

# **OAVT RRP**

## **Membership, Training & Case Management Software**

### **2021 RVT User Guide**



**Created: March 9, 2021**  
**By: Kristina Cooper, RVT**  
**Provincial Manager**  
**OAVT Public Health Rabies Response Program**

<b>OAVT Member Portal</b>	<b>3</b>
Keeping Your Home, Employer and Email Addresses Current	3
Rabies Response Program Functionality	4
RRP Membership Area	5
RRP Membership Status	5
Initial Membership Date	6
Preferences	6
Membership Card	6
Requirements	6
Completing Or Updating RRP Training Module or Rabies Titer Requirements	6
RRP Cases Area	7
RRP Resources Area	8
<b>OAVT RRP Case Management</b>	<b>8</b>
Receiving A Collection Request	8
Accepting A Collection Request	8
Declining a Collection Request	9
Retrieving Case Documents	9
Closing A Case Post Collection	10
Closing A Case That Has Been Cancelled	12
<b>Invoicing OAVT RRP For Your Collections &amp; Mileage</b>	<b>12</b>



## **OAVT RRP Membership, Training & Case Management Software 2021**

### ***RRP RVT Team Member User Guide***

It's finally here! The OAVT Rabies Response Program is excited to announce the release of our new RRP Online Training and Membership software! Below you can learn about the OAVT Rabies Response Program features you can access through your OAVT member portal by logging in at <https://oavt.ca.thentiacloud.net/webs/oavt/service/#/login>

### **OAVT Member Portal**

All of your OAVT Rabies Response Program Membership, Training, Case information (from April 1st 2021 forward), and RRP Resources is now available in your new Member Portal that was launched by the OAVT in March 2021.

#### ***Keeping Your Home, Employer and Email Addresses Current***

The dispatching system used by the RRP staff to determine what RVT is closest to a case is dependent on the home and employer addresses listed on an RVT's profile. All RRP case emails go to the RVT's primary email listed on their member portal.

To update this information please log in to your member portal and go to the "Member Information" section on the left side menu. From there you can select the link for "Personal Information" or "Employer Information".

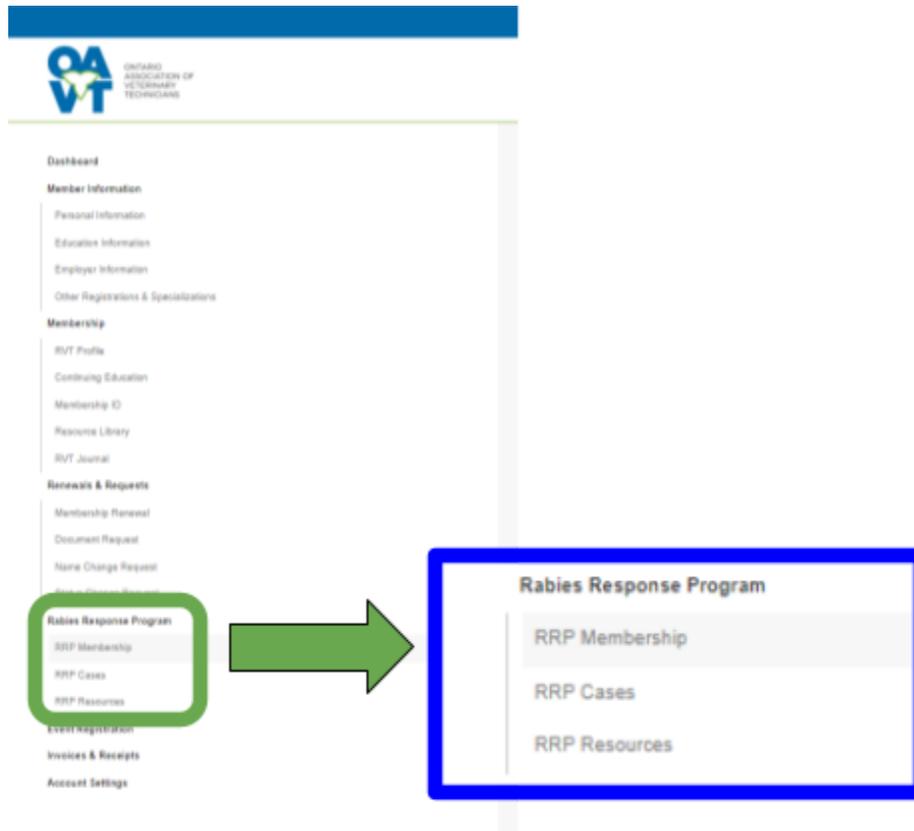
**Personal Information-** This is where your home address information and email address can be updated and saved.

