

# The Continuing Professional Development (CPD) Portal: Instructions for Use



The College of Veterinarians of Ontario is pleased to provide this Learning Module in a PDF format, introducing the Continuing Professional Development Portal.

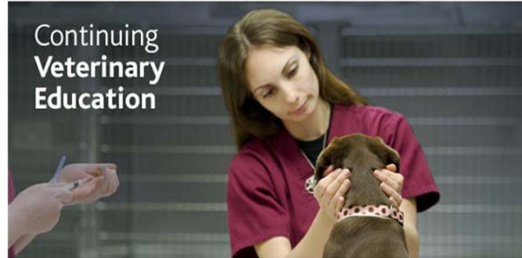
This self-study module describes the CPD Cycle for Ontario Veterinarians and prepares veterinarians to use the CPD Portal.

After reviewing this module, you will be better able to:

- Describe the CPD requirements for veterinarians in Ontario
- Define the three-steps of the peer-reviewable CPD Cycle
- Use the CPD Portal to record your Professional Practice Profile and CPD Activities.

•Please click on the Next Page arrow to move through this module.

*CPD – it's what veterinarians do.*



As you know, veterinarians engage in CPD from the time they graduate from veterinary college until they give up their license to practice.

Remember, Veterinary CPD is the process through which licensed veterinarians maintain their post-graduate levels of knowledge, skill, and judgement—and thereby maintain and enhance their professional standards of practice, and their own individual competence. It is the responsibility of all veterinarians with a license in Ontario, regardless of where or how they practice, to engage in CPD. There are multiple ways of doing this—through attending lectures and seminars at Conferences, taking formal courses and wetlabs, doing online research and training, and self-study, too.

By choosing to use the CPD Portal to document your CPD, you will find that it supports your unique learning needs by guiding you toward effective and efficient CPD. It also assists you to meet your licensing requirements to document and report CPD activities and professional reflection.

## Veterinary CPD Requirements in Ontario

### **CPD is**

- Mandatory part of annual licence renewal
- Includes a record of Development Activities
- Demonstrates Professional Reflection



By Law 41.(1)

Veterinary CPD Requirements in Ontario are specified in the College By-Laws and the Veterinarians Act.

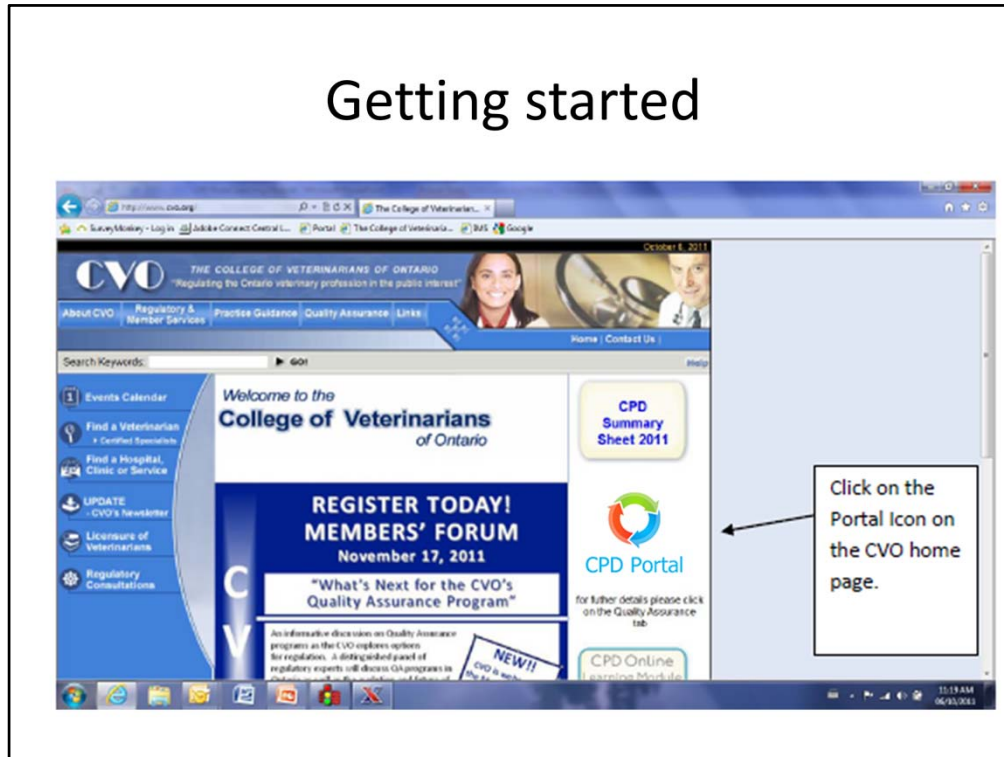
CPD is a mandatory part of annual licence renewal. The College (a Council of 13 of your peers – other veterinarians--and 5 public representatives) is mandated to ensure that veterinarians in Ontario “maintain and develop standards of knowledge and skills “in the public interest.

Your CPD must include a record of your Development Activities. The peer expectation is that you will complete 50 hours of CPD a year ( or 150 hours over 3 years.)

The By-law also requires that you demonstrate Professional Reflection. During the CPD Cycle, Professional Reflection occurs when you

- Describe your practice (using the Professional Practice Profile),
- Identify CPD opportunities or learning objectives that are relevant to your practice, and finally when you
- Consider outcomes of CPD for your practice AND identify key take-aways or practice pearls from your CPD.

