



OPA Membership
2023

OPA Member Handbook



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Welcome!

The Ontario Pharmacists Association (OPA) is delighted you've joined us as a member for 2023. Congratulations on making this valuable investment in your future.

This 2023 OPA Member Handbook is a terrific guide to the diverse opportunities to learn, network, get involved and prosper within the pharmacy community.

The pharmacy profession is rapidly changing. An OPA membership keeps you in the know with the latest news, resources, insights, and expertise to “level up” your practice – while strengthening your personal and professional growth.

We encourage you to use your OPA membership and all its benefits!

Learning, growing, and supporting advocacy on behalf of the profession are key reasons why thousands of pharmacy professionals across Ontario join OPA and stay with us throughout their journey.

We value your membership and can't wait to connect with you.

OPA staff are here to support you and enhance your membership experience. If you need assistance, please get in touch with us at info@opatoday.com, 416-441-0788 or toll-free at 1-877-341-0788.



ONTARIO
PHARMACISTS
ASSOCIATION

Advocating Excellence
in Practice and Care



Membership Benefits

As an OPA member, you gain an exclusive selection of benefits that support your practice and add enjoyment to your leisure time. OPA partners with leading organizations, so you can conveniently take advantage of special offers and customized discounts.

How to Access your Membership Benefits

First, sign in at opatoday.com and visit the [Membership Benefits page](#). From there, you can view all member benefits and get instructions on activating discounts and promotional codes for the specific benefits that interest you.



Membership Benefits





Focus Mental Health Partnership

Our members recently identified the need for convenient, accessible mental health supports. We entered an exciting partnership with Focus Mental Wellness in response to member feedback. Our Focus partnership provides enhanced, discounted opportunities to use various mental health services. We're pleased to be able to direct members to therapy options they can conveniently access through text, phone, and video formats. [Learn more about Focus here.](#)



Premium Group Discounts from OPA MemberPerks!

OPA is delighted to continue offering our exciting OPA MemberPerks Program. Launched last year, members receive free access to this wide-ranging, comprehensive lifestyle savings program. Five of your friends/family members can access your OPA MemberPerks, too!

Once you create your OPA MemberPerks account and download the app, you can access up to 350,000 offers and discounts. Don't miss this chance to save on everything from restaurants and clothing to entertainment and special events. Planning a vacation? Take advantage of savings wherever you go.

[Learn more about OPA MemberPerks and activate it here.](#)

OPA Member Benefit Highlights

Along with OPA MemberPerks, you can access additional benefits specific to pharmacy professionals.

Receive clinical reference and pharmacy practice resources through:

Vigilance Sante	Canadian Red Cross Training	Relief Buddy
Pharmacist's Letter Canada & Pharmacy Technician's Letter Canada	Natural Medicines Database	Canadian Pharmacists Association (CPhA) Membership Status

Other exciting lifestyle benefits where you receive discounts directly through your OPA membership include:

Telus Mobility phone plans	GoodLife Fitness centres	Manulife Bank
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[Learn More](#)



MAPflow

MAPflow, a web-based clinical decision tool that assists pharmacists in prescribing for minor ailments. This intuitive software guides the pharmacist-patient discussion, details when referral is necessary and offers within-scope treatment options. It complies with and streamlines provincial documentation requirements and features efficient monitoring and follow-up processes. We specifically developed MAPflow to enhance pharmacist confidence and competence for engaging in minor ailment care. Discover how MAPflow's conveniently accessible platform takes the guesswork out of prescribing. opatoday.com/mapflow



COMING SOON

OPA **NETWORx**

Acting upon member feedback to create opportunities for meaningful interaction, OPA is developing and preparing to launch NetwoRx – a new, member-exclusive mentorship and community program. NetwoRx provides added value to your OPA membership by fostering professional relationships and supporting members in connecting with fellow pharmacy professionals across the Association. NetwoRx is a safe, secure space where OPA members can share perspectives, expand their network, and gain valuable insights from colleagues.



Advocacy

As an OPA member, you're part of the collective voice advocating for the pharmacy profession. Investing in OPA strengthens our efforts to defend and advance the profession through:

Public Relations

Educating the public about the critical role pharmacy professionals play in Ontario's health care system, highlighting how they can add capacity and enhance patient care.

Government Relations

Directly lobbying government officials to raise the profile of the profession, advocate for fair compensation and expand the scope of practice.

Communication

Effectively communicating with members keeps them apprised of relevant news and regulatory changes. We also develop tools, resources and services that support members' needs.

[View OPA's Advocacy Outlook](#)



Practice Support Network

As an OPA member, you receive free access to a team of pharmacy experts through our Practice Support Network (PSN). This members-only resource helps to answer your questions regarding pharmacy policies and practice, billing policies for third-party and provincial plans, and OPA advocacy priorities.

