



Heather Gunn McQuillan

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PERSONAL STATEMENT

A visionary leader committed to the development of the next generation of veterinarians, bringing more than 15 years of combined experience in academic administration, management in veterinary industry, business ownership, and as a veterinarian in small animal and mixed private practice. With a demonstrated record of long-term success as the Assistant Dean of Clinical and Professional Programming and Hospital Director at the Atlantic Veterinary College, and more than 10 years of experience as an educator, and academic and corporate facilitator, Heather is committed to lifelong learning and inspiring others to walk their path of purpose and succeed personally and professionally. She holds numerous certifications in veterinary leadership, veterinary communication, and multiple wellness disciplines.

EDUCATION

University of the Fraser Valley

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| Graduate Certificate in Mindfulness Based Teaching and Learning (First year of Master of Education Program) | 2020-2021 |
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Ontario Veterinary College at the University of Guelph

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| Doctor of Veterinary Medicine | 2001-2005 |
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University of Guelph

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| Bachelor of Science in Biological Sciences Minor in Music (vocal) | 1996-2000 |
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CERTIFICATIONS

COMMUNICATION, LEADERSHIP, & CONFLICT RESOLUTION

- Interest Based Mediation Certification (2019)
- Collaborative-Based Problem Solving Training (2019)
- Institute of Healthcare Communications Graduate (2018)
- Strengths Deployment Inventory (SDI) Facilitator (2018)
- Leading with Integrity Training (2018)
- Essentials of Conflict Resolution Certification (2018)
- AAVMC Leadership Academy Graduate (2017)
- HR Atlantic Training for UPEI Managers/Administrators (2016)
- CVMA Emerging Leaders Program (PEI Delegate 2013)

WELLNESS & YOGA

- Mindfulness Based Stress Reduction Facilitator (2021)
- Compassion Fatigue Training, University of Tennessee (2019)
- Yoga Teacher Training 500 hr (in progress, completed certification in yoga nidra (2019), yin yoga (2019), and chair yoga (2018))
- Mindfulness Teacher Training 100 hr (2019)
- Indian Head Massage Certification (2019)
- ASIST Suicide Intervention Training (2018)
- Meditation Teacher Training (2018)
- Registered Yoga Teacher (RYT 200 hr) (2018)
- Mental Health First Aid (2017)
- Mindfulness Based Stress Reduction Graduate (2013)

VETERINARY ACCREDITATIONS

- Licensed to practice veterinary medicine in Prince Edward Island (PEIVMA) (2010 to present)
- Licensed to practice veterinary medicine in Nunavut (2017-2018)
- Licensed to practice veterinary medicine in British Columbia (BCVMA) (2006-2010)
- Licensed to practice veterinary medicine in Ontario (CVO) (2005-2006)
- North American Veterinary Licensing Exam (NAVLE) 2005
- Canadian Food Inspection Agency Veterinary Accreditation 2005
- Canadian Quality Assurance Validator Accreditation (for swine) 2005

WORK EXPERIENCE

VETERINARY

Interim Assistant Dean, Clinical & Professional Programming, Atlantic Veterinary College

Charlottetown, PE

Aug 2020-present

- Teaching and course coordination
 - *Core Teaching-*
 - *Professional Foundations I and II-* Participated in profession foundations I and professional foundations II presenting lecture topics in cultural awareness, communication, conflict management, wellness (compassion fatigue and burnout), personality and relationship awareness theory, and veterinary business and economics for a total of 22 lecture hours.
 - *Professional Foundations III-* Coordinated and taught professional foundations III dedicated to veterinary business and economics including topics in business ethics, career planning, practice and fee structure, leadership, human resource management, insurance, customer service, and financial planning for a total of 11 hours of lecture time.
 - *Professional Foundations IV-* Co-coordinated, coached and taught in professional foundations IV dedicated to communication and interpersonal skills, including simulated client sessions for a total of 25 hours of lecture and coaching.

