

Member Service Centre (MSC) Entry Guide



Member Service Centre (MSC)

CIPHI Regular Members are required to participate in the Continuing Professional Competencies (CPC) program in order to maintain their CIPHI membership. This involves obtaining and submitting a minimum number of Professional Development Hours (PDHs) annually online in the Member Service Centre (MSC). The Council of Professional Experience (CoPE) administers the CPC program and supports Members with their ongoing professional development. CoPE recommends that Environmental Public Health Professionals (EPHPs) consider their own needs for professional development and seek out relevant PDHs to fulfill those identified needs.

To meet the requirements of the CPC program, Members must:

- Log activities annually in the [MSC](#) by **January 31st** of the following year. Log at least the minimum number of eligible PDHs required, as outlined in the [Professional Development \(PD\) Model](#).
- Provide a sufficient level of detail, and supporting documentation, where applicable in each entry for the auditor to approve the entry. See [PDH Entry Tool](#) for additional information.

First time logging into MSC Portal

- Members must reset their username and password when logging into the MSC portal for the first time.
 - Type your email address and press the [Retrieve] button. The system will send you an email with a 'temporary username' to reset your password.
 - Use the temporary username to login with your new password. (min 8 characters)
- Once you are logged in, please take the time to review and update your profile. This information will be listed in the Member accessible directory.
- If Members opt to keep both business & personal contact information hidden, they will not appear on the Member directory that other Members may reference.
- If you do not have an account or need to reset your account, please contact CIPHI at office@ciphi.ca.

Logging into the MSC Portal

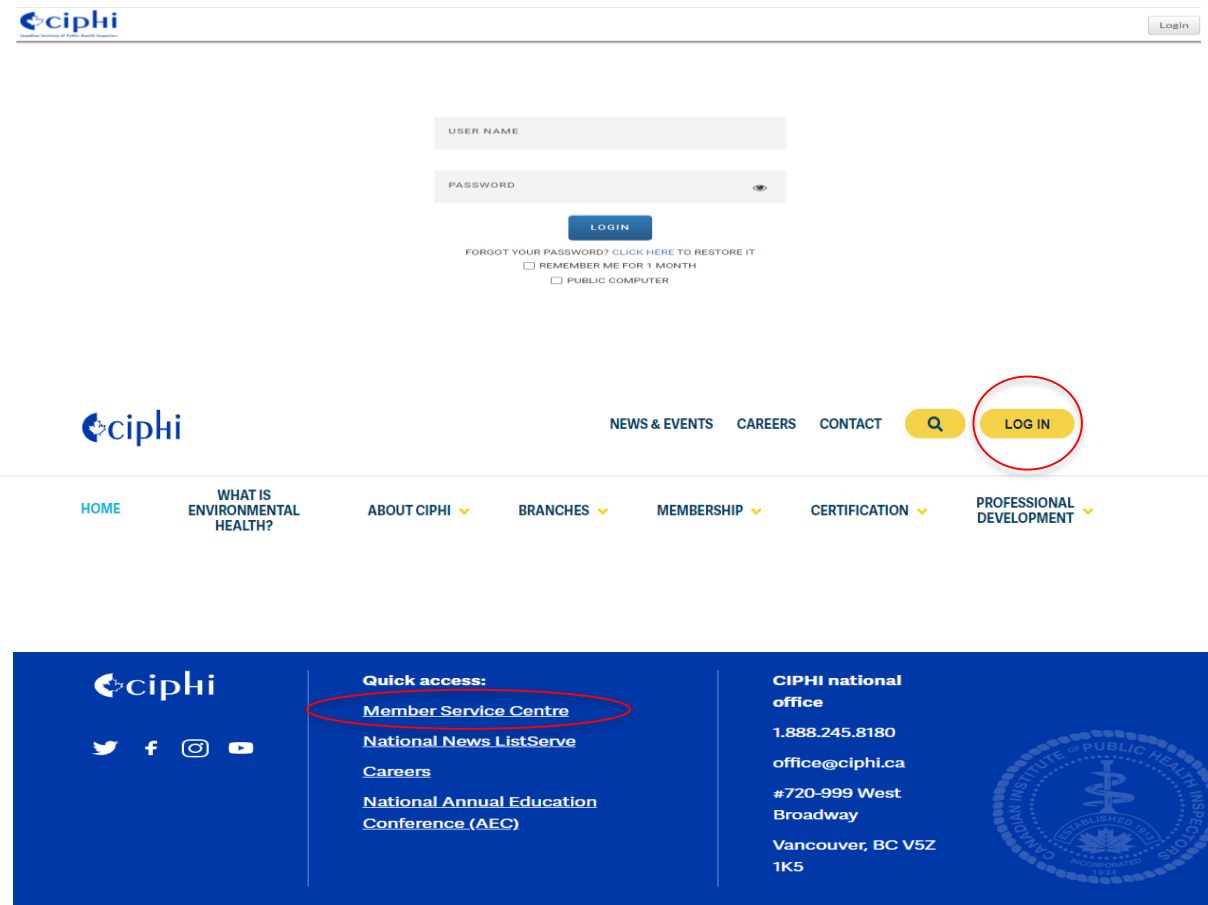
Step 1: Members can access MSC login two ways:

