Location: Gaylord Ballroom Sun A
Keynote Speakers: Drs. Karin Beale, Craig Griffin and Wayne Rosenkrantz
WHY?
Because it resulted in an all-male member panel.

WHEN the veterinary field is dominated by women (with more than 52,500 female Veterinarians compared to 44,200 male Veterinarians at the end of 2012), why is there a dearth of women in leadership positions in veterinary medicine? A few hypotheses:

- Lack of self-confidence
- Lack of mentoring
- Concerns about distraction from family time
- Lack of conviction and self-confidence to pursue leadership opportunities.

LEAN INTO SUCCEED
Earlier this summer, I read Sheryl Sandberg’s (the COO of Facebook) book Lean In, in which she talks about the lack of women in leadership positions throughout the world. Whether you’re female or male, this book is a must-read. (Time poverty? Check out her TED talk for the CliffsNotes or the VetGirl podcast on “Why everyone should Lean In.”)

In Lean In, Sandberg lays out three key points of how to succeed as a female leader:

- Sit at the table
- Make your partner a real partner
- Don’t leave before you leave.

No one gets to the corner office by sitting on the side, not at the table. Often, women are hesitant to sit directly in the center of things, choosing a more “wallflower” side seat … throwing them in the shadow. Believe in yourself, own your own success and sit at the table.

Despite the improvements in equality, women still do twice the amount of housework and three times the amount of child care compared to men. Having a partner who is willing to child-rear and take on more household responsibility — who can contribute equally to the shared household — is imperative to allow women to succeed in leadership roles.

DON’T LEAN OUT
Do you plan your life out years in advance like me? Take, for example, child planning. A woman thinks about having a child (e.g., how am I going to fit this in to everything I’m doing?) a few years in advance. She then stops looking for a promotion, stops taking on new projects and inadvertently starts leaning back.

This is leaving before you leave. Keep your foot on the gas pedal until you are truly ready to leave. In general, women think about things too early (e.g., planning one to five years in advance). Don’t make decisions too far in advance. Roll with the punches, you miss out on opportunities to succeed.

WHERE DO WE GO?
First, we have to work to break down societal factors such as this one: While success and likeability are positively correlated for men, they are negatively correlated for women.

Second, believe in yourself and your profession. Don’t accept a lower salary. Negotiate like a man. Bill like a boy. Advocate aggressively for yourself. Mentor young women to take on leadership roles. Create a support group. Find a mentor. Be fierce when it comes to promoting women in leadership. Take on a leadership role; after all, if you support women in leadership, you have to walk the walk.

Women have to keep pushing themselves. The battle of equality has not been won. We can’t sit back and undo what many have already done. We must work to break down the societal barriers to leadership.

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Women have to keep pushing themselves. The battle of equality has not been won. We can’t sit back and undo what many have already done. We must work to break down the societal barriers to leadership.

In conclusion, women have to believe in themselves, own their own success and sit at the table. Only then will they rise to the top — because it’s there for them to take on leadership roles. Create a support system. Find a mentor. Be fierce when it comes to promoting women in leadership. Take on a leadership role; after all, if you support women in leadership, you have to walk the walk.

Women must believe in themselves and their own success. If we don’t take the lead, who will?
WANT GREAT DINING OPTIONS AWAY FROM YOUR HOTEL? VETEDGE RECOMMENDS...

By Samantha Brule

Although there’s no lack of great food choices in and near the Gaylord and Marriott hotels, sometimes you want a little variety. Whether it’s great food, an inviting atmosphere or an impressive wine list you’re looking for, Orlando has it! We talked with some NAVC Conference regulars to get the scoop on some of their favorite spots, all within 15 to 20 minutes of the Conference. A couple gave us their choices; most said it was too hard to choose, but someone had to do it!

Agave Azul
4750 S. Kirkman Road, Orlando, FL 32811
Phone: 407.704.6920
Website: www.agaveazulorlando.com

How about a trip south of the border? Since 2008, Agave Azul has offered authentic Mexican food and great service. The menu features some traditional favorites, as well as some unique dishes, such as goat cheese rellenos. Don’t forget to stop by the bar for a margarita or beer before your meal. Prices range from $7 to $18.

Charley’s Steak House
8255 International Drive, Orlando, FL 32819
Phone: 407.363.0228
Website: www.talkofthetownrestaurants.com/charleys

Charley’s Steak House is a favorite of longtime NAVC attendees. Dr. Ralph Barrett and Jackie Kaddatz. The restaurant has a fun, upscale atmosphere and a menu that offers “typical and not-so-typical steak house fare.” Flame-broiled in a custom-built pit, with items between $16 and $55. The restaurant, a 2003 recipient of the Distinguished Restaurants of North America (DiRoNA) award, is family owned and operated and has been in business since 1974.

Christini’s
The Marketplace, 7600 Dr. Phillips Boulevard, Orlando, FL 32819
Phone: 407.345.8770
Website: www.christinis.com

Identified by Zagat as “a treasure among restaurants, Christini’s is a great option for those craving Italian fare (from $22 to $37). Established in 1984, it also offers patrons entertainment from a world-renowned accordionist and the chance for celebrity sightings – Christini’s is frequented by many celebrities. Christini’s is another favorite of Ralph Barrett, who raves about the “wonderful Italian food, intimate setting and terrific wine list.”