**Employer Information-** This is where your work address information can be updated and saved. Multiple Employer addresses can be included.

**Note:** Please log into your member portal to ensure your Personal and Employer Information is current to avoid missing dispatched cases.

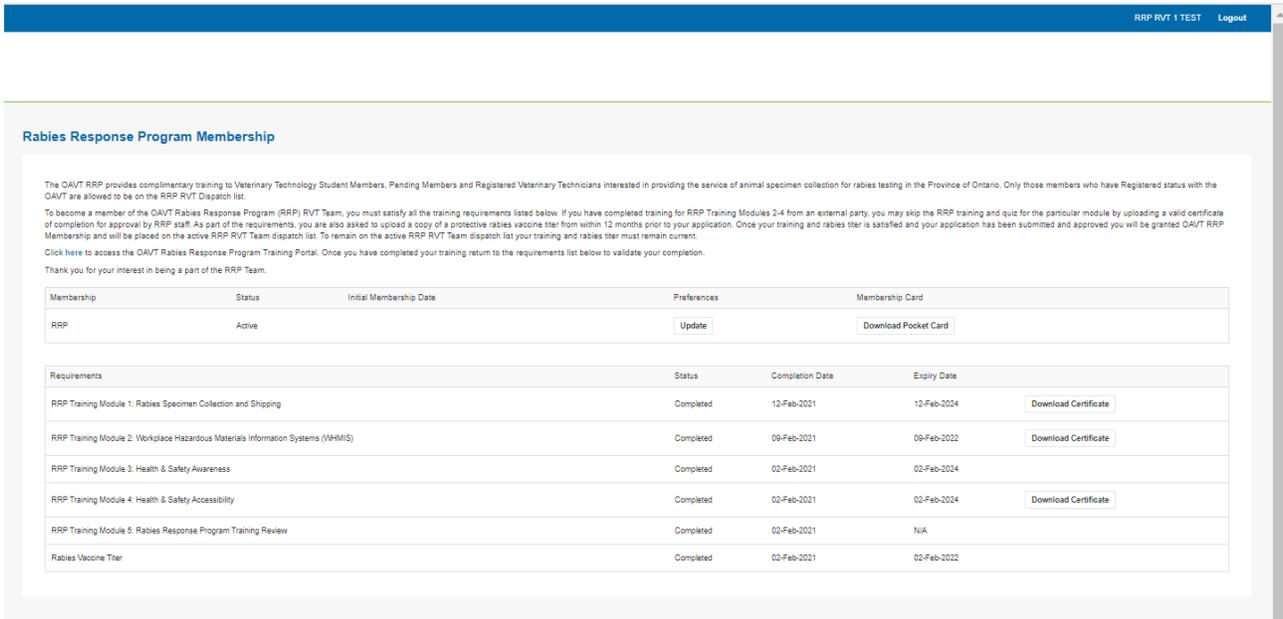
## Rabies Response Program Functionality

Once you are logged in to your Member Portal the OAVT Rabies Response Program features can be found on the left side menu in the section called “Rabies Response Program”. Here you can find links to the RRP Membership, RRP Cases and RRP Resources areas of the portal.



## RRP Membership Area

The RRP Membership area is where you can view your current membership status, update your RRP membership preferences, download your membership card as well as view and complete RRP training.



The OAVT RRP provides complimentary training to Veterinary Technology Student Members, Pending Members and Registered Veterinary Technicians interested in providing the service of animal specimen collection for rabies testing in the Province of Ontario. Only those members who have Registered status with the OAVT are allowed to be on the RRP RVT Dispatch list.