# Getting started



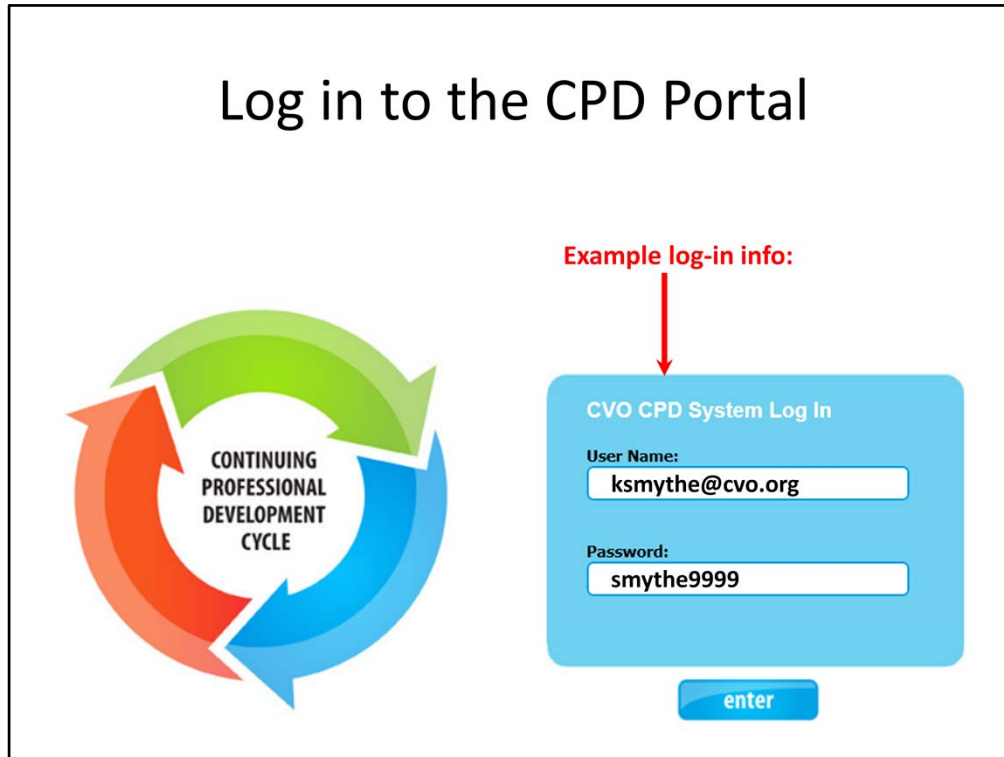
So let's get started.

To connect to the CPD Portal, simply click on the CPD Portal button on the Home page of CVO website [www.cvo.org](http://www.cvo.org).

You might want to

- minimize this Module screen, then
- click on the Portal button on CVO's homepage, and then
- keep both screens open, side by side, while you work through these instructions.

## Log in to the CPD Portal

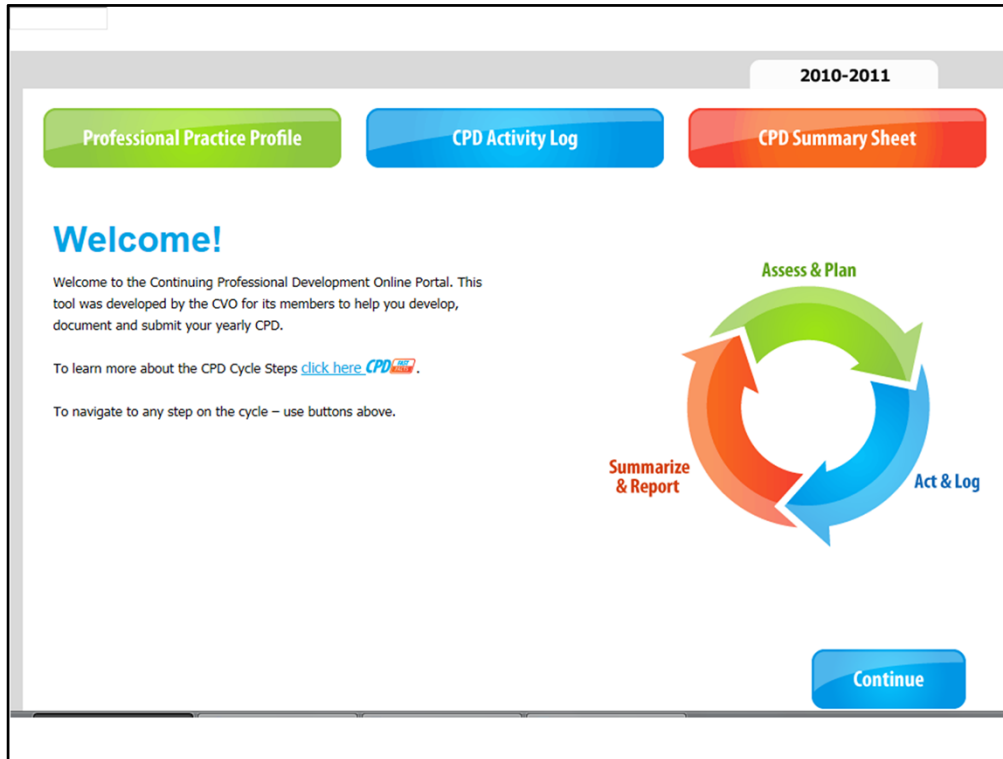


Once the link to the CPD Portal is made, to log into the portal, just enter your user name and default password.

Your user name is the **email address you have** provided to the CVO and Your initial, default password is your **last name** followed by your **4-digit CVO** license number with no space between. Note: after you log in the first time, you will probably want to change your password.

In this example, Karen Smythe would provide her email address, [ksmythe@cvo.org](mailto:ksmythe@cvo.org), and then her last name plus licence number, as shown.

