



## VHMA MEMBER PROFILE

### Lynn Liddell

It all started with a simple statement “Lynn, could you write a few cheques for me” and the next thing she knew she was managing an Animal Hospital! The term “flying by the seat of your pants” was very much alive and well at the Ajax Animal Hospital. In 1971, technicians were doing reception work, doctors were doing technician work and the term hospital manager was nonexistent...they were called “wives.” My but how times have changed!

Lynn’s education in Veterinary Management came under the heading “Trial by Fire.” Lots of mistakes (put under the heading of “growth”) and luckily lots of accomplishments (again, put under the heading of “growth”). She has seen their hospital grow from a two doctor practice with two support staff to a six doctor practice with 22 support staff.



During her 35 year involvement in veterinary medicine she has taken a few “sabbaticals.” Lynn traveled with Veterinary Medical Diets (now Royal Canin) as a technical sales representative and had the opportunity to meet and talk to hundreds of hospital managers. Another “growth” experience. She also has been seen on the speaking circuit as a motivational/team building speaker and looks forward to presenting at the VHMA Retreat in February 2007.

Lynn and Richard have two children and five grandchildren. This past year has been a challenge as their four year old granddaughter Quinn was diagnosed with leukemia in January and suffered a stroke two weeks later. Quinn continues to improve, however, her journey will be long.

Always looking for a challenge, Lynn decided on her 50<sup>th</sup> birthday that she would put on a One Woman Show (Lynn Live – Living Her Dream). She rented a theatre and entertained to a sold out crowd! She repeated it at 55 and looks forward to another performance next year.

As a member of VHMA since its inception, Lynn is impressed with the quality (not to mention quantity) of veterinary hospital managers. They have helped to take the profession to a new level. She says that her style of management is very much common sense and a strong belief in “do unto others” – it seems to work.