**WSAVA Members Forum minutes draft**

**WSAVA Members Forum (Strategic Planning afternoon)**
Thursday, May 14, 2015; 1:30 – 4:30
Lotus 3 & 4, Centara Grand, Bangkok Thailand

**List of Members present at Member Forum 2015**

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Introduction by Shane Ryan (SR):
SR explained the idea to change the Strategic Planning Afternoon into the Members Forum because it reflects better what the goal of the meeting is, namely to obtain members’ input and stimulate discussion.
SR provided an overview for the afternoon sessions, with some brief updates followed by group break-out discussion on a number of member community topics.

Brief introduction about the RALC by Walt Ingwersen (WI):
WI briefly reviewed the RALC or regional Ambassador Liaison Committee, a key strategic initiative in the WSAVA 2014-2019 Strategic plan, designed to facilitate two-way communication and engagement between the WSAVA and its various member associations. Two calls for nominations had been sent to the members and from this, applicable nominees were reviewed (based on Curriculum Vitae letter of intent, and letter of support from a member association) and selected. Laurel Kaddatz represents North America, Ana Marti represents Western Europe, and Takashi Koseki represents Asia. These members were present and introduced and will participate in the group discussions this afternoon, with one time of discussion being how to implement the
RALC regionally. They will have their inaugural meeting tomorrow with one order of business to fill the vacant regional gaps. WI encouraged member associations present to consider suitable candidates to represent their regions and to forward the names to the Secretariat for consideration.

WSAVA family reunites at congress by Ellen van Nierop:
The purpose of this initiative is summed up by “making sure we all get there”, recognizing that our largest WSAVA gathering is at the annual Congress, and provides a valuable opportunity to network with fellow WSAVA colleagues and community members. Many cannot attend due to financial restrictions and these are often associations that could benefit the most. Various ways to make this happen were discussed, including travel grants.

It was also suggested that new members could be assisted by “experienced” Assembly members to show them around and make them feel at home. Everyone thought this was a good idea so SR implemented this immediately so that pairs could be made:

- Debbie Osborne from Australia: will assist the New Zealand rep, David Smith; the Sri Lanka rep, Dayani Siriwardare and the rep from the Philippines, Edgardo Unson.
- Umesh Karkare from India will assist: the rep from Singapore Nicholas Woo
- Joy Santos, from the Philippines will assist: Mukhtti, N. Shrestha from Nepal, Gunadi Setiadjarma from Indonesia & Huynh Thi Thana Ngoc (Jade) from Vietnam.
- Laurel Kaddatz will assist: Christine Navarre from NAVC and Patricia Colville from BSAVA.
- Jim Berry will assist: Sergio Daltro from Brazil, Sergio is here representing Colombia for the first time and is WSAVA rep in LAT AM doing EC.
- Mark Shepherd will assist: both Nigerian reps Oke Christian and Nasir Olatungi.
- Manfred Hochleitner from Austria will assist: Tjasa Pukl from Slovenia
- Katharina Brunner from Switzerland will assist: the Macedonian rep Pero Bozhinovski

Short introduction by Nicola Neumann (NN) on the Congress Liaison Officer (CLO) position:
NN is the connecting bridge between LHC, Kenes and the EB, the CLO position is a direct result of us working with a congress PCO.

Short Introduction by NN on congress registration fees:
Congress registration fees and un-noted registration fee errors on the website on have created a lot of confusion and discussion amongst our members and need to be discussed.

Short introduction by Siraya Chunekamrai (SC) about the Central Secretariat:
SC reviewed one of the WSAVA Strategic Plan 2014-2015 strategic initiatives – to expand the central secretariat as the current complement of one association manager cannot fulfil all secretariat requirements.
We had to decide the first: Who are we?
One voice, One Family, One Global Veterinary Community

What came out is: **YOUR WSAVA**

SC let attendees know that job postings for an administrative assistant and book keeper have been distributed to our member associations, to various other veterinary associations with secretariat capability, to the Association of American Veterinary Medical Association Executives, and to the Book Keeper Associations in Canada. She encouraged those present to identify a young enthusiastic group of people, it has to become something that belongs to us, comes from our association and can grow gradually in a term of 5 years.

**Breakout Sessions:**
1. RALC
2. Getting Assembly members to Congress
3. How to structure Congress fees
4. Dual membership issue (not discussed due to lack of time)

A number of topics were presented to the groups, organized based on similar regions to the WSAVA Congress location. Each group elected a facilitator and note taker. Minutes of their discussion were to be sent to JI for collating.

N.B.: The notes below are verbatim what have been received from the individual groups with the addition of notes taken from the discussions at the end of the meeting.
WSAVA MEMBERS’ FORUM

THE AMERICAS:
Adriana: biggest problem Lat Am to reach our members: Laurel Kaddatz, RALC, to go to the FIAVAC congress and reach them there. Need association building and community can do for WSAVA to disseminate info to their members. Language issue.