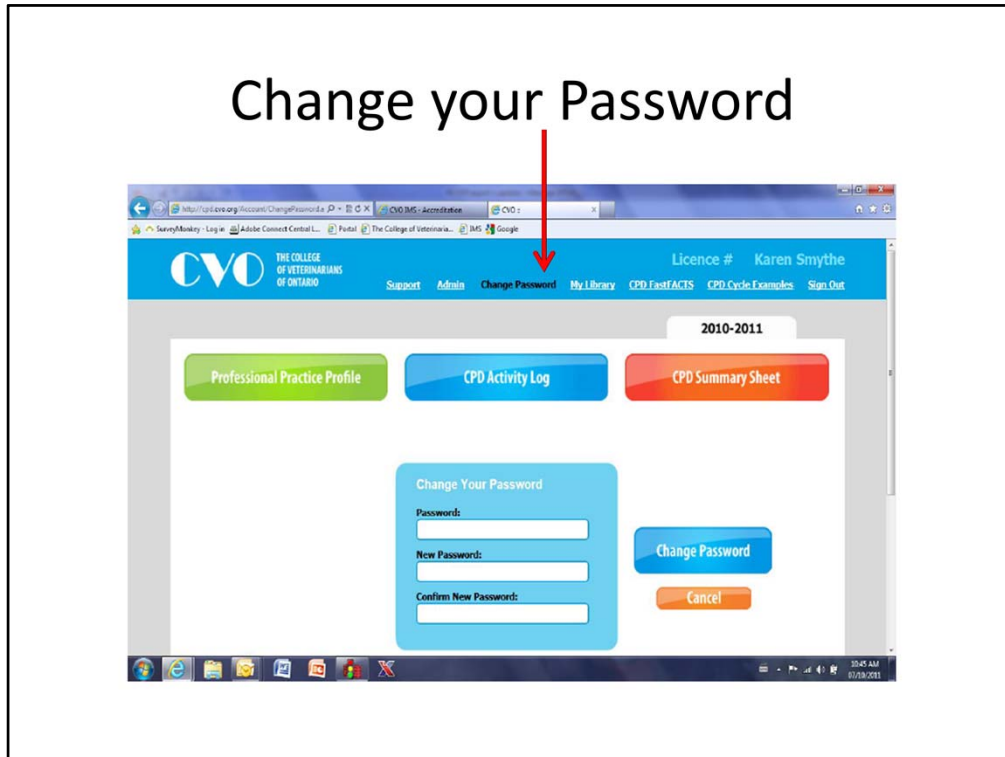
Then, just click on the enter button.



The Welcome screen opens to reveal the three colour-coded steps of the CPD Cycle, as buttons at the top. To move through the CPD Cycle, you will use the “Continue” button in the lower right corner of the screen.

You may note here that there are links to CPD FastFACTS as well. These information sheets provide you with more detail about each step of the CPD Cycle. They are a good resource to go to when you have questions about the Cycle and its components. FastFACTS are also found on the QA tab of the CVO website, organized according to which Step of the Cycle they pertain to.

# Change your Password

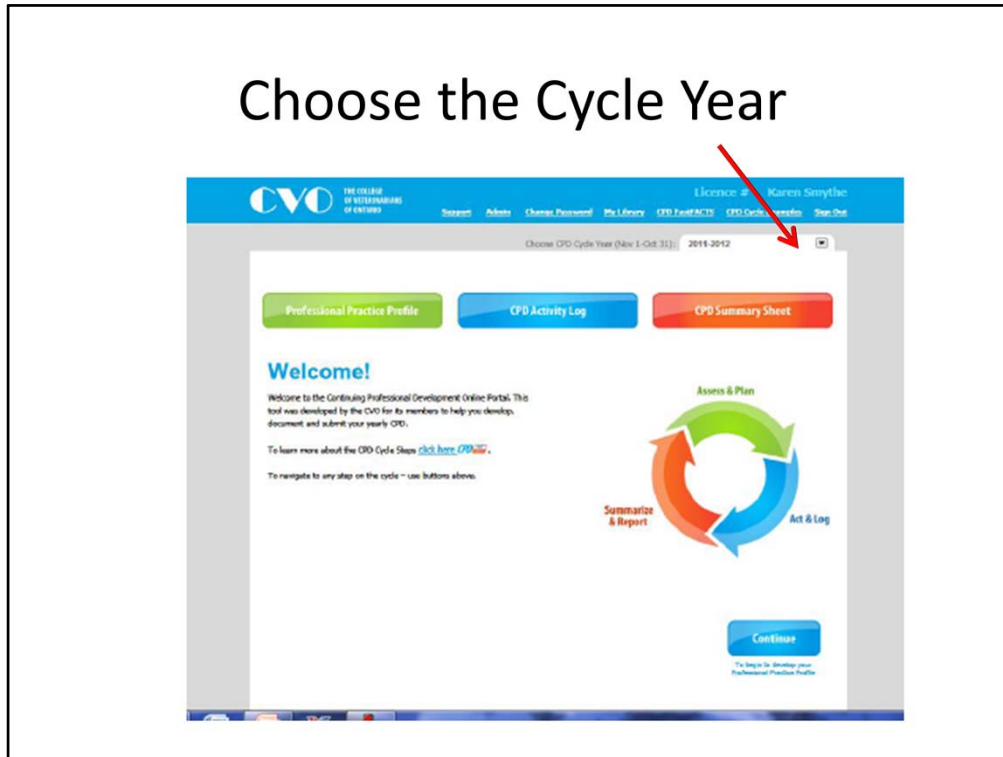


To change your password, just click on Change Password at the top of the screen, and enter the original password (your last name plus licence number, with no space between), and enter the new password that you want to use.

Re-enter the new password, and then click on Change Password.

The CVO will NOT be able to view your CPD Cycle information unless you choose to submit it. You'll see how that is done later in this presentation.