1) Type ciphi.in1touch.org into url browser

or

2) Visit www.ciphi.ca

- Click the yellow button (top right of page), or
- Click the MSC quick access link (bottom)



Logging into the MSC Portal

Step 2 - Once you have logged in, it will bring you to the MSC dashboard. Click on Professional Development.

The screenshot shows the CIPHI Member Service Centre - Portal Dashboard. At the top left is the CIPHI logo with the tagline 'Canadian Institute of Public Health Inspectors'. At the top right are links for 'CIPHI Home' and 'Signed as CoPE Test3'. The main header area displays 'Member Service Centre - Portal' and 'Dashboard'. Below this is a navigation bar with five items: 'Dashboard', 'My Profile', 'Professional Development' (which is circled in red), 'Resources', and 'Search'. The main content area is divided into three sections. The left section shows a user profile for 'CoPE Test3' with Member ID: 134339 and an address in Vancouver. The middle section, titled 'CIPHI Member News', features an article 'Self Reflection..who knew?' dated July 02, 2021, with a 'View Details' link. The right section, titled 'Professional Development', contains a list of links: 'PDH Submission', 'Declaration of Reduction of PDHs', 'PDH Submission Summary', and 'PDH Audit Appeal'.

PDH Submission

Step 3 - Select '*PDH Submission*' from drop down menu

Member Service Centre - Portal

Professional Development Submission

Dashboard My Profile Professional Development Resources Search

PROFESSIONAL DEVELOPMENT SUBMISSION

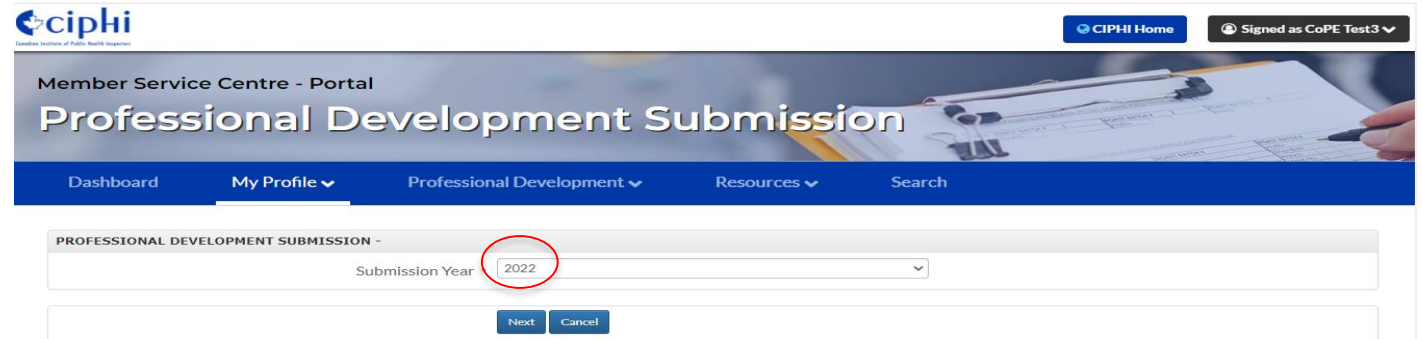
- PDH Submission
- PDH Reduction of Hours
- PDH Submission Review
- PDH Appeal