- Elective teaching
 - Client communications- Offered twice annually, this one week intensive communication course offers advanced training to the final year students in communication and interpersonal skills involving role plays, simulated clients, and video recordings of client interactions. In the 2020-2021 academic year, this was taught once in the fall and once in the spring. Served as the principal instructor in Fall 2020, and secondary instructor in Spring 2021. Contact time in the fall equaled 35 hours, contact time for Spring 2021 was 15 hours.
 - Veterinary business and practice management- A one week course aimed at students planning to own practices or work in leadership positions in the field. Topics included emotional intelligence, managing tough conversations, facing medical errors, conflict management, budget management, entrepreneurship, human resource management, leadership, and client conflict role play scenarios. Contact time of 35 hours.
 - Mindful veterinarian- an elective, 4-week not-for-credit experience taught to 3rd and 4th year students, with over 20 students enrolled and agreeing to participate in research on program delivery to identify possible areas for curricular development in veterinary wellness. Topics included mindfulness, self-compassion, perfectionism, working with the inner critic/imposter syndrome, resiliency, and professional fulfillment. Contact time of 4 hours.
 - Mindfulness Based Stress Reduction- an elective, 8-week not-for-credit experience taught to 1st-4th year students, with over 30 students enrolled and agreeing to participate in research on program delivery to identify possible areas for curricular development in veterinary wellness. This is a globally recognized, evidence-based wellness program for stress reduction utilized in many professions including human and veterinary medicine. Contact time of 20 hours.
- Student Counselling- Developed a formal program of student career counselling integrated into the 3rd year PF III curriculum, in which all students had the opportunity to meet one-on-one to discuss career goals and work through a resume and cover letter. Provided DVM from years 1-4 have with access to career counselling to discuss rotation planning, internship/post-graduate pathways, transitioning to practice (including assistance with resumes, cover letters, interview prep, and contract negotiations). During the 2020-2021 academic year, booked over 100 one-on-one meetings with students (primarily in 3rd and 4th year). Additionally, a number of students sought counselling and resources in wellness topics to discuss burnout, psychological distress, and career longevity.
- Hospital oversight- Broad-level oversight of the hospital management team, and visionary planning including business development and fundraising, annual and strategic planning within the VTH and the college, and service support through annual service review meetings and ongoing service chiefs meetings. Continued dispensary oversight and narcotic control. Continued support and supervision of inventory and the Materials Management Unit. Point person for infection control and Covid-19 management and planning within the VTH.
 - Fundraising/development
 - ACOA- spearheaded the \$2.5M successful grant proposal to see a major upgrade to hospital imaging equipment including the purchase of a new main VTH ultrasound, numerous service ultrasounds, an upgraded CT (128-slice), a C-arm and associated

monitors/equipment and various support equipment to bring the VTH to the state-of-the-art care delivery in diagnostic imaging.

- Growth Strategy- Worked alongside the Dean and consulting firms to develop a 5 year plan for VTH growth and development, which will realize major renovations to increase the hospital's footprint and expand service delivery to include neurology, oncology, behavior and rehabilitation medicine, as well as enhance service delivery in already existing services. Project lead for the acquisition of the new MRI unit for the VTH, which is at the request for proposals stage and slated for installation within the next 12 months.
 - Emergency Service- Led the creation of the Primary Care Emergency Service, which in the 2020-2021 year was designed for nights and weekends only, saw over 2500 cases bringing in over \$900,000 in revenue for the hospital, and had high student enrollment in the elective rotation with substantial positive feedback. As a result of the success, the expansion to 24-7-365 primary emergency care is planned for June 2021.
 - Disruption mitigation- working with industry and internal stakeholders to determine threats to the hospital and college and to work with VTH management, AVC and UPEI leadership to mitigate and prevent risk to the organization, including consideration for growth in satellite offerings throughout the region.
- Committee work:
 - Dean's Council
 - Dean's Advisory Committee on Equity Diversity and Inclusion
 - Professional Foundations working group
 - Search committee member for the Associate Dean Academic and Student Affairs

Director, Veterinary Teaching Hospital, Atlantic Veterinary College

Charlottetown, PE

Jan 2015-Aug 2020

- Implemented fiscal policies and sound business practices to reduce the accounts receivable (AR), reduce expenditures, and increase revenue within the veterinary teaching hospital. Accounts receivable was reduced by 61% in year one and maintained, keeping AR in line with industry accepted standards. Revenue was increased by 13.4% in year one, sustained in year two, and increased by an additional 21.1% in year 3, with another subsequent increase of 2.8% in year 4. Overall caseload increased more than 16% within that same four year period.
- Chaired the request for proposals committee for technology upgrades in the veterinary teaching hospital and led the implementation project that resulted in the installation of a new hospital management system, RX Works; a new patient management system, Smartflow; and a new inventory management system, Cubex within the VTH.
- Spearheaded and submitted a federal grant proposal for equipment for the large animal hospital that resulted in the acquisition of \$500,000 of state-of-the-art equine equipment including a 4K arthroscope for the large animal surgery service, and numerous pieces of innovative equipment for ambulatory equine service.
- Served as a member of UPEI's bargaining team successfully negotiating another four-year collective agreement during the union contract negotiations (CUPE 1870) in 2016.
- Participated as a member of the 2017 AVC accreditation team that saw the college successfully accredited with the AVMA Council on Education for up to 7 years without any identified deficiencies.