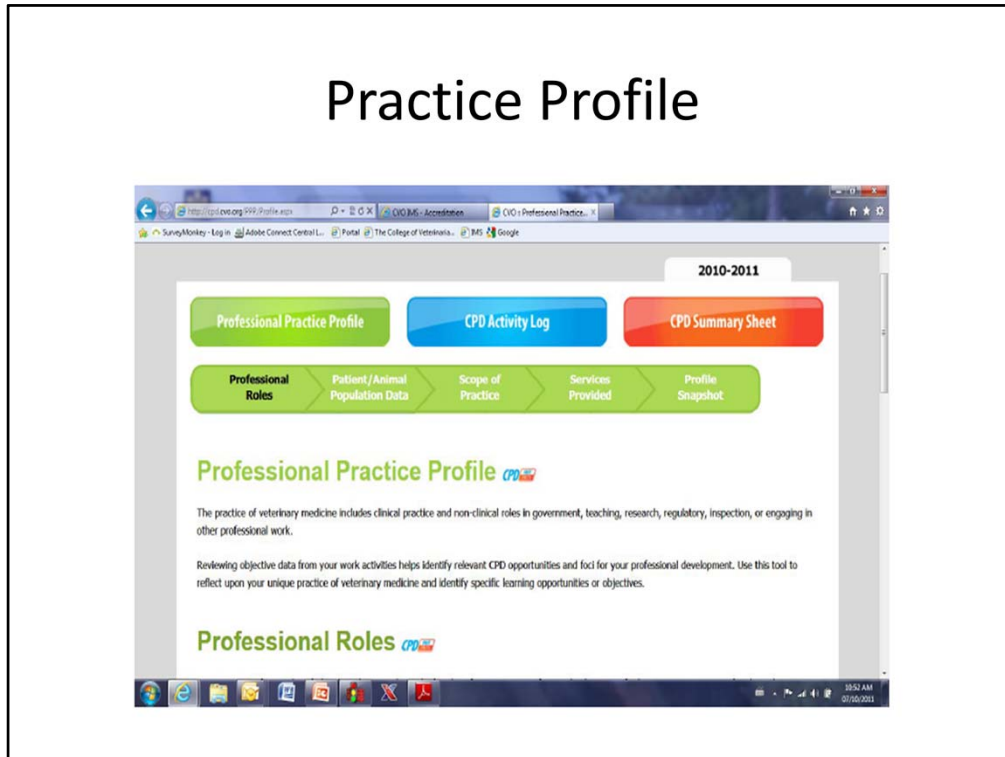
## Choose the Cycle Year



The drop-down box in the File Tab at the top right of the screen lets you select the CPD Cycle Year that you want to view and/or enter information for. The year will default to the current CPD Cycle year.

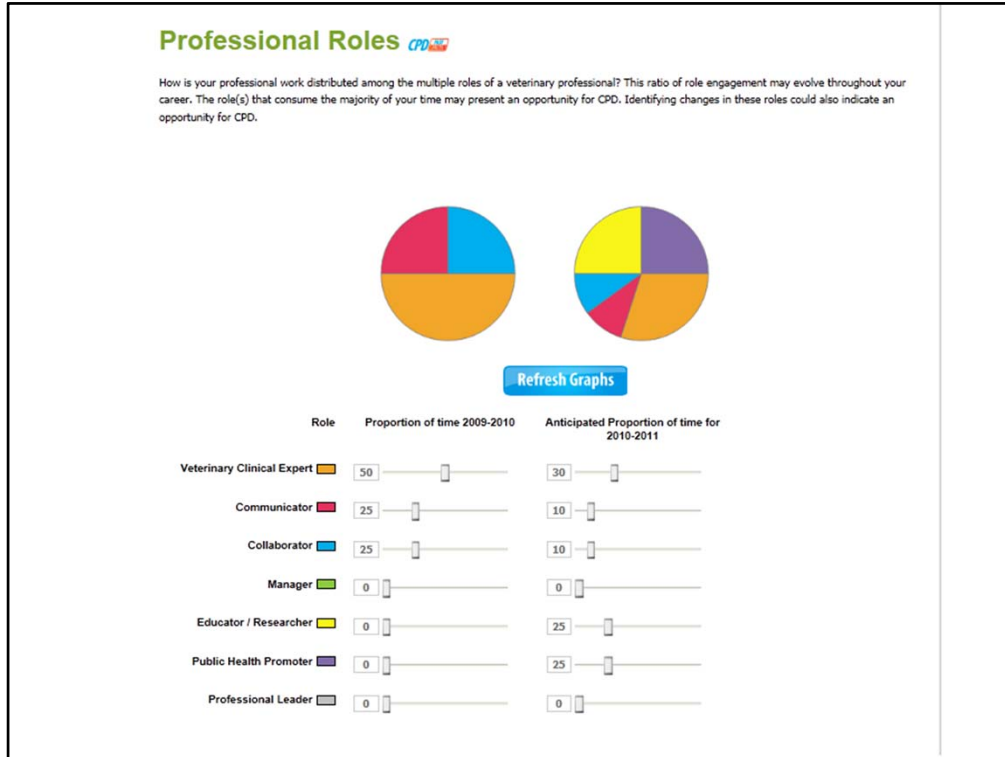
The CPD Portal will allow members to store up to 10 years of CPD data. Each Cycle Year is “closed” for new data entry as of November 30<sup>th</sup>, the deadline for submitting the CPD Summary Sheet to the CVO.

# Practice Profile



Since the Portal On the first page of the Profile in Step 1, you'll see an introduction underneath a set of green buttons. The green buttons represent each section of the Profile that you will be filling out. You can click through these buttons to check on any part of your Profile, as long as you SAVE your data on the screen before you do so.

Go to the next page of this document to see the first part of the Profile, dealing with Professional Roles.



The first section of the Professional Practice Profile asks you to describe how your time is distributed among the seven recognized roles or competencies of a health care professional.

Each veterinarian often combines professional role of a Medical Expert; Communicator; a Collaborator with colleagues and team members; a Manager of self, team, or practice; a Scholar-Researcher/Lifelong Learner/Educator (including client education), Public Health Promoter; and Professional Leader.

For each role, **use the sliders** to record the proportional representation of how your professional work is distributed over the past year – and your best predictions for the coming year. The numbers shown for a role only indicate an amount **relative to the other roles** in the list, and the total will **not necessarily add up to 100**.

The ratio of time you spend in different roles will probably evolve during your career. For example, if you buy into a practice, your manager role will expand.

The role in which you spend most of your time or an expanding role, may indicate a CPD focus of learning opportunity. We'll see how when we finish the Profile section of Step 1.


On the Portal, click on the CONTINUE button at the bottom right of the screen to move to the next part of the Profile (do NOT use the green buttons at the top without SAVING or your data may be lost!).


### Patient/Animal Populations Data


Who are your patients or what animal populations do you focus on?


Please select the patients/animal populations you work with by dragging the icons to the selected patients/populations box or by clicking the green arrow below the desired patient/population.


companion animal

  
dog


  
cat


  
small mammal


  
bird


  
reptile


food/fiber animal

  
beef


  
dairy


  
swine


  
small ruminant

  
poultry


equine

  
pleasure


  
breeding

  
racehorse


other


  
other


Drag and Drop



selected patients / populations

  
dog  
X

  
cat  
X

  
small mammal  
X

Save

Next

Describe the patient/animal populations you work with.