To become a member of the OAVT Rabies Response Program (RRP) RVT Team, you must satisfy all the training requirements listed below. If you have completed training for RRP Training Modules 2-4 from an external party, you may skip the RRP training and quiz for the particular module by uploading a valid certificate of completion for approval by RRP staff. As part of the requirements, you are also asked to upload a copy of a protective rabies vaccine titer from within 12 months prior to your application. Once your training and rabies titer is satisfied and your application has been submitted and approved you will be granted OAVT RRP Membership and will be placed on the active RRP RVT Team dispatch list. To remain on the active RRP RVT Team dispatch list your training and rabies titer must remain current.

Click here to access the OAVT Rabies Response Program Training Portal. Once you have completed your training return to the requirements list below to validate your completion.

Thank you for your interest in being a part of the RRP Team.

Membership	Status	Initial Membership Date	Preferences	Membership Card
RRP	Active		<a href="#">Update</a>	<a href="#">Download Pocket Card</a>

Requirements	Status	Completion Date	Expiry Date	
RRP Training Module 1: Rabies Specimen Collection and Shipping	Completed	12-Feb-2021	12-Feb-2024	<a href="#">Download Certificate</a>
RRP Training Module 2: Workplace Hazardous Materials Information Systems (WHMIS)	Completed	09-Feb-2021	09-Feb-2022	<a href="#">Download Certificate</a>
RRP Training Module 3: Health & Safety Awareness	Completed	02-Feb-2021	02-Feb-2024	
RRP Training Module 4: Health & Safety Accessibility	Completed	02-Feb-2021	02-Feb-2024	<a href="#">Download Certificate</a>
RRP Training Module 5: Rabies Response Program Training Review	Completed	02-Feb-2021	N/A	
Rabies Vaccine Titer	Completed	02-Feb-2021	02-Feb-2022	

### RRP Membership Status

Displays the current status of your Membership.

**Active-** RRP Membership application was approved. RVT is open for cases and all the requirements of RRP Membership are currently valid (RVT status is Active, RRP training modules & titer have the status of completed).

**Unavailable-** RVT wants to take a break, is on vacation or is unavailable for other reasons. This setting will temporarily remove the RRP RVT from the dispatch list. The RRP Member can switch back to becoming “Active” again given all requirements of RRP Membership are still complete (RVT status is Active, RRP training modules & titer have the status of completed).

**Not a Member-** Has not yet submitted an application for RRP Membership, or a previous membership was archived.

**Suspended-** One or more of the criteria to be an Active RRP Member is not current (RVT status is suspended or revoked, RRP Training Requirements or Rabies Titer is incomplete or expired).

**Revoked-** The RVT status of the Member is revoked or the RVT was removed from the RRP Program.

### **Initial Membership Date**

Is the date the RVT became a RRP Member.

### **Preferences**

Click the “Update” button under the “Preferences” field to:

- Change your current RRP Membership Status to “Unavailable” or “Active”
- Update your mobile phone number so that case requests and alerts can be sent to you by text message
- Update the collection types you wish to provide
- Update the PHU areas you wish to provide service to
- Update your ability to store specimens overnight prior to shipment

Once your settings have been updated click the “Save” button at the bottom of the screen to complete your preferences update.

**Note:** Please check your “Preferences” are current to ensure you do not miss out on a case.

### **Membership Card**

Click the “Download Pocket Card” button to download a printable copy of the RRP Membership Card. This card can be cut and laminated to keep on hand as proof of your participation in the OAVT Rabies Response Program.

### **Requirements**

This section includes the RRP Training Modules and Rabies Titer requirements that must be completed to maintain an “Active” RRP Membership Status.

#### **Completing Or Updating RRP Training Module or Rabies Titer Requirements**

1. Log in to your member portal. Under the “Rabies Response Program” section on the left side menu click “RRP Membership”.
2. You will now have an overview of all of your RRP Training Modules and Rabies Titer in the RRP Requirements area including the “Requirement” name, “Status”, “Completion Date” and “Expiry Date” as well as access to the certificate of completion for the most recent training completed.
3. To access RRP Training click on the link provided in the paragraph above the “Requirements” area to visit the OAVT RRP Online Training Portal web page. Once on the RRP Training Portal web page find the link to the RRP Training Module you need to complete. You will find these links closer to the bottom of the page.
4. Alternatively you can bypass the training modules for WHMIS, Health & Safety Awareness or Health & Safety Accessibility if you have proof of completion of training from a 3rd party provider within the required timeframe by uploading proof to meet the requirements.