- Participated in the DVM teaching program within the Professional Foundations courses teaching lectures on veterinary economics, veterinary wellness, communication and career development; facilitated the SDI for second year professional foundations course that introduced concepts in communication, conflict resolution, and understanding personality; taught the 3rd year core Professional Foundations III course on veterinary business, taught the 4th year elective communications rotation; served on the professional foundations curriculum development committee; taught more than 30 core credit hours in fall 2019, half of which were newly developed lectures.
- Developed and ran the DVM student career counselling program within the Veterinary Teaching Hospital (VTH) to assist fourth-year students in job applications, preparation for interviews, contract review and negotiations, and advice for transitioning from veterinary college to a career in veterinary medicine.
- Committed to visionary growth of service and caseload within the VTH as demonstrated by the creation of the Primary Emergency Service, the AVC Cares Clinic, and serving on the proposal team for the Atlantic Veterinary Imaging Centre. The Primary Emergency Clinic piloted December 24, 2019 and officially launched on January 6, 2019. This two-year project saw the hiring of nearly 20 individuals, and is anticipated to increase caseload by 1200-1500 cases per year and annual revenues of upwards of \$500,000. It also provides a new opportunity for rotation development for 4th year DVM students interested in primary care emergency medicine, a growing field in veterinary medicine, and provides much needed work-life balance to PEI Veterinarians who will now no longer be required to provide their own after-hours on-call services. The AVC Cares Clinic, a joint initiative with the Associate Dean, Academic, is set to launch in January 2020, and will become a part of the Community Practice curriculum through the creation of student-run, community outreach preventative medicine clinic for low-income Islanders on government assistance. The Veterinary Imaging Centre is a multi-year, multi-million dollar project focused on adding MRI service, interventional radiology, and other advanced imaging services to the Veterinary Teaching Hospital as part of a growth strategy.
- Served as an active member of the senior leadership team at the Atlantic Veterinary College as a member of the Dean's Council.

Owner, Veterinary Locum Services

Vancouver Island, BC & Charlottetown, PE

May 2008-Jan 2015

- Developed and managed a successful veterinary locum business that provided preventative, medical, and surgical small animal veterinary services to more than ten different veterinary practices on Southern Vancouver Island, and to the Humane Society, private practices, and to the department of Companion Animals at AVC in Community Practice on PEI.
- Consulted for private industry providing research material to help launch additional versions of the Vet Drug Index.
- Consulted for an on-line veterinary advice service utilizing excellent written communication skills, and developed numerous handouts and information sheets for owners on common disease conditions affecting companion animals.
- Utilized marketing, business management, time-management, communication, and computer skills to become an in-demand locum veterinarian booked consistently for greater than full-time hours months in advance.

Senior Manager, Timeless Veterinary Systems, Timeless Technologies

Charlottetown, PE

Mar 2012-Nov 2014

- A member of the senior leadership team, collaborated with computer programmers, iPhone app developers, veterinary specialists, and the marketing team to successfully launch the evidence-based iPhone app drug formulary authored by Drs. Etienne Côté, Stephen Ettinger, and Wayne Schwark, The Timeless Vet Drug Index.
- Co-authored and collaborated with veterinary specialists on the development of a cloud-based, small animal internal medicine decision support system, IntuitiveVet.

Clinical Faculty, Community Practice, Atlantic Veterinary College

Staff Veterinarian, Anesthesia, Atlantic Veterinary College

Charlottetown, PE

Aug 2010-May 2011

- Supervised 4th year veterinary students in the clinical Community Practice rotation delivering the highest quality of medicine and surgery, patient care, and client communication while providing mentorship as part the teaching program.
- Provided veterinary care including elective surgeries and dentistry, wellness exams, and general practice medicine appointments to patients coming through the community practice program.
- Led student rounds discussions on a variety of topics related to community practice medicine including vaccinology, euthanasia decision-making, and career and practice management.
- Coordinated the spay/neuter feral cat program, Cat Action Team, that was part of the rotational teaching in Community Practice.
- Supported teaching in the fourth-year clinical anesthesia teaching program.
- Delivered primary anesthesia care to both small animal and large animal patients, including equine general anesthesia in a specialty-referral, veterinary teaching hospital.
- Supervised the anesthesia technician team, when an anesthesiologist was not on service.
- Participated in primary emergency anesthesia-care as part-of the on-call rotation with the board-certified anesthesiologists within the service.