The second section of the Professional Practice Profile asks you to describe the patients or animal populations you work with – by species.

A CPD focus or learning opportunity may be identified by reflecting on what species types make up the majority of your practice.

Click on “Next” to go on to describe in greater detail the patients/animal populations you work with.

### Patient/Animal Populations Data

Objective data for clinicians can be collected from your medical records or compiled intuitively. Data for non-clinicians can be generated from an analysis of their work. CPD opportunities may be determined by identifying the most significant or numerous type of patient or animal population. CPD opportunities may also present themselves through identifying new patient types.

#### Cat

Anticipated % of practice 2009-2010

Anticipated % of practice 2010-2011

Please use the slider to define the anticipated % of practice

Please use the slider to define the anticipated % of practice

Describe the type of Patient/Animal Population (for example 'geriatric' for CA, 'feedlot' for FA)

#### Dog

Anticipated % of practice 2009-2010

Anticipated % of practice 2010-2011

Please use the slider to define the anticipated % of practice

Please use the slider to define the anticipated % of practice

Describe the type of Patient/Animal Population (for example 'geriatric' for CA, 'feedlot' for FA)

#### Small Mammal

Anticipated % of practice 2009-2010

Anticipated % of practice 2010-2011

Please use the slider to define the anticipated % of practice

Please use the slider to define the anticipated % of practice

Describe the type of Patient/Animal Population (for example 'geriatric' for CA, 'feedlot' for FA)

For each species you work with, estimate what proportion of the practice they represented last year, and anticipate what proportion of your practice they may be in the coming year. Describe the type of Patient/Animal Population (for example 'geriatric' for dogs, 'all life stages' for cats).

Some veterinarians have electronic medical records and are able to report specific numbers; other veterinarians have an intuitive sense of the numbers of animals they work with. Both methods have been shown to be effective in completing your Professional Practice Profile.

A CPD focus or learning opportunity may be suggested when you identify a new animal population or patient type and/or patients that present professional challenges.

Press “Next” to go on to assess your Scope of Practice.

## Scope of Practice: Therapeutic, Teaching, Consulting or Research

In which areas of veterinary medicine do you, or will you, practice? Veterinary practice includes clinical practice and non-clinical roles in government, teaching, research, regulatory, consulting, inspection or and engaging in other professional work.

Areas of new or future interest for practice will indicate a CPD opportunity. Areas in which you are less confident also indicate an opportunity for CPD.

Discipline	Are You Currently Practicing?	Rate your Confidence Level					Is it a Future Interest?
		low				high	
Anesthesiology	YES <input checked="" type="radio"/> NO <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input checked="" type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	<input type="checkbox"/>
Alternative Medicine	YES <input type="radio"/> NO <input checked="" type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	<input type="checkbox"/>
Behaviour	YES <input checked="" type="radio"/> NO <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input checked="" type="radio"/>	5 <input type="radio"/>	<input type="checkbox"/>
Breeding	YES <input checked="" type="radio"/> NO <input type="radio"/>	1 <input type="radio"/>	2 <input checked="" type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	<input type="checkbox"/>
Cardiology	YES <input type="radio"/> NO <input checked="" type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	<input checked="" type="checkbox"/>
Dermatology	YES <input checked="" type="radio"/> NO <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input checked="" type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	<input type="checkbox"/>
Dentistry	YES <input checked="" type="radio"/> NO <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input checked="" type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	<input type="checkbox"/>
Endocrinology	YES <input checked="" type="radio"/> NO <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input checked="" type="radio"/>	<input type="checkbox"/>

The third section of the Professional Practice Profile asks you to describe your scope of practice - the areas in which you provide therapeutic care, conduct research, teach or consult. On the Profile, you will indicate which areas you are currently engaged in, assess your confidence levels in these areas, and identify new areas that may become an interest.

A CPD focus or opportunity may arise where you have identified new areas of interest, or where you note less confidence (2 or lower on the confidence scale).

This information will transfer to a SnapShot of your Practice Profile with learning opportunities flagged for you, after you finish the final part of the Profile step.

Press “Next” to go to the last part of the Profile, where you reflect upon common challenges or issues you face in practice.

## Services Provided

Services may include medical problems diagnosed, surgeries performed medications prescribed or diagnostic tests ordered. In non-clinical practices, services may include policies developed, issues addressed, or regulations enforced.

For the six categories below identify the most common/frequent responses for your practice. The services you most often provide, or have seen an increase in, may indicate CPD opportunities or learning objectives.

<p><b>Medical problems/diseases diagnosed or reviewed</b></p> <ol style="list-style-type: none"> <li>1. <input type="text" value="diabetes"/></li> <li>2. <input type="text" value="chronic kidney disease"/></li> <li>3. <input type="text" value="hyperthyroidism"/></li> </ol> <p><a href="#">[Add Another...]</a></p> <p><b>Surgical/dental/other procedures performed or reviewed</b></p> <ol style="list-style-type: none"> <li>1. <input type="text" value="dental prophylaxis"/></li> <li>2. <input type="text" value="OVH"/></li> <li>3. <input type="text" value="neuter"/></li> </ol> <p><a href="#">[Add Another...]</a></p> <p><b>Professional challenges?</b></p> <ol style="list-style-type: none"> <li>1. <input type="text" value="Counsel clients about feline inappropriate elimination"/></li> <li>2. <input type="text"/></li> <li>3. <input type="text"/></li> </ol> <p><a href="#">[Add Another...]</a></p>	<p><b>Medication prescribed or researched</b></p> <ol style="list-style-type: none"> <li>1. <input type="text" value="medicated diets"/></li> <li>2. <input type="text" value="tapazol"/></li> <li>3. <input type="text" value="insulin"/></li> </ol> <p><a href="#">[Add Another...]</a></p> <p><b>Diagnostics/laboratory tests ordered or studied</b></p> <ol style="list-style-type: none"> <li>1. <input type="text" value="FeLV/FIV"/></li> <li>2. <input type="text" value="CBC"/></li> <li>3. <input type="text" value="T4"/></li> </ol> <p><a href="#">[Add Another...]</a></p> <p><b>Adverse outcomes</b></p> <ol style="list-style-type: none"> <li>1. <input type="text" value="team member- cat scratch disease"/></li> <li>2. <input type="text"/></li> <li>3. <input type="text"/></li> </ol> <p><a href="#">[Add Another...]</a></p>
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All veterinarians face professional challenges.