1. RALC Regional ambassador liaison. How do you see this working?
   • Developing the network
     i. RALC to go to FIAVAC Congresses
     ii. Build a bridge to Central America veterinary community with the help of other Latin American Associations
     iii. WSAVA to regional Community
        1. Association building (like AFSCAN)
        2. CE
     iv. Regional Community to WSAVA
        1. Distribute WSAVA information to the association members (tool kits, etc.)
        2. Strong representation and involvement in WSAVA committees

2. Taking representatives to the Assembly
   • How do we get representatives to WSAVA Congresses?
     i. Central funds in order not to be so corporative
     ii. WSAVA Foundation as a possible receptor of donations from corporations for this purpose
   • How to select the eligible people?
     i. Difficult task.
        1. The selected person should be the representative for several meetings in order to provide continuity
        2. How do we select the passion?
   • Record the Assembly upload and webcast with a password

3. Congress fees
   • Tier system
     i. Have some registration fees that do not change a lot besides having low cost venues. Top tier to be kept constant
     ii. Based on economics
   • Discount to locals but not a huge bridge
   • Group discounts
   • Young vets / students

Adriana:
More early bird very good, sponsorship or campaigning, communication is very important, more communication with the local association. WSAVA should be marketed to local members and non-members. More local communication and advertising is needed.
EUROPE: 3 different groups: Western Europe/Eastern Europe and Africa and Middle East.

A. Western Europe

1. Regional Ambassador Liaison Committee:
Current
Western Europe RAL is new, not enough knowledge, not connected to Spanish assoc.
Europe has FECAVA, no need for 'extra' RAL as they do that job already
FECAVA: communication structures with European associations and WSAVA already there,
meetings with reps/delegates twice a year
Some countries have different reps for FECAVA & WSAVA; reps need to keep each other updated,
responsibility of association and reps
Preferably long term reps, because it takes a while to grow into the job/find your way
Other RAL's can benefit from European knowledge and network
Risk of RAL: no need to go to assembly meeting anymore as RAL does the job
Conclusion: the FECAVA president is the RAL for (Western) Europe.

2. Getting people to congress (esp. Assembly members):
How do we get assembly representatives there?
* Ask them WHY they are not here!!
Reasons not to go:
1. Passion to get there importance, identity of the WSAVA
2. Language
3. Money, compensation, research (validity)
4. Not cost effective, not worth it VALUE
How do we select the eligible person?
* Long-term rep
* Member + 'substitute' (back up) to represent association
* If no rep. available identifies others coming to the congress, maybe they could rep.
* Use regional representation: one person-representing region, use other like meetings
How is the program going to be funded?
* Travel + accommodation grants based on average wage of the country i.e. No refund, 50%, 75%,
  100% refund
* Benefit for sponsor/funding
* Live video connection!
Tasja Slovenia: travel accommodation grants and younger, make fee structure on average wage
structure, maximal 2 per country: have to write a letter of application and a summary to all their
countries in official publication and applicants should be WSAVA members.

3. How should we structure congress registration fees?
• Don’t make it too complex!
• Limited numbers per category?
• Timeframe: earlier = cheaper! (Early bird rates)
Membership benefit clear
* Local: members vs. non-members
Local assoc. different fees to promote local/organizing association
* But also global: member of assoc. = lower fee for WSAVA congress
Emerging countries: diff. rates defined, refunds
* Application for refund, max. Number of people per assoc.
Group discount (incentive)
Students/technicians different rate/discount
Manfred Hochleitner: emerging countries and local countries the same price and less different
membership fees as possible.
B. Eastern Europe
Gerzy talks about CE from a historical point of view and that it was interesting to become a member to get CE. The WSAVA is just seen as a sponsor, so lack of identity and of the meaning of the WSAVA in the region, projects and standards. Eastern Europe is not enough linked to WSAVA.

C. Africa
Mark Shepherd: Africa has a completely different position in everything. Effort should be put into giving the WSAVA more exposure to the vets in S. Africa; 10-25 vets per region are too small a number to form associations. Best to give lectures and talk about what the WSAVA is and what the Affiliate members can mean to them. Brook Niemiec is the point person what sort of CE or help you need.
Getting people to congress: One of the reasons of not attending congress is lack of dedication; going to congress must be worthwhile and money remains an issue. Couple of neighbouring countries could represent several countries and provide relevant information back to them could be done by large video registration.
Congress registration fees:
Early bird limited based on a budget
Membership benefits should clearly defined, be clear and must be global; list of emerging countries with distinct benefits for the region; group discounts cheaper and student and technicians; younger vets is too high a number to give discount.