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Next Cancel

How to enter PDHs into the MSC Portal

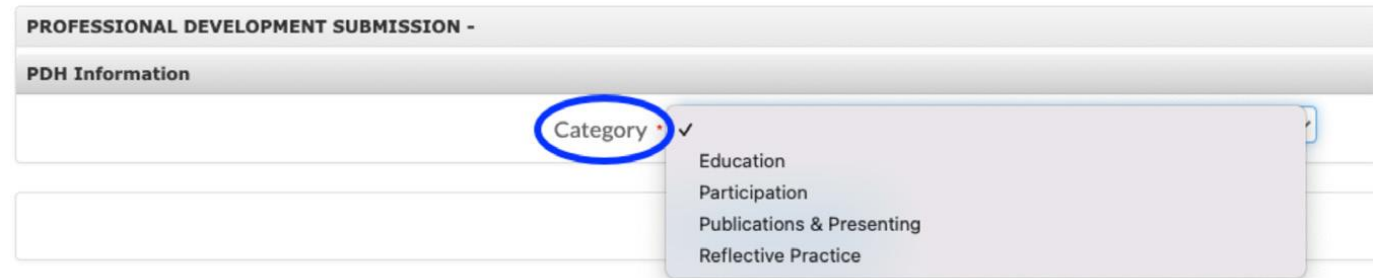
Step 4 – Within the Professional Development Submission tab, the member will be prompted to select the submission year.



The screenshot shows the CIPHI Member Service Centre - Portal. The page title is "Professional Development Submission". The navigation bar includes "Dashboard", "My Profile", "Professional Development", "Resources", and "Search". The "Professional Development" tab is active. Below the navigation bar, there is a form titled "PROFESSIONAL DEVELOPMENT SUBMISSION -". The "Submission Year" dropdown menu is highlighted with a red circle and shows "2022" selected. Below the dropdown menu are "Next" and "Cancel" buttons.

Each activity must be entered into one of four (4) main categories:

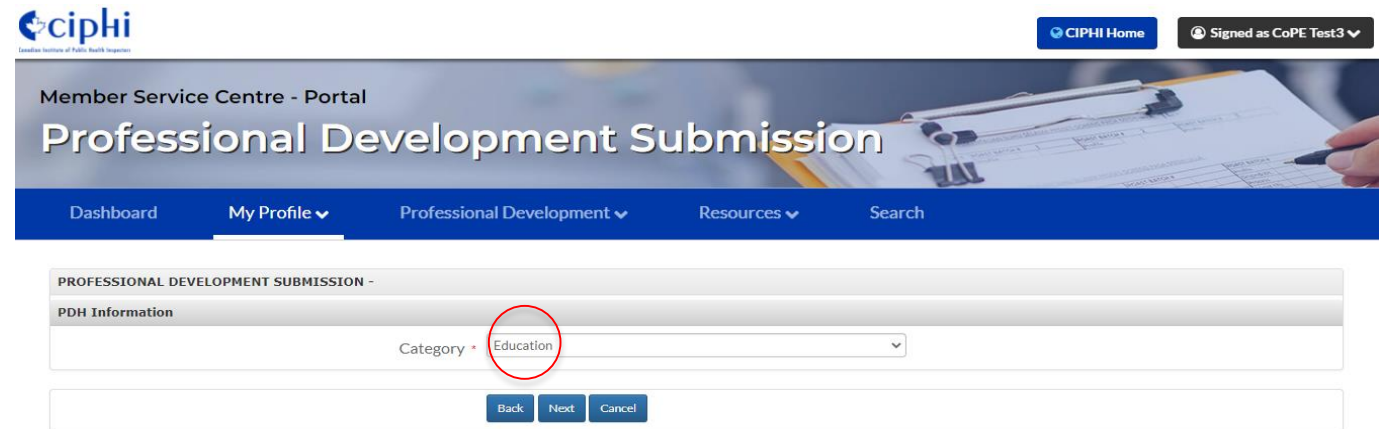
- Education
- Participation
- Publishing & Presentations
- Reflective Practice



The screenshot shows the "PROFESSIONAL DEVELOPMENT SUBMISSION -" page. The "PDH Information" section is highlighted. The "Category" dropdown menu is open, showing four options: Education, Participation, Publications & Presenting, and Reflective Practice. The "Category" label is circled in blue.