The fourth and last section of the Professional Practice Profile asks you to consider what services are you providing most commonly or frequently. For clinicians, you will identify what medical conditions are diagnosed, surgeries performed, medications prescribed, and diagnostics ordered most frequently. For non-clinicians, you will identify, for example, what medical conditions are consulted on or which medications are reviewed most frequently.

A CPD focus or opportunity may become evident for you in areas pertaining to these high-frequency or challenging areas of practice.

Click on the “Next” button to see a Snap Shot of your Professional Practice Profile , where you will see some flagged areas and where you can identify some further CPD opportunities.

## Snap Shot

By reviewing data from your Professional Practice Profile, you can identify opportunities on which to focus effective and relevant CPD activities. 

Use this snap shot to identify areas that are new, most significant or are of interest.

### Professional Role

Roles	% of time 2009-2010	Predicted % of time 2010-2011
Veterinary Clinical Expert	50%	30%
Communicator	25%	10%
Collaborator	25%	10%
Educator / Researcher	0%	25%

#### CPD Opportunities/ Learning Objectives

YES  NO

After engaging in CPD, I will be better able to:

Communicate with clients in complex situations of anger or grief

YES  NO

After engaging in CPD, I will be better able to:

Provide client education to prevent dog bite injuries in young children

The Snap Shot displays the results of your self-assessment through Step 1 of the CPD Cycle.

By reviewing the overall data ,you can identify opportunities on which to focus effective and relevant CPD activities.

Some of the information you have entered will provide you with automatic suggestions in the Learning Objectives panel on the right of the screen, such as practice areas that are new, most significant, or are of interest. Some may have a YES clicked to indicate that you could make this an opportunity to follow up on. You can change this to NO if you wish. For others that you want to pursue, click on the YES button to indicate a CPD Opportunity.

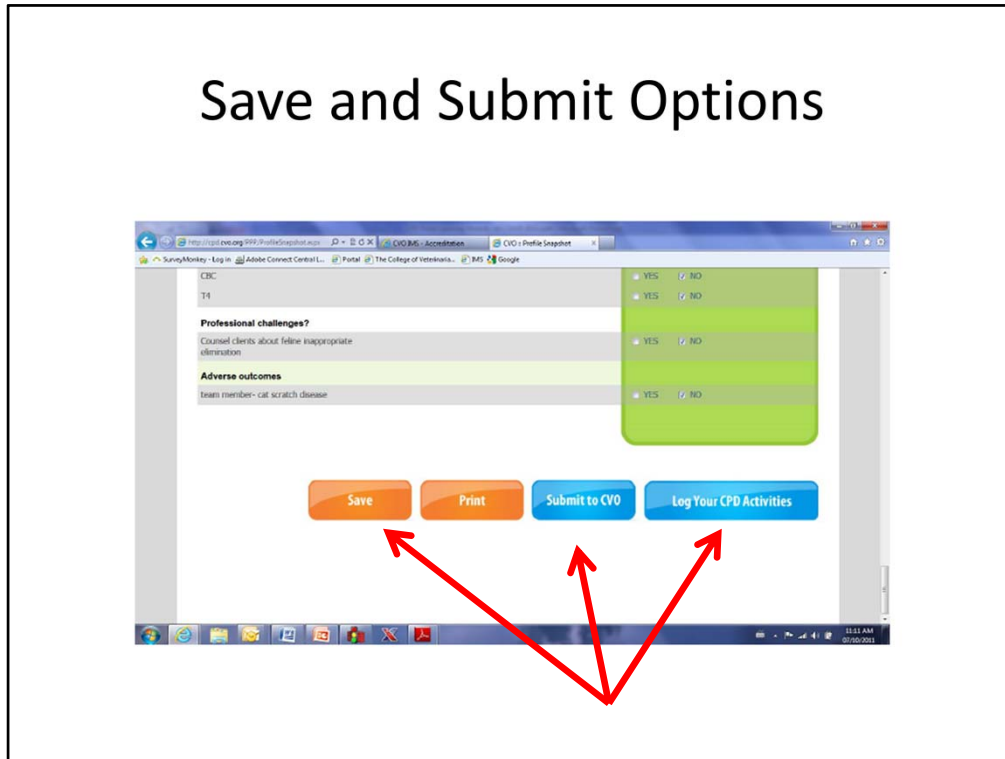
It is important to record specific CPD Opportunities/Learning Objectives related to reality of your practice in the text box. Here is where you make your opportunity more specific by completing an “objective” that you want to reach through CPD.

Specific learning objectives complete the phrase, “After engaging in this CPD activity, I will be better able to.....” After this phrase, an active verb describes an activity in practice, and is followed by a specific criteria (for example, a treatment or patient type), and a specific context (for example, a species or a practice setting).

Identifying learning objectives that are relevant to your practice makes choosing appropriate CPD activities easier--and it also demonstrates professional reflection.

When you have recorded the relevant CPD Opportunities identified on your Snap Shot, click on the LOG YOUR CPD ACTIVITIES to move onto the Step 2 of the CPD Cycle.

# Save and Submit Options



Here you'll see some button options at the end of your self-assessment using the Profile.

**MAKE SURE YOU SAVE** your Profile Data. You can print it if you want to.

**NOTE, TOO,** that if you want the CVO to review your CPD Cycle, you can click on this at any time. To continue with the Cycle and to start logging your activities, click the **LOG YOUR CPD ACTIVITIES** button on the Portal screen.

**Log Your Activities** CPD

To record a CPD activity related to an already identified opportunity or learning objective, click on the "Record a CPD Activity" button beside the opportunity.

**Opportunities identified on your Profile Snap Shot**

To focus your CPD in the coming year, choose the top 3-5 priorities from the list below.  
(Delete duplicates that may have arisen from filling in your Profile data by clicking on the Red X.)  
You may wish to delete those opportunities that you do not plan to focus on by clicking on the Red X.

To record an unplanned CPD activity (New Learning Opportunity or NLO), click on the button below.