Associate Veterinarian (small animal), Sechelt Animal Hospital

Sechelt, BC

Sep 2006-May 2008

- Managed preventative, medical, surgical, emergency and after-hours (on-call) emergency small animal cases in a busy two-vet practice.
- Provided the highest level of quality in medicine and surgery using an evidence-based approach with competency in veterinary dentistry, internal medicine, preventative medicine, soft-tissue surgery, basic and advanced orthopedic surgery (including TPLO), radiology, and basic ultrasonography in both an individual and team-based approach.
- Utilized state-of-the-art equipment in an AAHA-accredited, paperless clinic including full in-house lab, Phillips ultrasound, digital radiology, flexible and rigid endoscopy, dental radiology, specialized orthopedics (TPLO, TTA, THR, Interlocking nail).

Associate Veterinarian (mixed animal), Nor-West Animal Clinic

Fort Francis, ON

May 2005-Sep 2006

- Provided small and large animal veterinary care in a mixed animal practice in rural, isolated setting in Northern Ontario including in-clinic, large animal mobile service, and outreach clinics.
- Exclusively performed the large animal duties in the practice, which included beef, dairy, elk, bison, swine and equine clients within a 200 km radius.

Research Coordinator, Dept. Population Medicine, OVC

Dr. Robert Friendship and Dr. Cate Dewey, Guelph, ON

Apr 2000-Apr 2005

- Organized summer staff and coordinated visits for the Sentinel Herd Project, which successfully visited over 100 swine farms across the province of Ontario for four consecutive years. The research and sampling data collected from this project led to the publication of numerous papers and the advancement in the understanding of various swine health and management topics.
- Managed and accompanied a team of four staff to conduct on-farm visits which produced the data and samples for the Sentinel Herd Project.
- Developed and implemented on-farm surveys for more than 100 swine producers in Ontario.
- Performed hands-on work with swine in a research environment and as a farrowing room manager contributing to the successful completion of multiple investigative studies.
- Invited to present research findings at the American Association of Swine Veterinarians Annual Meetings (an international conference for swine veterinarians) three years in a row, resulting in the publication of three scientific articles.

WELLNESS

Owner, Nature Space Resort & Retreat Centre

Morell, PE

Mar 2020-present

www.naturespaceresort.com

Created and developed one of Prince Edward Island's first full-service, year-round, ecotourism resorts, which included glamping accommodations (Mongolian Yurts), nature-based tours and experiences, wellness offerings, and PEI culinary adventures. This business was built in the midst of a global pandemic requiring extensive efforts in project management, construction/contractor management, financial management (including working with both federal and provincial funding agencies), social media marketing, website development, and logistics (including navigating supply chain disruptions, public health requirements, and increased material costs).

- Facilities- Coordinated and constructed six authentic Mongolian yurts (4 sleeping pods, 1 office and 1 event/yoga yurt), one tree-top 1 bedroom self-contained apartment loft, one lakeside campsite, an upscale communal kitchen/washroom facility, and landscaped and developed a trail system around the property on over 10 acres of waterfront land.
- Tours- developed and delivered numerous water and land based adventures including kayak and stand-up paddle board tours with a nature, culinary, or wellness focus.
- Wellness & Yoga- taught on-site private and group yoga classes in a variety of disciplines including Vinyasa, Hatha, Chair, Yin, and Yoga Nidra. Developed retreats for delivery on site, and offered instruction in mindfulness meditation.

Owner, Nature Space Yoga

Morell, PE

May 2018-Dec 2020

- Developed and taught indoor and outdoor yoga classes in Vinyasa, Chair, Yin, and Yoga Nidra styles of yoga in a number of venues for up to 20 participants at a time.
- Developed and taught workshops, corporate retreats, and classes in mindfulness and meditation both locally, regionally, and internationally.
- Successfully set-up and ran a sole-proprietorship yoga and wellness business based in rural PEI, delivering year-round programming to more than 75 different participants in that community, and hundreds of participants in corporate workshops.