ASIA/OCEANIA:
Asia/Oceania: Debbie Osborne and Takashi split up in groups Oceania and Asia.
RALC
- split large region into small sub-groups based on geography
- to create awareness will need to consider attitudes towards pets, care, vets and treatment
- regions that have established structure to mentor regions with less well established structure.

NZ/AUS subgroup
- Already have well established structure
- Engage with pacific island nations
- Possibility to use model from AFSCAN success
- Ultimately develop small animal practice standards of welfare and resources
- Problem of getting representatives to WSAVA conferences - proposed proportional additional fee to membership that would be a subsidy for travel/accommodation. - optional
Fee structure - debate over fee structure for local vs international registration - suggested a day pass option - no ground breaking additions or simplification of current fee structure.

ASEAN Group: Philippines, Malaysia, Indonesia, Vietnam, Cambodia, Myanmar, Singapore, Thailand

Common thoughts and ideas shared:
-Same fee shared in the region for WSAVA CE courses.
-WSAVA Roadshows In ASEAN
-Shared conference
-Common concerns: Issues on rabies elimination programs, animal welfare education and enforcement
- Need for continuing education
- Big discrepancies in the region
- Closer communication among WSAVA regional representatives
Assembly representative should also be in close coordination by RALC
Representative are not all funded by association...RALC
Application and criteria agreed on by RALC
Representative should be 3 year tenure instead of yearly change?
President of association should not always be the representative

Registration fee
Communication / Marketing? Mission,

**One voice, one family, one global veterinary community**
Early bird very reasonable: more communication needed for early bird?
Some conferences are too close to other conferences?
Longer Early bird?
Onsite registration is too expensive.
Regional closer contact with local associations
Local associations should include WSAVA in branding of local groups and WSAVA FB?
Profile of attendees who are attending?
Profile of local associations
Updated local database
Working together with the local group
Address country associations and non-affiliated country group

Umesh explained that the problems In India, Sri Lanka and Nepal are similar, difficult to communicate that the WSAVA does exists, only10 % know. Regional is lacking in education either through Internet or direct communication THE biggest problem; greatest need is for hands on training. Taiwan; 20 small vet groups in Peking and Shanghai are developing WhatsApp groups to get in contact with each other. Suggested sending out specialists to different countries; helping WhatsApp groups and sub groups all to enhance the network.

Japan and Korea: Korea is today's Japan. Suggested to have seminars together. They want to move towards a common community.

WSAVA has had a major impact in the region; Japan and Korea want to be showcases how veterinarians can help to eradicate rabies and help to understand what WSAVA is about. New Zealand and Australia offered their support to the region and suggested using the AFSCAN module to reach out to the pacific islands
Debbie: Oceania/Asia: not in favour of reduced fees for locals because they don’t have travel and accommodation expenses.
Super early should be at least 10% higher than the actual cost. Discount only for members and one fee for non-WSAVA members no matter how early they register. Day registration 40% of total fee.
Tuk: Asia: new VPAT members just pay once for a lifetime.
How to get members to congress?
Sri Lanka: by collecting and donating air miles.
Stay with WSAVA friends in their home; LHC to coordinate.
South East Asia: RALC sees what the needs are and can apply for help; seek; coordinate and look for funding for that help in the region and then report back.
Japan/New Zealand /Hong Kong/China: explain what the WSAVA is about by the RALC member of Japan. Airfares are almost half a year salary, so local fee is important.
Providing information about the WSAVA is very important; it would be good to create a list of countries that cannot attend, in order to pick, for example every 3 years, some countries to support them to get them to the congress. Suggested are offering 10 free tickets, delegate free tickets one year and if two consecutive years 20 free tickets.
Summary:

All groups agreed that communication – between WSAVA & the member associations and also between WSAVA & individual veterinarians of those associations could use improvement. Some regions saw the new RALC assisting in this manner, while at least 1 group felt this could be handled by existing organisations & structures in place.

The initiative to partner a first-time attendee with an “experienced” Assembly member was embraced and implemented immediately.

A commitment was made from Nicola to fix the registration fee issue as well as developing a template for regional associations co-hosting.

Also it was thought that assistance in association development could enhance not only communication, but the veterinary community & profession, and the RALC may be placed to play a role in information gathering.

Ensuring as large as possible attendance of member association assembly representatives was acknowledged as a difficult task that could not move forward without additional funding, support from existing members, and promoting the value of attending the WSAVA congress. Additionally eligible people would need to be identified & supported by WSAVA & the regions. Live &/or recorded webcasting & using a regional associations’ representation were espoused as alternatives to physical presence.

Cost of attendance involves not only travel expenses but congress registration fees – these have been seen as unduly complex, possibly mismatched with economic realities & in need of standardisation as far as the various congress destinations will permit. WSAVA will address this issue, minimising these complexities as well as developing a guideline for co-hosting with regional associations.