**Log an Unplanned CPD Activity or NLO**

Reorder your opportunities to prioritize them using the orange arrow buttons on the side.

Provide client education to prevent dog bite injuries in young children	×	Log a CPD Activity	↓
Develop updated anesthetic protocols for geriatric cats	×	Log a CPD Activity	↑ ↓
Communicate with clients in complex situations of anger or grief	×	Log a CPD Activity	↑ ↓

The second step of the CPD Cycle is when you complete CPD activities and record them using the CPD Portal.

To focus your CPD in the coming year, choose the top 3-5 priorities from the list. You can prioritize them using the UP and DOWN arrows on the right to change the order in which they appear on the list.

You may wish to delete those opportunities that you do not plan to focus on, by clicking on the Red X. (Delete any duplicates that may have arisen from filling in your Profile data the same way.)

To record a CPD activity related to an already identified opportunity or learning objective, click on the "Record a CPD Activity" button beside the opportunity.

To record an unplanned CPD activity (which we call a "New Learning Opportunity" or NLO), click on the blue button in the upper right corner.

Clicking on the "Log a CPD Activity" or "Log an Unplanned CPD Activity" will open a new window on which to record activity details.

**Log an Activity**

**CPD Opportunity/Learning Objective**

After engaging in CPD, I will be better able to:

DeveLop updated anesthetic protocols for geriatric cats

**Activity Title/Subject**

Cats are not Small Dogs - Feline Anesthesia

Date of Completion: September 23, 2011

**What Were You doing?**

**Activity Codes**

**Organized Learning**  
 Note: Retain certificates/notes OR use a Documentation A Sheet.  
 A1 Courses, conferences, web-labs, seminars, workshops attended  
 A2 Training/studying for credential(s)  
 A3 Distance-education courses/modules you completed  
 A4 Presentations you gave, articles/books published, posters presented, courses you taught  
 A5 Other

**Self-Directed Learning**  
 Note: Documentation B Sheets may be completed for self-directed learning projects.  
 B1 Consulting with peers, informal rounds with colleagues, mentoring (mentor or mentee)  
 B2 Reading journals/texts, CVO publications, reviewing videos/VIDs for specific learning goals  
 B3 Independent research on VIN or using other resources  
 B4 Professional contributions (committee work, peer reviews)  
 B5 Other

**How much time did you spend?**

2 hours 0 minutes

To record your CPD, first enter the title or subject of the learning activity and date of the activity.

Categorize the type of learning activity by clicking within column A or B. Learning activities are either Type A – organized learning events, or Type B – self-directed learning. You will be familiar with these Activity Types from seeing them on your CPD Summary Sheet for the past several years.

Type A organized learning may include:

- Attending conferences or seminars
- Attending local veterinary academy meetings
- Attending industry sponsored learning
- Attending e-learning webinars

Type B self-directed learning may include:

- Reading textbooks
- Reviewing journals
- Conducting web searches on VIN, for example
- Consulting with a colleague

Record the ACTUAL time spent in the learning activity. For example, if you read through veterinary journals for 2 hours, then record 2 hours.

**What was (or were) the outcome(s)?**

Note: Retain certificates/notes OR use a Documentation A Sheet.

1. I changed or plan to change some part of my practice based on this learning activity.

2. I pursued/will pursue other additional information.

3. The findings of this activity enhanced or reaffirmed my knowledge and no change is needed to part of my practice.

**What resources have you collected or developed?**

Handout

Certificate

Notes

Workbook

Agenda

Journal Articles

PowerPoint

Personal CPD File/Folder (paper or electronic)

My VIN

Documentation A sheet

Documentation B sheet

Other

**Resources Associated with this Activity**

**Upload and Review any Resources for this Activity**

Upload a Resource

**Instructions**

1. Set the description of the document:

2. Browse for the file you wish to upload:

**Professional Reflection**

Reflection on the impact this activity had/will have on your practice:

Next, you are asked to consider the impact of each CPD activity on your practice. Predicting outcomes on practice demonstrates professional reflection.

You can also record what resources, handouts, participant workbooks, worksheets, proceedings, syllabi, or electronic links you have retained in your personal professional library. If you use Documentation Sheets A or B, which are available as Word templates on the QA section of the CVO website, these can be noted here as well.

You can upload and retain conference notes, proceedings, Documentation Sheets, or handouts and refer to them later using the MY LIBRARY menu at the top of the portal screen.

The final text box asks you to record your professional reflection---in other words, a key take-way or practice pearl. For many veterinarians, this reflection of the impact of a CPD activity becomes a focused summary and facilitates the retrieval of important information.

Be sure to click SAVE to retain the record of your CPD accomplishments.

## CPD Activity Log

### Logged Activities

Logged Activities

<p><b>Activity Information</b></p> <p><b>Activity Title</b> Cats are not Small Dogs - Feline Anesthesia</p> <p><b>Identified CPD Opportunity</b> Develop updated anesthetic protocols for geriatric cats</p> <p><b>Date</b>                      <b>Duration</b> September 23, 2011      2h 0min</p> <p><b>Available Resources</b></p> <p><input checked="" type="checkbox"/> Handout</p>	<p><b>Activity Code</b> A1</p>	<p><b>Outcome</b> 1,2,3</p>	<p><b>Professional Reflection</b></p> <p>Assessing planes of anesthesia: 1-4</p> <p>Importance of pre-anesthetics</p> <p>Evaluation of induction agents</p>	<p><a href="#" style="background-color: #0070C0; color: white; padding: 5px 10px; border-radius: 5px;">Edit</a></p>
✘				
<p><b>Activity Information</b></p> <p><b>Activity Title</b> Stop the BITE</p> <p><b>Identified CPD Opportunity</b> Provide client education to prevent dog bite injuries in young children</p> <p><b>Date</b>                      <b>Duration</b> August 16, 2011        3h 0min</p> <p><b>Available Resources</b></p>	<p><b>Activity Code</b> A1</p>	<p><b>Outcome</b> 1,3</p>	<p><b>Professional Reflection</b></p> <p>Provide materials for school programs and puppy classes</p> <p>Crucial to train entire veterinary team</p>	<p><a href="#" style="background-color: #0070C0; color: white; padding: 5px 10px; border-radius: 5px;">Edit</a></p>
✘				

Throughout the year you can review all your CPD accomplishments on the View Logged Activities page.