5. Once you have completed the assignments for the RRP Training Module you need to return to your Member Portal > RRP Membership and click on the “Open Module” button beside the RRP Training Module Requirement.
6. If you utilized the RRP Training Modules you will need to attest you have completed the training and then complete the associated quiz. You must score 80% to pass. You can do the quiz as many times as necessary until you achieve 80%.
7. Once you have successfully completed the quiz your RRP Training Module Requirement “Status” will update to “Completed”, Your “Completion Date” and “Expiry Date” will also update and the “Download Certificate” button will appear. Download and save a copy of your certificate as proof and to use for CE credits where applicable.
8. If you uploaded a 3rd party training certificate the RRP Training Module Requirement “Status” will update to “Submitted”. A RRP staff member will review and approve your titer and/or training. Once approved the “Status” of the Requirement will then change to “Completed”. If the proof provided is declined the “Status” will be updated to say “Declined” and an email will be sent to notify you.

## RRP Cases Area

This area of the member portal will provide you access to your RRP “Pending Acceptance”, “Accepted”, “Closed” and “Declined” cases. To see the details of a case, accept/decline a case, retrieve associated case documents or close a case please click on the “View” button beside the case.

RRP RPT 1 | TBSE | Logout

---

Rabies Response Program Case Management

**Pending Acceptance Cases**

Case Number	Health Unit	Date & Time of Request	Location	
2021CN-FGR-0000-00A1	Toronto	Feb-12-2021 2:13pm	123 Test Road, LINCOLN STATION, Ontario L4G 3K2	<a href="#">View</a>

**Accepted Cases**

Case Number	Health Unit	CLT Date & Time of Collection	Location	
2021CVRP-CRR-0001-00A1	Steele County	Feb-05-2021 9:30am	2105 YONGE, Toronto, Ontario N7L 5G4	<a href="#">View</a>
2021CVRP-CRR-0001-00A2	Chatham-Kent	Feb-13-2021 2:00pm	1125 E. Toronto, Ontario N7L 5G4	<a href="#">View</a>
2021CN-HM-0000-00A1	Hamilton	Feb-13-2021 4:00pm	1125 E. TORONTO, Ontario N2G 2G9	<a href="#">View</a>
2021CN-HM-0000-00A2	Huron Perth	N/A	University of Guelph, 79 Shearer St, Kemptville, Ontario K0G 1J0	<a href="#">View</a>
2021CN-FGR-0000-00A1	Toronto	Feb-10-2021 11:00am	123 Young St, Toronto, Ontario N7L 5G4	<a href="#">View</a>
2021CN-RGG-0000-00A1	Wellington-Dufferin-Guelph	Feb-10-2021 3:00pm	202 Colonel Dr, Guelph, Ontario N7L 5G4	<a href="#">View</a>

**Closed Cases**

Case Number	Health Unit	Collection Date & Time	Shipment Date & Time	Case Closed Date & Time	
2021CVRP-CRR-0001-00A1	Algoma District	Feb-12-2021 2:00pm	Feb-12-2021 1:00pm	Feb-12-2021 2:40pm	<a href="#">View</a>
2021MRF-ALG-0001-00A1	Algoma District	Feb-12-2021 1:00pm	Feb-12-2021 1:00pm	Feb-12-2021 1:30pm	<a href="#">View</a>
2021CN-RR-0000-00A1	Steele County	Feb-12-2021 2:00pm	Feb-12-2021 3:30pm	Feb-12-2021 11:20am	<a href="#">View</a>
2021CN-HM-0000-00A1	Huron Perth	Feb-12-2021 1:30pm	Feb-12-2021 2:00pm	Feb-12-2021 2:30pm	<a href="#">View</a>
2021CN-PL-0000-00A1	Kingston Frontenac and Lennox and Addington	Feb-12-2021 1:00pm	Feb-12-2021 3:30pm	Feb-12-2021 11:10am	<a href="#">View</a>
2021CN-FGR-0000-00A1	Toronto	Feb-12-2021 2:00pm	Feb-12-2021 3:30pm	Feb-12-2021 10:50am	<a href="#">View</a>