Provide Category Type

Step 5 – Provide the category type from the drop down menu. [e.g] Select *'Education'* from drop down menu for a Climate change webinar

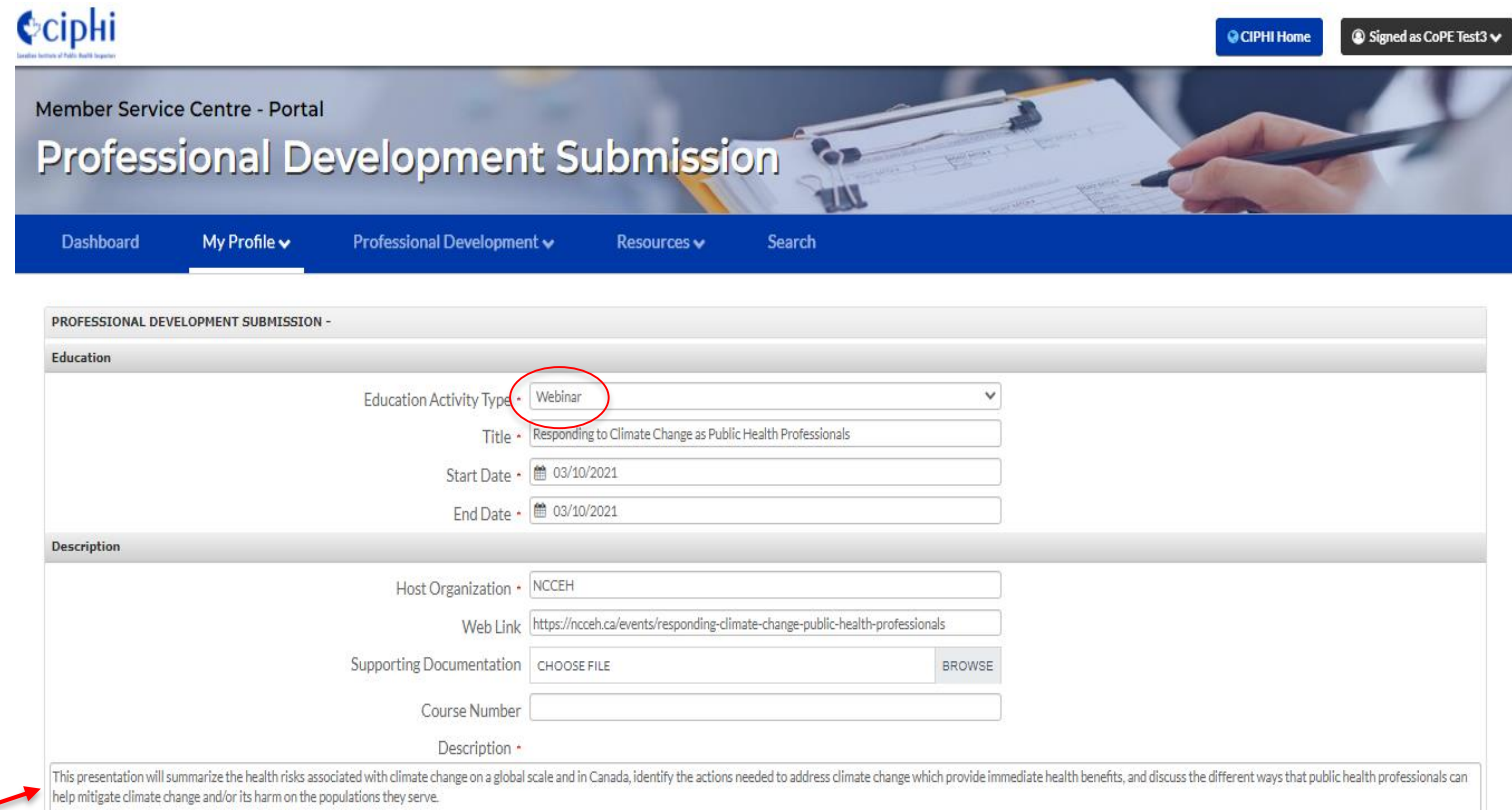


The screenshot displays the CIPHI Member Service Centre - Portal for a Professional Development Submission. The page features a blue header with the CIPHI logo, a 'CIPHI Home' button, and a 'Signed as CoPE Test3' dropdown. Below the header is a navigation bar with links to Dashboard, My Profile, Professional Development, Resources, and Search. The main content area is titled 'PROFESSIONAL DEVELOPMENT SUBMISSION - PDH Information'. It contains a 'Category' dropdown menu with 'Education' selected, which is circled in red. At the bottom of the form are 'Back', 'Next', and 'Cancel' buttons.

Selecting an Education Activity Type

Step 6 – Provide the 'Education Activity Type' from the drop down menu. Select "*Webinar*" for the Climate Change webinar example.

Enter all mandatory entry fields (marked with an *). Include any additional information such as a web link, supporting documentation, or course number. Be detailed in your description. Then click next.