Ethos Vegan Kitchen
601-B South New York Avenue, Winter Park, FL 32789
Phone: 407.228.3899
Website: www.ethosvegankitchen.com

Named “Best Vegetarian” in 2013 by Orlando Home & Leisure Magazine, Orlando Business Journal (Readers’ Choice Award) and the Orlando Sentinel, Ethos Vegan Kitchen is sure to live up to your expectations for a fresh brunch, lunch or dinner option. Ethos, established in 2007, strives to showcase the variety, freshness and flavor of vegan food. Prices range from $6 to $13.

FishBones
6707 Sand Lake Road, Orlando, FL 32819
Phone: 407.352.0135
Website: www.talkofthetownrestaurants.com/fishbones

Feeling like a trip to a tropical paradise? FishBones offers a friendly, Key West-inspired atmosphere for both seafood and steak lovers. Great happy hour specials make it an optimal afternoon or evening getaway for friends and colleagues. Founded in 1974, FishBones is listed as one of America’s Top Ten Seafood Restaurants; prices range from $16 to $40.

THE OTHER ORLANDO: HOW TO HAVE A NON-DISNEY DAY

By Karin Lynn Kandur

A trip to Orlando can’t be all CE and no play. If amusement parks leave you less than amused, check out some of these spots after a day of learning (or on a day you decide to play hooky – we won’t tell!).

ANIMALS & NATURE
• Gatorland: See alligators, crocodiles and a petting zoo. Don’t pet the alligators! gatorland.com
• Leu Gardens: Especially great if you’re from the cold north! Surround yourself in a botanical oasis with a citrus grove, butterfly garden, rose garden and more. leugardens.org/index.htm

ARTS & SCIENCE
If you love museums, you have many choices.
• Orlando Museum of Art: onmart.org
• Orlando Science Center: osc.org
• Orlando Fire Museum: cityoforlando.net/fire/Museum.htm
• Orange County Regional History Center: thehistorycenter.org

ATTRACTIONS
• Train Land International: A gigantic model train layout that includes 14 model railroads traversing mountain passes, small towns and farms. Visitors can also ride a California Victorian-style trolley and an 1880 locomotive replica. The attraction, at 8990 International Drive (Route 347. 354.1400), does not have its own website, but is mentioned here: goorlandocard.com/attractions/Trainland-International.html

• CSI: The Experience: Enter “crime” scenes, gather evidence, follow leads and build cases as you learn the most advanced scientific techniques used by crime scene investigators and forensic scientists. orlando.csixhibit.com

• WonderWorks: Hands-on multi-sensory exhibits, a ropes course, lazer tag and 4-D theater. Also is a 199-Foot Cross (with biblical scenes carved around the base): 700 Good Homes Road, Orlando; visible from Highway 408.
• Suburban Home Replica of Graceland: Hyland Oaks Drive, Orlando.

FAST-FOOD FUN
• An Orlando chain of McDonalds features different themes – the most talked-about are the European café and the World’s Largest Entertainment McDonalds & Place. The former serves gourmet pizzas, Panini sandwiches and gourmet coffees, and offers spectacular views, video games and billiards. The latter is home to more than 100 state-of-the-art card-sweep arcade games and a prize-redemption center. Other themes include the ‘50s, and one inspired by Frank Lloyd Wright. mcfun.com/restaurants

GOLF
• Where to start? Get recommendations from the pros: golf.com/courses-and-travel/best-golf-courses-orlando-florida

BELLY LAUGHS
Nothing beats a good laugh, especially with friends.
• Orlando Improv Comedy Club: theimprovorlando.com

DRIVE-BYS
If you want to see something different without getting out of your car, here are a couple of eye-openers.
• 199-Foot Cross (with biblical scenes carved around the base): 700 Good Homes Road, Orlando; visible from Highway 408.
• Suburban Home Replica of Graceland: Hyland Oaks Drive, Orlando.

ONE-STOP SHOP
• Universal CityWalk: Known as the Entertainment Capital of Orlando, this 30-acre entertainment complex is an ideal destination for a night out, with a variety of family fun or to hang out with friends. In addition to nightclubs, restaurants, shops and cinemas, CityWalk hosts a variety of concerts and special events.

QUIRKY
You won’t believe what you see! Ripley’s Believe It or Not: ripleys.com/orlando

SHOPPING
When the going gets tough, the tough go shopping!
• Lake Buena Vista Factory Stores: lbvfs.com
• Winter Park Village: shopwineparkvillage.net
• Orlando Premium Outlets – International Drive: premiumoutlets.com/outlets/outlet.asp?id=96
• Pointe Orlando: pointeorlando.com

SWEET TOOTH
Remember, chocolate is good for you!
• World of Chocolate Museum: tours, tastings, cafe and shoppe. worldofchocolatemuseum.com

We can’t imagine that you want more ideas, but in case you do, try visitorlando.com or visitflorida.com.

Have some Mouse-less fun – we won’t tell the Disney people, either.