The Logged Activities page allows you to quickly review and retrieve important information and resources from the CPD you have attended.

**Continuing Professional Development (CPD) Summary Sheet**

Instructions: The Summary Sheet will automatically fill in when information is entered onto the Activity Log.  
When complete submit this form to the CVO.

**A. ORGANIZED LEARNING EVENTS**



1. Courses, conferences, wet-labs, seminars, workshops attended	0
2. Training/studying* for degree/diploma/certificate credential(s) *For which degree/diploma/certification?	0
3. Distance-education courses/modules you completed	1
4. Presentation you gave, articles/books you authored and published, posters you presented, courses you taught	0
5. Other - Resources Provided	0

**B. SELF-DIRECTED LEARNING ACTIVITIES**

1. Consulting with peers, informal rounds with colleagues, mentoring	0
2. Reading journals/texts, CVO publications; reviewing video/DVDs	0.5
3. Independent research on VIN or using other resources	0
4. Professional contributions (committee work, peer reviews)	0
5. Other - Resources Provided	0

**TOTAL REPORTING HOURS FOR THIS REPORTING YEAR:** 1.5  
For the period 1 November 2010 - 31 October 2011

This Summary Sheet MUST be submitted to the CVO with your annual renewal form in November.

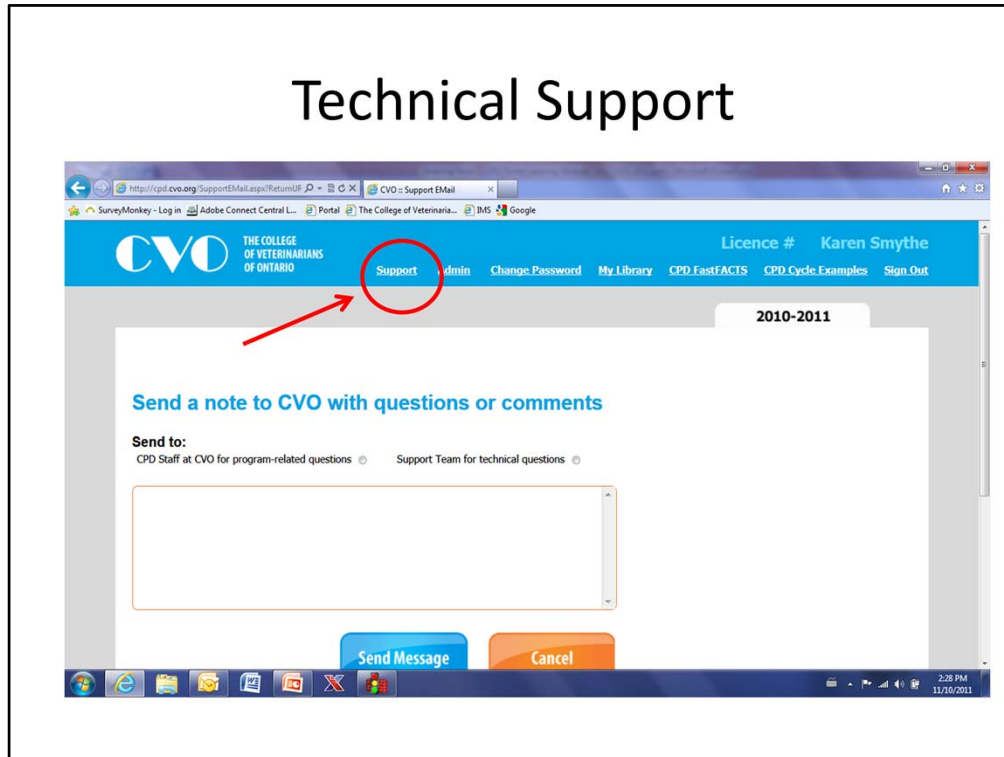



For Step 3 of the CPD cycle, the CPD Portal will automatically generate a summary of your CPD activities calculated by type of activity. The CPD Summary Sheet is a report of your CPD accomplishments.

Reviewing the CPD Summary Sheet provides you with an opportunity to reflect on your professional development accomplishments for the past year and also gives you an opportunity to identify a new CPD focus for next year.

By clicking on the Submit to CVO, a report of your completed CPD activities will be immediately submitted to the CVO for review with your annual license renewal. The information submitted will automatically be entered into CVO's database, showing your compliance with the requirement to submit your CPD Summary Sheet information.

# Technical Support



If you run into technical problems using the Portal, click on the Support menu item at the top of the Portal screen.

Choose “Send to CVO Staff” or “Send to Support Team”, and write your question in the text box. Click “Send Message” and a response will be sent to you as soon as possible.

Most technical problems will require you to submit information about

- What internet browser you use (name and version)
- What the error message said (copy the screen and paste this into your email if possible)
- What part of the Portal you were using/what step you were at when the problem occurred

CVO staff will respond to your program questions the same day, often within an hour of receiving your email. Don't hesitate to get in touch with the QA Program Manager, Karen Smythe, at any time with your questions: [ksmartyth@cvo.org](mailto:ksmartyth@cvo.org) or 1-800-424-2856 ext 2237.



## Questions?

See **CPD *FastFACTS*** on  
**QA page of [www.cvo.org](http://www.cvo.org)**  
and/or  
contact Karen Smythe at  
[ksmythe@cvo.org](mailto:ksmythe@cvo.org)

Please fill in the evaluation form by clicking on this link:

<http://www.surveymonkey.com/s/MX8KHC8>

Thank You

Thank you for taking the time to learn about the CVO's CPD Portal, which was created to support veterinarians in their pursuit and documentation of lifelong learning.

If you have any questions, please review the resources – including *CPD FastFacts*– that are available on the Portal at the menu on the top of the screen, as well as on the QA page of the CVO website.

Before you close this window, please provide us with feedback on the CPD Portal Learning Module that you have just completed by linking to the Survey Monkey link and completing the evaluation form. Thank you for your time.