COMING SOON, You'll be able to access the PSN through NetwoRx by joining the Practice Support Network Group.

To access the OPA Practice Support Network:

- Email your questions and comments to info@opatoday.com. Please include your name, daytime phone number, and OPA ID.
- Ask your question by phone. Call 416-441-0788 x 0 or 1-877-341-0788 x 0 between 8:30 a.m. and 4:30 p.m., Monday to Friday. (Public holidays excluded.)

[Learn more about the PSN](#)

OPA Business Catalyst Services

Members upgrading to the Owner's Bundle access our Business Catalyst Services, including:

Audit Assist – support after you have received the results of a third-party audit

HR Assist – help for issues associated with managing staff

Practice Tools and Resources

OPA supports its members by creating practice tools and resources such as forms, FAQs, and best practice documents.

These are some of our most visited resources:

[COVID-19](#)

[Universal Influenza Immunization Program \(UIIP\)](#)

[Mental Health Resources](#)

[Suggested Fee Guide for Uninsured Clinical and Professional Pharmacy Services](#)

[Opioid Agonist Therapy \(OAT\)](#)

[Naloxone](#)

[Best Practice Guidelines for Long-Term Care](#)

[Cannabis](#)

[View more professional resources](#)

OPA INSURANCE OPTIONS

Protect yourself, your loved ones, and your belongings

OPA provides group life insurance, living benefits, property, and travel insurance. There are numerous options to protect you, your pharmacy, and your loved ones. Recognizing the changing needs of our membership, we seek offerings and products to support you through the various stages of your career and into retirement.

OPA has various insurance products to meet your needs, including:

Auto & Home Insurance

Protect your car and home from theft, damage, and weather-related events.

Pharmacy Store Insurance

General and business liability coverage for retail operations.

Compounding Store Insurance

Protect your general property and operations from increased product liability exposures.

Cyber Insurance

Coverage to protect your pharmacy in the event of a data breach.

Term Life Insurance

Protect your loved ones from expenses relating to your untimely death.

Secure Health

Protection for you and your family from unforeseen medical conditions.

Disability Insurance

Protect your personal income and business revenues.

Travel Insurance

Provides members and their dependents with coverage for eligible travel-related expenses.



OPA's Professional Liability Insurance (PLI)

Leading insurance experts developed our PLI in consultation with pharmacy professionals to ensure it meets the specific needs of our members. We offer outstanding coverage by reputable insurers to protect you from liabilities associated with your professional duties.

Did you know?

The Ontario College of Pharmacists (OCP) mandates that all registrants engaged in pharmacy practice, including students, interns, pharmacists (in part A) and pharmacy technicians, are required to maintain personal, professional liability insurance coverage.

To find out more about our insurance products or ask for a quote:

Visit our website at opatoday.com/opainsurance

Call us at 416-441-0788 ext. 2

Email insurance@opatoday.com

Professional Development Programs

OPA offers a variety of on-demand, live online, and in-person courses to build your skills and knowledge, empowering you to practice to the full extent of your scope. As a CCCEP-accredited provider, we offer high-quality education relevant to current health care trends, focusing on certifications in areas like injections and immunizations, diabetes education, and beyond.

OPA members save up to 50% on our professional development offerings. There are also numerous member-only and complimentary programs to take advantage of throughout the year.

Program Highlights

Board Certified Geriatric Pharmacist (BCGP) Preparation Course (36 CEUs)

Comprehensive Diabetes Education (27.75 CEUs)

Prescribing for Minor Ailments – The Fundamentals (9 CEUs)

Implementing Smoking Cessation Services in the Pharmacy (3.50 CEUs)

Mental Health and Addictions – Courses, Webinars, and Practice Tools

Injection Training Certificate Program for Pharmacy Technicians

[View additional professional development programs.](#)

Professional Development Subscription

As part of your 2023 membership, you can purchase a professional development subscription (available until February 28, 2023). With this subscription, you receive exclusive, immediate access to a wide selection of courses you can complete at your convenience. Our unique courses are designed to foster inspiration, innovation, and opportunity for every pharmacy professional in Ontario. You can access these courses as a subscriber until December 31, 2023. Throughout the year, we will add exciting new courses and educational products to the subscription. Learn more about the OPA professional development subscription.