The screenshot shows the CIPHI Member Service Centre - Portal Professional Development Submission form. The form is titled "PROFESSIONAL DEVELOPMENT SUBMISSION -" and has a header with the CIPHI logo and navigation links: "CIPHI Home" and "Signed as CoPE Test3". The main navigation bar includes "Dashboard", "My Profile", "Professional Development", "Resources", and "Search".

The form is divided into two main sections: "Education" and "Description".

Education Section:

- Education Activity Type:** A dropdown menu with "Webinar" selected. This field is circled in red.
- Title:** "Responding to Climate Change as Public Health Professionals"
- Start Date:** "03/10/2021"
- End Date:** "03/10/2021"

Description Section:

- Host Organization:** "NCCEH"
- Web Link:** "https://ncceh.ca/events/responding-climate-change-public-health-professionals"
- Supporting Documentation:** "CHOOSE FILE" with a "BROWSE" button.
- Course Number:** (empty field)
- Description:** "This presentation will summarize the health risks associated with climate change on a global scale and in Canada, identify the actions needed to address climate change which provide immediate health benefits, and discuss the different ways that public health professionals can help mitigate climate change and/or its harm on the populations they serve."

A red arrow points to the "Description" field.

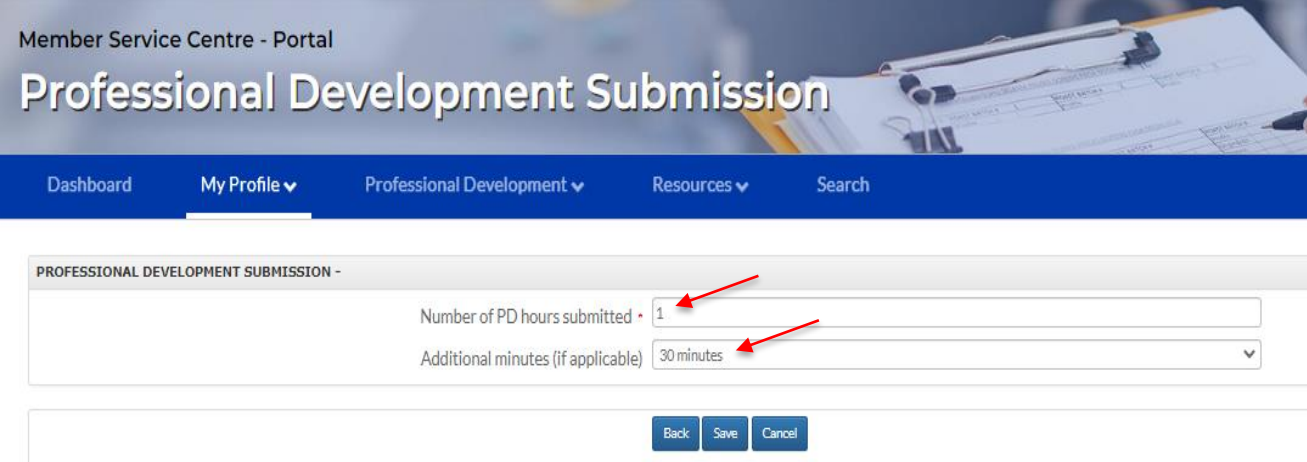
Enter PDHs for your Activity

Step 7 – Enter the number of PDHs for the activity.

PDH Calculation

One hour of Education earns one PDH. Keep the [PDH Entry tool](#) handy for reference.

Use the drop down menus to enter hour or minutes (if applicable) for your activities.



The screenshot shows the 'Professional Development Submission' page in the Member Service Centre - Portal. The page has a blue header with the title and a navigation bar with links: Dashboard, My Profile, Professional Development, Resources, and Search. Below the header, the form is titled 'PROFESSIONAL DEVELOPMENT SUBMISSION -'. It contains two input fields: 'Number of PD hours submitted' with a value of '1' and 'Additional minutes (if applicable)' with a value of '30 minutes'. Red arrows point to the input fields. At the bottom right, there are three buttons: Back, Save, and Cancel.

Member Service Centre - Portal

Professional Development Submission

Dashboard My Profile Professional Development Resources Search

PROFESSIONAL DEVELOPMENT SUBMISSION -

Number of PD hours submitted 1

Additional minutes (if applicable) 30 minutes

Back Save Cancel

Calculating your PDHs

Step 8 – PDH Calculation

One hour of Education earns one PDH. Keep the [PDH Entry tool](#) handy for reference.