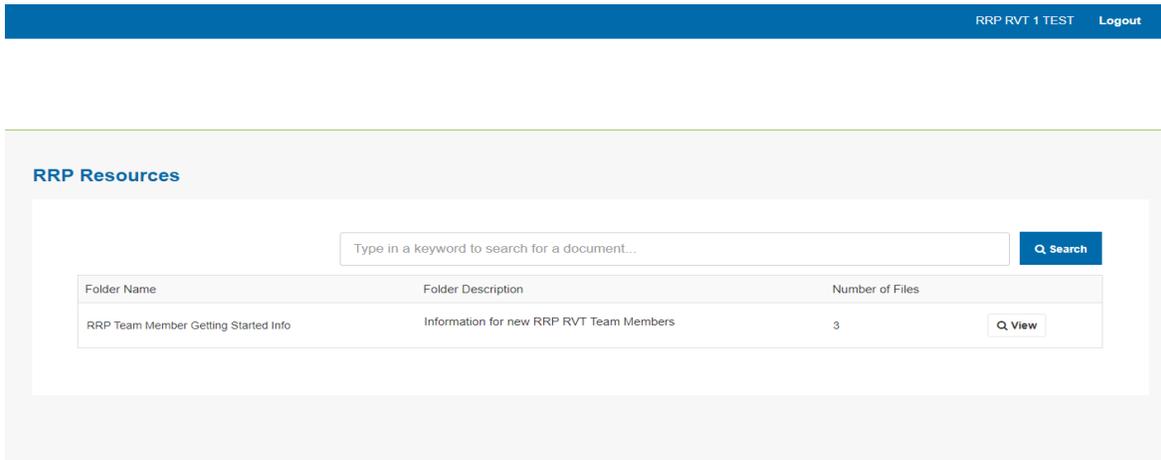
**Declined Cases**

Case Number	Health Unit	Date & Time of Request	Location	
2021CVRP-CRR-0001-00A1	Chatham-Kent	Feb-12-2021 2:00pm	1125 E. Toronto, Ontario N7L 5G4	<a href="#">View</a>
2021MRF-ALG-0001-00A1	Steele County	Feb-12-2021 2:00pm	107 Sheppard Ave. S, TORONTO, Ontario M4T 1Y6	<a href="#">View</a>
2021CN-HM-0000-00A1	Huron Perth	Feb-12-2021 2:00pm	University of Guelph, 79 Shearer St, Kemptville, Ontario K0G 1J0	<a href="#">View</a>
2021CN-PL-0000-00A1	Kingston Frontenac and Lennox and Addington	Feb-12-2021 1:00pm	2007 Upper Wellington St, Hamilton, Ontario L9V 3K4	<a href="#">View</a>

**Note:** You will only see cases in the new software platform that were requested by PHUs and MNRF from April 1st, 2021 and onwards. It is advised that you return to the old member portal and print a list of your old cases for reference should you need them.

## RRP Resources Area

This area of the member portal will provide you with access to RRP related resources such as PHU contacts for shipping supplies, what to do if you're injured while collecting a specimen, RRP FAQs, RRP Training Files etc. Click the “View” button to download a file to view.



## OAVT RRP Case Management

### Receiving A Collection Request

Rabies specimen collection requests will continue to be sent by email and text message to the RVT who is closest to the case (based on available home and work locations listed on your member profile) first. If no response is received back within 1hr the RRP staff will move onto the next closest RVT until the case is dispatched successfully.

To view the details of a collection request follow the link provided in the email titled “OAVT RRP (Species) collection request in (Collection Location City)”. This will take you to your member portal where you can see the case under the RRP Cases > Pending Acceptance Cases area. click “View” to see the case details.