[Learn more about the PD Subscription](#)



The Right Dose™

The Right Dose™ is designed to connect you to top-tier learning opportunities and expert minds in pharmacy. This offering is continuously bringing fresh ideas presented in live webcast format. We keep you informed of relevant pharmacy topics and help to advance your knowledge of new trends in the profession. [Learn more.](#)



OPA LEAD

OPA LEAD is a unique program created to empower members in the early stages of their pharmacy careers to thrive in their personal and professional development through coaching, resources, networking, and education. Available exclusively to OPA members, LEAD takes a solutions-oriented approach and is developed and presented by people who understand the pharmacy profession. [Learn more.](#)

How to access your online courses

1. Go to opatoday.com and select **Sign In** from the top menu.
2. Login with your username and password. If you can't remember your password, select **Lost your password?** to reset it.
3. Select **Professional Practice** from the top menu.
4. Under **Quick Access**, select **Access courses**. This will bring you to your learner account.
5. Select any online course you wish to access from the **Home** screen. You can also download your certificates by selecting **Progress** from the right menu and then **Achievements**.



**SAVE THE
DATE**

January 19 and 20, 2024

OPA is hosting two in-person events in 2024 at the Metro Toronto Convention Centre. Each will be a single-day event focusing on the topic of "People". We will discuss important topics, including diversity, equity and inclusion, breaking barriers, leadership, and more.

rxtalks.ca

OPA Governance

OPA's Board of Directors is made up of representatives elected by members who represent various regions in Ontario. There are also [Directors](#) who are nominated by the Board as Directors-at-Large. These positions do not need to be pharmacists.

The Chair and Vice-Chair are elected by the Board of Directors. ***Once elected to the Board, a Director has the fiduciary duty to act without conflict, honestly and in good faith with a view to the best interests of the OPA in its entirety.***

The Board is charged, on behalf of its members, with the responsible oversight of OPA and, as such, is the highest decision-making authority within the organization with:

- The duty to steward, oversee and provide strategic guidance to the CEO.
- Oversight of the execution of the strategic plan and governance policies.
- Decision-making capacity over areas of Association strategy, including but not limited to approval of the organizational operating budget.



Board meetings occur approximately 4-5 times a year. Updates from the Board Meetings are released to OPA members and are available on the [website here](#).

Additionally, OPA hosts an Annual General Meeting (AGM). Members are welcome to vote on motions, bring forward resolutions for the membership to vote on, hear reports from the CEO and committees and view the previous year's financial statements.

Discover [more information](#) on the election process and how to run for a position on the Board.

OPA Committees

Committees, working groups, and task forces play an important role at OPA by supporting the work of our Board and helping to achieve its strategic plan. Every committee has specific functions and responsibilities and provides expertise on key initiatives and activities of the Association.

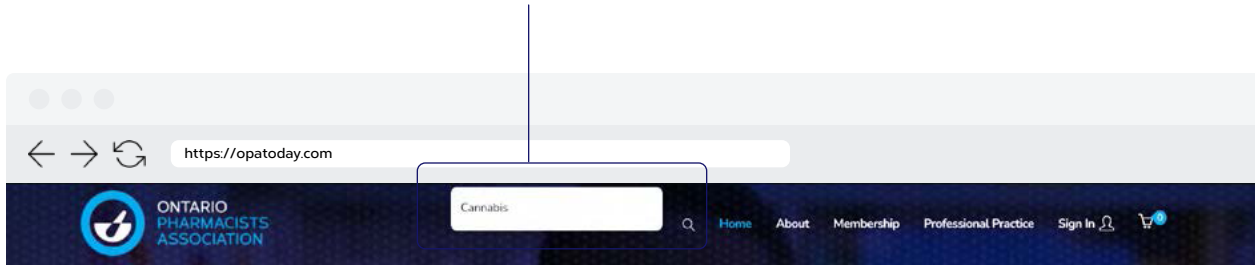
Each year, OPA notifies the membership through email to offer an opportunity for interested members to volunteer their knowledge, expertise, and insights. The email includes information on the committees for which membership is sought, an application form and other guidelines.

Learn more about these functions, sign in to [opatoday.com](#) and click on the [committee, working group, or task force](#) name to access its [charter/terms of reference](#).