Category Maximum - The PDH Entry tool indicates the maximum number of eligible PDHs for each of the 4 main entry categories and subcategories.

Refer to the [PD Model](#) for category restrictions.

Entry Tip: Enter more than the minimum requirement!

Professional Development Hours (PDH) Entry Tool: 2022

Entry deadline: January 31st 2023
Annual requirement: 30 PDHs*
*Adjusted for members on Extended Leave who have submitted a PDH Reduction of Hours on the MSC.

Log into the MSC at
ciphi.in1touch.org

Entry Categories	
<h4>Education</h4> <ul style="list-style-type: none">Maximum 30 PDHsE.g. conference, webinar, course, self-directed study	<h4>Participation</h4> <ol style="list-style-type: none">Formal Mentoring<ul style="list-style-type: none">Maximum 10 PDHsE.g. Practicum CoordinatorJob Shadowing<ul style="list-style-type: none">Maximum 5 PDHsE.g. Medical Officer of Health shadowing an EPHPService on Committees and Boards<ul style="list-style-type: none">Maximum 20 PDHsE.g. CIPHI branch committee, Health and Safety CommitteeContributions to the Community<ul style="list-style-type: none">Maximum 5 PDHsE.g. Coaching child's sports team, religious organization board member <p>Refer to the PD Model for category and sub-category definitions.</p>
<h4>Publishing & Presenting</h4> <ul style="list-style-type: none">Maximum 30 PDHs total from subcategories:<ol style="list-style-type: none">PublicationsPresenting at a conference, course, webinar, or workshopReviewing/editing an article for publication	
<h4>Reflective Practice</h4> <ul style="list-style-type: none">Maximum 5 PDHs total from subcategories:<ol style="list-style-type: none">Learning Plan (optional template)Reflective Writing<ul style="list-style-type: none">E.g. Narrative of a rough environmental health situation	


Entry Tips

1 hour = 1 PDH for all entries

- Ensure the description for each entry contains sufficient detail for an auditor to approve it and to link the activity to CIPHI's [Discipline Specific Competencies](#).
- Avoid using acronyms. Auditors from different provinces may not be familiar with them.
- Try to enter more than the minimum required number of PDHs.