**NEW!** All cases will now be dispatched through the new RRP software including those cases going to the CFIA labs, MNRF lab and CWHC lab.

### Accepting A Collection Request

Once you have viewed the details you can accept the case by scrolling to the bottom of the page and selecting “Accept Case”

Rabies Response Program Case Management

Case Number: 2021ON-TOR-00004-BAT  
Status: Pending Acceptance

**Case Details**

Provincial Specimen ID	2021ON-TOR-00004-BAT
Assigned To	RRP RVT 1 TEST
Requested By	Turone
Date & Time of Request	12-Feb-2021 2:13PM

**Collection Details**

Collection Type	Animals that require no decapitation (i.e. bats, chipmunks, animals processed prior to RVT's arrival etc.)
Species	Bat
Breed	Test
Location Type	Residential
Location	123 Test Road, UNION STATION, Ontario L4J 3K2
Business Name	N/A
Collection Location Hours	10 AM

**Notes**

Admin Notes (Pre-Collection) N/A

**RVT Response**

Decision \*  Accept Case  Decline Case

[Submit Response](#)

A new menu will appear where you can then enter your “Collection Date,” “Collection Start Time”(this indicates your earliest arrival time), “Collection End Time”(this indicates your latest arrival time) and a “Note to RRP Staff.” Once all fields are completed click the “Submit Response” button.

**RVT Response**

Decision \*  Accept Case  Decline Case

Collection Date \*

Collection Start Time \*

Collection End Time \*

Note to RRP Staff

[Submit Response](#)

A message will be displayed on the top of the page confirming your acceptance of the case. Once you have accepted the case the case will be moved to the “Accepted Cases” list on your member profile.

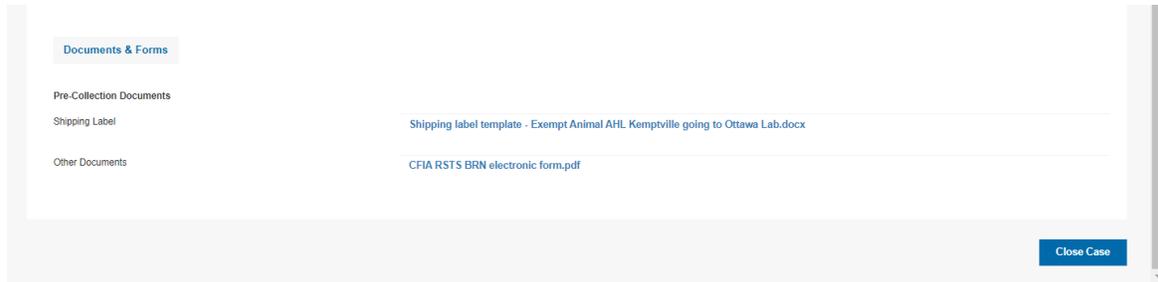
### **Declining a Collection Request**

To decline a collection request choose “Decline Case” at the bottom of the case page. You will be given the opportunity to provide a note to RRP staff if you wish. Then click on the “Submit Response” button. A message will appear at the top of the page to indicate the case has been declined. The case will then be moved to the “Declined Cases” list.

### **Retrieving Case Documents**

Once you have accepted a collection request the RRP staff will be notified. When your case documents have been prepared by RRP staff and are ready for you to download you will receive an email with the subject line “OAVT RRP (Provincial Sample ID Number) case documents are ready”. Follow the link in the email to access your member portal. Once in your member portal you can go to the RRP Cases > Accepted Cases and then click on “View” for the

associated case. Scroll down to the “Documents & Forms” section to download and print your “Pre-Collection Documents”.



### **Closing A Case Post Collection**

Once you have collected the specimen and shipped it (or dropped it off directly at the lab for those RVTs living in the Ottawa area) please return to your member portal and go to RRP Cases > Accepted Cases and click on “View” to see the case details. Scroll to the bottom of the page and click on the “Close Case” button. Here you will be asked to provide your case details.

