

Our promise to you

You're important to us. We are committed to providing you with great customer service that supports our vision and reflects our principles. We welcome opportunities to assist you.

Let us know how we're doing.

The College of Veterinarians of Ontario (CVO) protects and serves the public interest through the regulation of the practice of veterinary medicine in Ontario.

- **We ensure Ontario veterinary teams deliver quality veterinary medicine from accredited facilities.**
- **We strive to provide leadership, fairness and innovation in the regulation of veterinary medicine.**
- **We are committed to earning and retaining your trust.**
- **We consult and collaborate to ensure policies and decisions deliver optimal results.**
- **We endeavour to provide relevant programs and resources.**
- **We conduct our activities in an open and transparent environment.**
- **We value those we serve and demonstrate this in collaboration, communication and engagement.**

Our Vision

Public confidence in veterinary regulation

Our Commitment

The College is committed to upholding the highest standards in all activities

Our Principles

- Transparent
- Reliable
- Relevant
- Independent
- Compassionate
- Inclusive
- Accountable

Our Commitment



Public Protection

We ensure veterinary medicine is delivered by safe, competent and ethical professionals working in accredited facilities.

- Understand current and emerging risks and potential harms that may arise from the practice of veterinary medicine
- Strive for policies, programs, resources, and decisions that deliver optimal results
- Reference data to understand risk and demonstrate our impact
- Conduct our activities in a manner that is objective, impartial, consistent and free from conflict of interest
- Ensure our regulatory actions are proportionate to the level of public risk



Leadership

We engage innovative solutions to reduce risk and support your access to veterinary medicine.

- Reflect best practices in the regulation of veterinary medicine
- Collaborate with our partners to develop solutions
- Build relevant, quality programs and tools for licensed members
- Consult broadly when developing policy
- Strive to be efficient in our processes

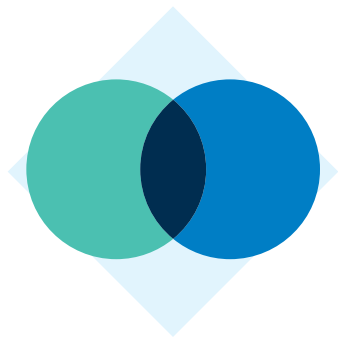


Focus on People

We foster an environment where you feel valued, respected and supported.

- Treat you with compassion as we assist you in navigating regulatory procedures
- Share information in a way that is objective and easy to understand
- Ensure our services are accessible and provide for reasonable accommodations
- Welcome your feedback





Transparency

We clearly communicate our expectations, programs, impact and performance.

- Make it easy for you to contact us
- Are clear about what is required and what to expect from regulatory processes
- Communicate regularly so you stay informed on regulatory requirements
- Provide access to Council's decisions, priorities and directions



Customer Service

We serve you with professionalism, skill and knowledge.

- Treat you with dignity, fairness, and respect, and we expect the same in return
- Ensure our services are accessible for you
- Respond to your inquiries in a timely manner
- Respect and protect your personal information by adhering to our Privacy Code



Inclusion, Diversity, Equity and Accessibility

We provide services in a fair, transparent and empathic manner and address discrimination on any grounds, including race, ethnicity, religion, age, gender, sexual orientation, ability and socio-economic status.

- Seek opportunities to engage fully with you
- Seek opportunities to reduce systemic barriers that impact our regulatory practices and mandate