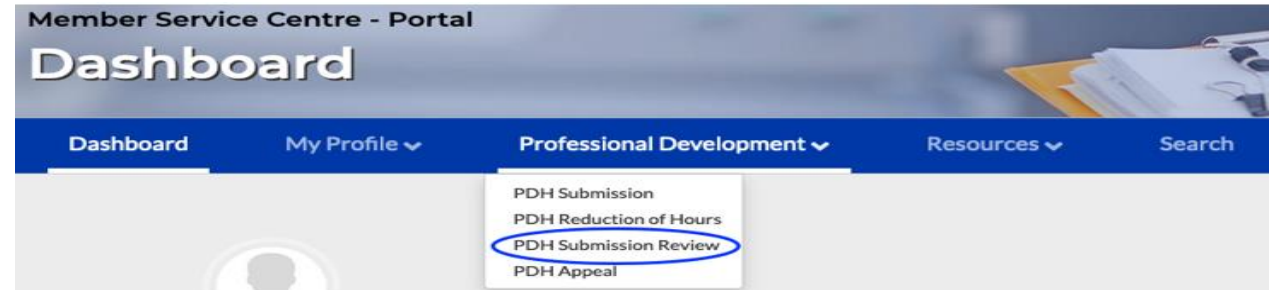
Additional Resources

Professional Development Model	CIPHI YouTube
Resources & FAQs	Contact CoPE

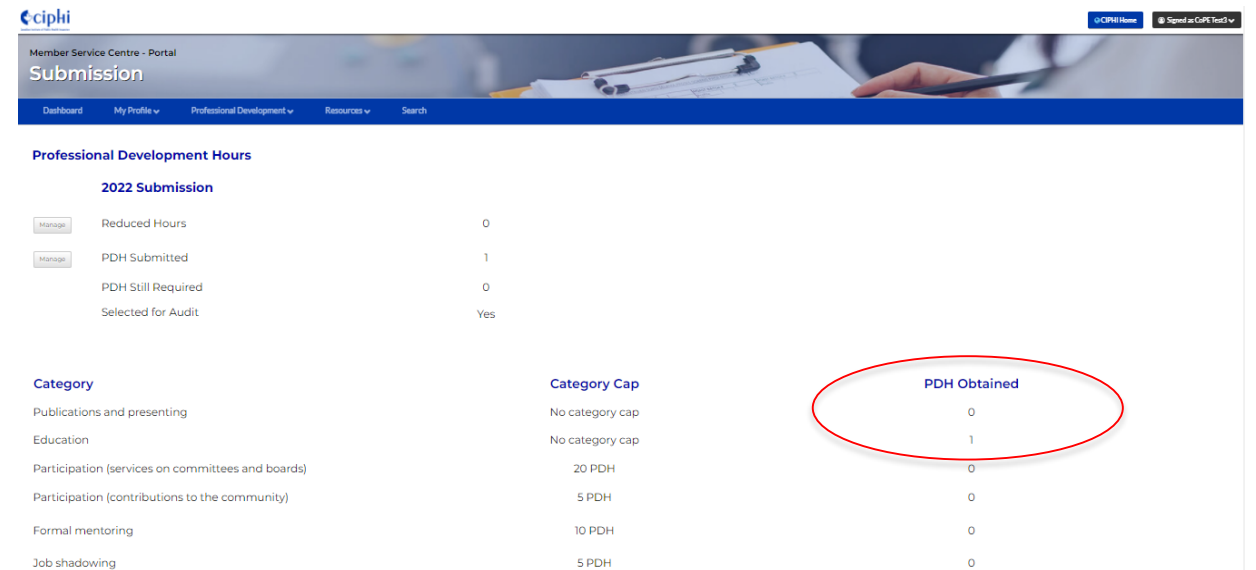
Rev. 03/06/22 

Review your PD Entry

Step 9 – To review your entry. Under the Professional Development tab, select '*PDH Submission Review*' from the drop down tab, then select next.



Step 10 – Review your entry under '*PDH Declared.*' [e.g] Your Climate change entry of 1 PDH will appear here.



Editing a PDH Entry

From the Professional Development Submission review menu, click on the 'Manage' button.

If you have made an error or need to edit a PDH entry, click on the 'pencil' icon.

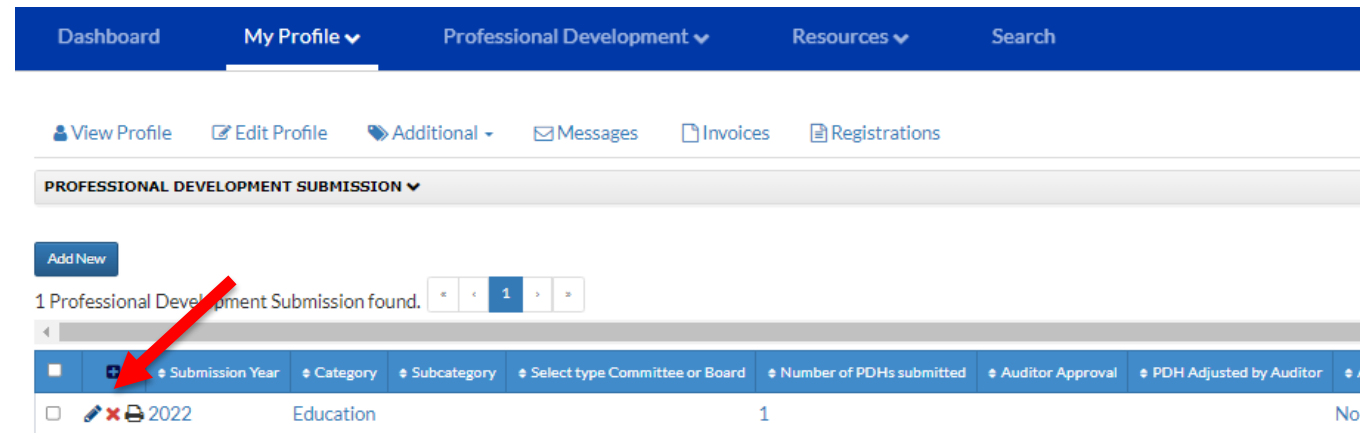
To delete an entry, click on the red 'x' icon.