#### **Close Case:**

**Collection Date-** is the date you did the specimen collection

**Collection Time-** is the time you did the specimen collection

**Shipment Date-** the the date you dropped off the specimen at Purolator for shipment or Purolator arrived to pick up the package for shipment or the specimen was dropped off at the CFIA lab (for RVTs that live in the Ottawa area)

**Please confirm the collection type-** select the collection type to confirm the service you provided

#### **Distance Travelled:**

**Total Mileage (km)-** please enter the total km driven to complete this case

**Was the mileage for this case in the Southern or Northern Mileage Boundary?** Most cases fall in the Southern Mileage Boundary. To determine what boundary you travelled click on the link under this field to see the map indicating where the boundary line is located.

**Note:** If you are collecting multiple animals at one location you will need to close each individual case although you will only need to include your mileage on **ONE** case. Please enter “0” for mileage in the subsequent cases.

**Coming soon!** The ability to include both Southern and Northern Mileage boundaries within one case.

## **Start Location:**

**Address 1-** This is where you began your travel to go and collect the rabies specimen. This is most often your work or home location.

**Note:** If the collection is at your workplace and you are collecting the specimen on a day when you are normally scheduled at work please do not include your travel from home to work. Instead include your workplace address for the “Start Location” fields.

**Address 2-** This field is applicable if you have a suite, apartment, unit or rural route number to include for your start address.

**City-** This field is for the City where you began your travel to go and collect the rabies specimen.

**Note:** If the collection is at your workplace and you are collecting the specimen on a day when you are normally at work please include the city of your workplace.

**Province-** This field will always be Ontario

**Postal Code-** This is the postal code of the address where you began your travel to go and collect a rabies specimen.

**Note:** If the collection is at your workplace and you are collecting the specimen on a day when you are normally at work please include your workplace Postal Code here.

## **Collection Location:**

**Address 1-** This is address where you collected the specimen

**Address 2-** This field is applicable if you have a suite, apartment, unit or rural route number to include for your collection location address.

**City -** This field is for the City where you collected the rabies specimen.

**Province-** This field will always be Ontario

**Postal Code-** This is the postal code of the address where the rabies specimen was collected.

**Additional Details -** If there are any notes that you would like to make regarding this case they can be entered in this field. RRP staff will have access to these notes once you have closed your case.

**Supporting Documents-** If you have any supporting documents that you wanted to include for RRP staff. All file formats are accepted (Word doc, pdf, jpg, png, etc.).

When all fields have been filled click the “Mark Case as Closed” button. Once you have closed your case the case will be moved to the “Closed Cases” list and the RRP staff will be notified by email. At the same time the PHU or MNRF submitter will also be notified by email that their case has shipped to the lab.

### **Closing A Case That Has Been Cancelled**

If a case you have been assigned has been cancelled by the PHU please close the case by:

1. Return to your member portal and go to RRP Cases > Accepted Cases and click on “View” to see the case details.
2. Complete any fields that are applicable. Enter “0” or “N/A” for the fields that are not applicable.
3. For the mandatory collection date/time fields enter any random date and time.
4. In the “Additional Comments” section include “Cancelled Case”.
5. When all fields have been filled click the “Mark Case as Closed” button.