VOLUNTEER EXPERIENCE

Member, Canadian Veterinary Medical Association peer-to-peer veterinary wellness support working group

National

2020-present

- Working alongside numerous national stakeholders to develop and launch a national veterinary peer-to-peer support program to enhance veterinary wellness and mental health supports for Canadian veterinarians.
- Working within an evidence-based developmental approach and utilizing models based on human medicine peer-to-peer support programs.

Member, National working group on veterinary student health and wellbeing (Canadian Veterinary Colleges)

National

2020-present

- Liaise with associate and assistant deans, wellness directors and facilitators, and other wellness support personnel from the various Canadian Veterinary Colleges with the mandate to discuss and enhance how mental health and well-being is supported and taught in the various colleges to generate resources, ideas, and curriculum.

Veterinarian, Chinook Project

Charlottetown, PE, Northern Labrador, NL, Igloolik, NU

2014-present

- Accompanied teams of students in 2014, 2016, 2017, 2018, and 2019 to provide outreach spay/neuter/medicine clinics as part of a fourth year clinical rotation in Canada's North (Northern Labrador and Nunavut).
- Acted as a team lead in 2017, 2018, and 2019 and integrated personal development in self-reflection/self-actualization, resiliency, and communication as part of the program in those 3 years.
- Participated in the training program prior to departure, teaching concepts in vaccinology, parasitology, anesthesiology, surgery, and cultural competency.
- Chinook allows for the opportunity to teach in a unique environment, with limited resources, and to work on professional veterinary skills like adaptability, resiliency, communication, and cultural competency.

Treasurer of the Board , Morell and Area Early Learning Centre

Morell, PE

Nov 2012-Sept 2016

- Reviewed all financial transactions for the daycare centre, and reconciled financial statements.
- Developed annual budgets, and prepared financial reports for presentation at annual general meetings.

VETERINARY CONTINUING EDUCATION CERTIFICATIONS

- **Certification in Video Vet Scope:** Eight-hour CE credit wet lab looking specifically at diseases of the ear, with special emphasis on hands-on use of the video vet-scope. Jul. 2008.
- **Certification in T.P.L.O. Surgery and Interlocking Nail (ILN) Workshop :** 13-hour CE credit wet lab taught By Dr. Jeff Mayo and Dr. Elizabeth Pluhar covering cruciate rupture pathophysiology and diagnosis, radiographic techniques for cruciate rupture identification and T.P.L.O measurements, the basic TPLO surgical procedure, post-operative management, biomechanics, fixation and instrumentation of ILN and ILN use in specific fracture management. May 2007.
- **Certification in Veterinary Dentistry:** 13-hour CE credit wet lab taught by Dr. Loic Legendre covering the dental exam, dental prophylactic treatment, dental radiography, and dental extractions. Nov. 2006.

AWARDS & HONOURS

- Emerging Leaders Program: PEI Delegate 2013
- Customer Choice Award: Just Answer, online veterinary consulting 2010
- Ontario Pork Producers' Marketing Board Prize 2005
- AASV Student Scholarship Award 2002, 2003, and 2005
- Ontario Association of Swine Practitioners Prize 2003
- Ontario Veterinary College Summer Research Award 2002 and 2003
- J&M Pinkney Studentship Animal Welfare Research Award 2002
- Royal Conservatory of Music National Silver Medal in Vocal Music 1996

PUBLICATIONS

1. Gunn McQuillan, H. **What can't be taught: The path to success.** Canadian Veterinary Journal 2017, 58 (2).
2. Gunn McQuillan, H. **Chinook project 2014: The practice of veterinary medicine and loving kindness in Labrador.** The Fan Hitch: Journal of the Inuit Sled Dog 2014, 16 (4).
3. Gunn-McQuillan, H., Friendship, R., McInnes, J. **Prevalence and significance of Actinobacillus pleuropneumoniae and Actinobacillus suis in Ontario.** Conference Proceedings of the American Association of Swine Veterinarians, 2005. pp. 55-62.
4. Gunn, H., Friendship, R. **Gestation sow housing in Ontario.** Conference Proceedings of the American Association of Swine Veterinarians, 2003. pp. 61-65.
5. Gunn, H., Deckert, A., Friendship, R., Dewey, C. **Development and evaluation of an alternative euthanasia technique in swine.** Conference Proceedings of the American Association of Swine Veterinarians, 2002. pp. 39-41.