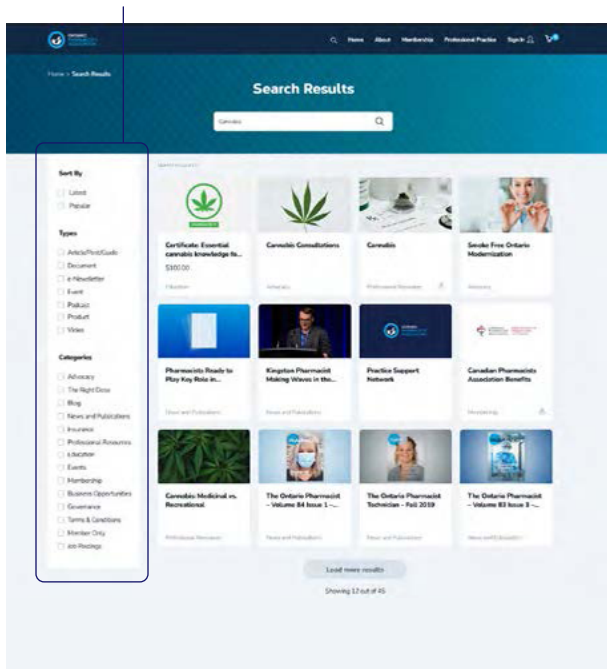
Website Navigation

As part of a comprehensive digital transformation at OPA, we have redesigned www.opatoday.com to make accessing information easier for members. Our website revitalization is an ongoing project focused on improving your overall membership experience.

To find specific topics, type in the search box at the top of each page on opatoday.com.



Use the filters on the left panel to narrow down your search results and see various content types.



Keep your profile information up to date!

Having the latest information on your profile helps us provide you with a more personalized membership experience. To update your personal information visit: <https://opatoday.com/my-account/profile/>.

How to reset your password

Follow these steps:

- Visit: <https://opatoday.com/my-account/lost-password/>
- Enter the email address associated with your OPA account and click on the **"RESET PASSWORD"** button.
- You will receive an email within 5 minutes. Follow the instructions in the email to set up your new password. Note: Check your spam/junk folder in case the password reset request email was delivered there instead of your inbox.

You may also change your password while you are logged in from the Account Details tab in "My Profile".



Email Newsletters and Communications

OPA designs and develops our communications based on member feedback. We're always communicating new, relevant information that supports your professional and personal needs.

Here are the key OPA email newsletters you can expect to receive regularly in your inbox:

[View past email publications here.](#)



OPA Professional Practice emails keep you informed of the advocacy work OPA is completing on behalf of members and the profession. This communication includes summaries on updates, changes to regulations, information on programs, clinical tools, and professional resources intended to enhance your practice and delivery of patient care.

Frequency: Wednesdays biweekly



OPA Spotlight is an email newsletter that highlights membership benefits, member features, relevant pharmacy resources, insurance updates, OPA media mentions, and more. This publication keeps you aware of what's happening at OPA and connects you to valuable resources and tools that support your personal and professional life.

Frequency: Wednesdays biweekly



OPA Education Booster connects you to OPA's professional development courses with information on programs that support your practice and career through training and teaching from subject-matter experts. The emails include information about the OPA LEAD program, the Right Dose, webinars, and other educational events.

Frequency: Frequency: Sundays biweekly

Additional Communications

In addition to these email communications, OPA sends out specific stand-alone emails regarding new membership benefits, the Annual General Meeting (AGM) and other Association news and events. You can manage your email subscription in the [My Account](#) section on opatoday.com. Kindly note if you choose to unsubscribe from receiving email communications from OPA, you will not receive any of the email communications mentioned above.

Connect with OPA on Social Media

 [Facebook](#)

 [Twitter](#)

 [LinkedIn](#)

 [Instagram](#)

FAQs

How do I access my current receipts and Professional Liability Insurance (PLI) certificate?

You received an email when you purchased a membership and PLI. Please save these emails as well as the attachments. Note: If you can't see the emails in your primary inbox, check your junk and spam folders.

How do I access my older receipts and PLI certificate?

For the older receipts and certificates prior to the year 2022, please send an email to info@opatoday.com.

I completed a course two or more years ago, but I can't find my certificate. Where can I find my certificates?

Course certificates provided prior to 2022 are no longer accessible online. If you completed a course before 2022, please reach out directly to the Customer Experience Team with the name of the course you completed, and your first and last name. We will be able to email it to you directly.

My status changed from Intern to Registered Pharmacist. Will I need to change my membership and purchase another PLI?

No. You will not need to change your membership category, and your current PLI will cover you until the end of the year.

This past year a claim was filed against me. Can I renew my PLI insurance with OPA?

If you are renewing your PLI with OPA and have a previous claim against you, you may be required to fill out an addendum. This will be emailed to you directly. Once submitted to our insurance department, an answer will be provided to you up to a week after submission.

Ask CEA

Our highly trained Customer Experience Team (CEA) is happy to help with any inquiries you have. The Team is available Monday-Friday from 8:30 AM-4:30 PM EST.

Please visit the [Contact Us](#) page or reach us through the following channels:

Phone: 416-441-0788

Toll free: 1-877-341-0788

Fax: 416-441-0791

Email: info@opatoday.com



LEVEL UP

WITH OPA



OPA Membership
2023