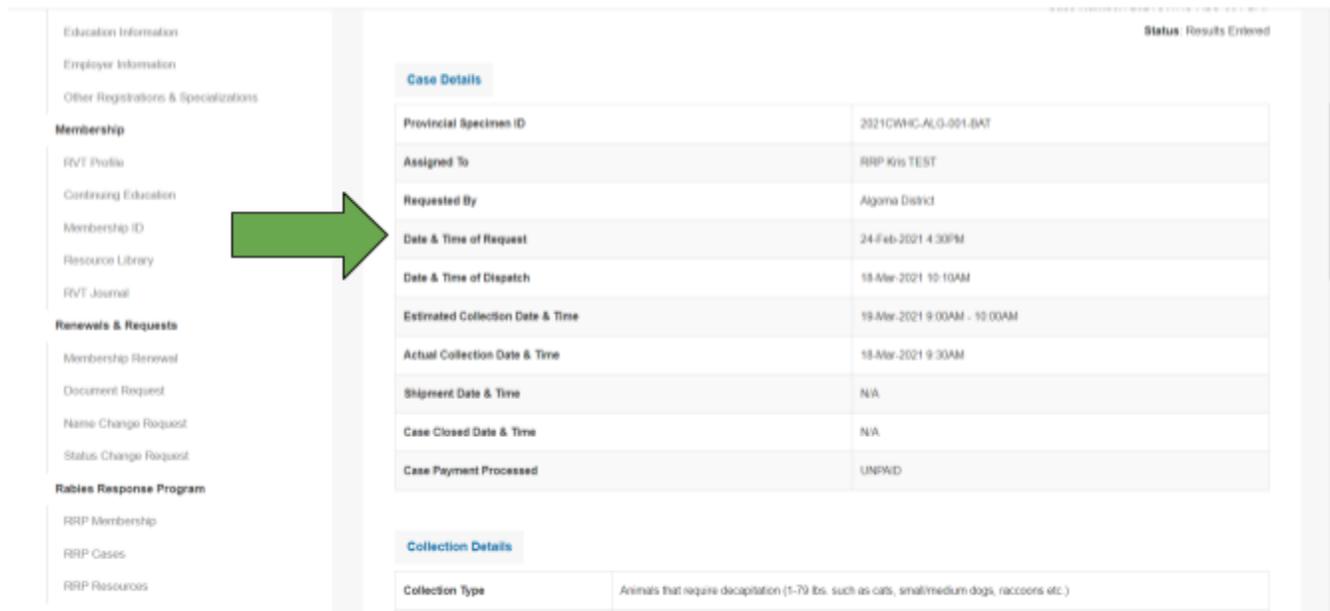
Once you have closed your case the case will be moved to the “Closed Cases” list and the RRP staff will be notified by email.

### **Invoicing OAVT RRP For Your Collections & Mileage**

OAVT RRP invoices are due on the 1st and 15th of every month.

**Invoices due on the 1st of the month** should include cases with a “**Date of Request**” between the 15th-31st of the month. Payments for invoices due on the first should arrive into your account on or around the 15th of the month (approximately 2 weeks after the invoice due date).

**Invoices due on the 15th of the month** should include cases with the **“Date of Request”** between the 1st-14th of the month. Payments for invoices due on the 15th should arrive into your account on or around the 1st of the month (approximately 2 weeks after the invoice due date).



The screenshot displays a web application interface with a sidebar on the left and a main content area on the right. The sidebar contains several sections: 'Education Information', 'Employer Information', 'Other Registrations & Specializations', 'Membership', 'RVT Profile', 'Continuing Education', 'Membership ID', 'Resource Library', 'RVT Journal', 'Renewals & Requests', and 'Rabies Response Program'. The 'Membership' section is highlighted with a green arrow pointing to the 'Case Details' table in the main content area. The 'Case Details' table lists various fields and their values, including Provincial Specimen ID, Assigned To, Requested By, Date & Time of Request, Date & Time of Dispatch, Estimated Collection Date & Time, Actual Collection Date & Time, Shipment Date & Time, Case Closed Date & Time, and Case Payment Processed. Below the 'Case Details' table is a 'Collection Details' section with a 'Collection Type' field containing the text 'Animals that require decapitation (1-70 lbs. such as cats, small/medium dogs, raccoons etc.)'. The status 'Results Entered' is visible in the top right corner of the main content area.

Case Details	
Provincial Specimen ID	2021CWHC-ALG-001-BAT
Assigned To	RRP Kis TEST
Requested By	Algona District
Date & Time of Request	24-Feb-2021 4:30PM
Date & Time of Dispatch	18-Mar-2021 10:10AM
Estimated Collection Date & Time	19-Mar-2021 9:00AM - 10:00AM
Actual Collection Date & Time	18-Mar-2021 9:30AM
Shipment Date & Time	N/A
Case Closed Date & Time	N/A
Case Payment Processed	UNPWD

Collection Details	
Collection Type	Animals that require decapitation (1-70 lbs. such as cats, small/medium dogs, raccoons etc.)

Please submit your invoice by email to [kristina@oavt.org](mailto:kristina@oavt.org).