Professional Development Hours

2022 Submission

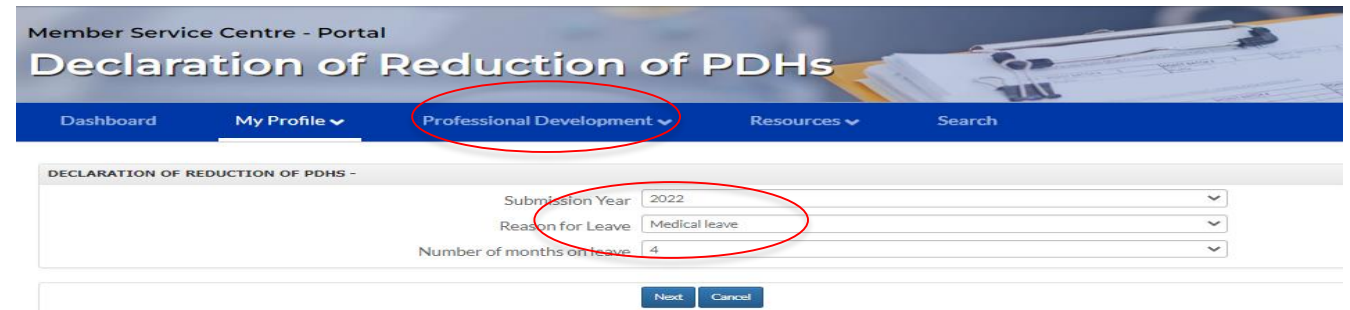
Manage	Reduced Hours	0
Manage	PDH Submitted	1
	PDH Still Required	29
	Selected for Audit	Yes



Declaration of Reduction of PDHs

To request an exemption from the standard minimum PDH requirement, eligible members must select '*Declaration of Reduction of PDHs*' from the Professional Development drop down menu. Follow the prompts for submission year, reason for leave, and number of months on leave.

[e.g] Member took a medical leave for 4 months and worked 8 months in the year. The number of required PDHs will be pro-rated and calculated by the system. Here the reduced hours is 6. Member will be required to submit 24 PDHs.



Member Service Centre - Portal

Declaration of Reduction of PDHs

Dashboard My Profile Professional Development Resources Search

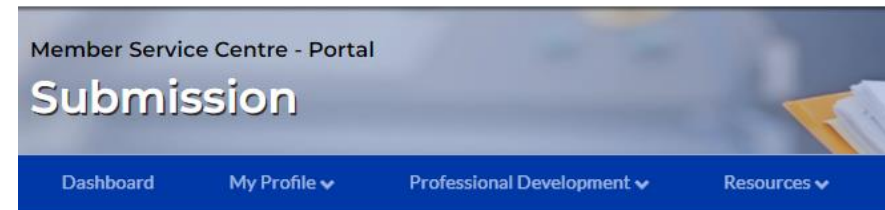
DECLARATION OF REDUCTION OF PDHs -

Submission Year 2022

Reason for Leave Medical leave

Number of months on leave 4

Next Cancel



Member Service Centre - Portal

Submission

Dashboard My Profile Professional Development Resources

Professional Development Hours

2022 Submission

Manage	Reduced Hours	6
Manage	PDH Submitted	0
	PDH Still Required	24
	Selected for Audit	Yes

Declaration of Reduction of PDHs

Upload any supporting documentation with your declaration of reduced hours into the portal.

The declaration for reduction in PDHs can be completed anytime between January 1 of the calendar year in which the leave is taking place and January 31 of the following year (i.e. the PDH submission deadline). Review your entry in submission review.

The screenshot displays the 'Member Service Centre - Portal' interface. The main heading is 'Declaration of Reduction of PDHs'. Below this is a navigation bar with links: Dashboard, My Profile (selected), Professional Development, Resources, and Search.

The form area is titled 'DECLARATION OF REDUCTION OF PDHS -'. It contains a section for 'Declaration Reduced Hours' with radio buttons for 'Yes' (selected) and 'No'. Below this is a section for 'Attach Supporting Documentation' with a 'CHOOSE FILE' button and a 'BROWSE' button.

At the bottom of the form are three buttons: 'Back', 'Save', and 'Cancel'.

Below the form is a table showing the submission review. The table has columns: Submission Year, Reason for Leave, Number of months on leave, Total Hours Reduced, and Date Created. There is one entry for the year 2022, with the reason 'Medical leave', 4 months on leave, 6 total hours reduced, and a creation date of 02/23/2022 09:13.

Submission Year	Reason for Leave	Number of months on leave	Total Hours Reduced	Date Created
2022	Medical leave	4	6	02/23/2022 09:13

Questions? Contact CoPE

- This guide was created to support members when using the MSC to enter their PDHs. Further information can be found in the [Resources and FAQs](#), under the Professional Development tab on the CIPHI website.
- Questions about the entering PDHs into the MSC Portal can be directed to the Council of Professional Experience at cope@ciphi.ca.