



OPA Member Handbook



ONTARIO
PHARMACISTS
ASSOCIATION

Advocating Excellence
in Practice and Care

OPA Membership
2022

Pharmacy Starts Here



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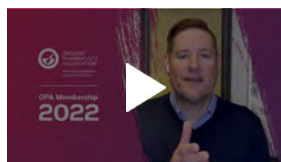
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Welcome!

The Ontario Pharmacists Association (OPA) is thrilled to have you on board as a member in 2022. Learning, growing, and supporting advocacy on behalf of the profession is why so many pharmacy professionals entrust us with membership. The pharmacy profession is rapidly changing, and your membership keeps you in reach of current news, resources, insights and experts to help you keep pace. OPA applauds you for making this important investment.

We want to ensure that you use your membership and all its benefits to full capacity. This handbook is a starting point to guide you, as there are numerous opportunities to learn, network, get involved and prosper in this special community. We value your membership and can't wait to connect with you!

The OPA staff are here to support you and enhance your membership experience. If you have any questions or need assistance contact us at: mail@opatoday.com or 416-441-0788.





Advocacy

As an OPA member you are part of the collective voice that advocates on behalf of the pharmacy profession in Ontario. Investing in OPA supports our efforts to defend and advance the pharmacy profession through:

Public Relations

Educating the public about the critical role pharmacy professionals play in Ontario's health care and highlighting how pharmacy can add capacity to our healthcare system and improve patient care.

Government Relations

Direct lobbying to government officials to raise the profile of the profession, advocate for fair compensation and expand pharmacy professionals' scope of practice.

Communication

Timely and effective communication with our members to keep them apprised of relevant news, changes in regulation and providing tools, education and services to support them in their practice.



Practice Support Network

As a member you receive free access to a team of pharmacy experts through OPA's Practice Support Network (PSN) to help answer your questions regarding pharmacy practice and policy.

[Learn more about the PSN](#)

Members who have upgraded to the Owners Bundle also have access to OPA's Business Catalyst Services which include:

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

Complaints Support – assistance for responding to an OCP complaint

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 documentation 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](#)

Insurance

Protect yourself, your loved ones, and your belongings

OPA provides group life insurance and living benefits, property insurance, and travel insurance. There are numerous options to keep you, your pharmacy and your loved ones protected. 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, damages, 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.

Health Insurance

Protection for you and your family from unforeseen medical conditions.

Disability Insurance

Protect your personal income and business revenues.

Student Travel Insurance

Provides undergrad students and their dependents with eligible travel related expenses. Coverage is automatically included as part of the student membership benefit.

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

[Visit our website](#)

Call us at 416-441-0788 ext. 2

Or email us at insurance@opatoday.com



OPA's Professional Liability Insurance (PLI)

OPA's PLI was developed by leading insurance experts and in consultation with pharmacy professionals to ensure the specific needs of our members are met. It offers 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 the practice of pharmacy, including Students, Interns, Pharmacists (in Part A) and Pharmacy Technicians, are required to maintain personal professional liability insurance coverage.



Membership Benefits

As an OPA member, you get access to a robust variety of membership benefits that support your practice and add a little fun to your personal life and leisure time. OPA partners with leading organizations so you can conveniently retrieve discounts and special offers.

How to Access your Membership Benefits

First, sign in at opatoday.com and visit the [Membership Benefits page](#). From there you can view all of the membership benefits and instructions on how to access discounts and promotional codes for the specific member benefit.

 **Membership Benefits**





Introducing



OPA is pleased to announce our newest member benefit - Venngo's MemberPerks Program! All OPA members are offered free access to this wide-ranging and comprehensive lifestyle savings program. Family members can create their own accounts too. [Learn more.](#)

Once you've created an account and downloaded the convenient Venngo app you have access to hundreds of local savings in your own neighbourhood. Discounts are also available when you shop online. Save on everything from restaurants to clothing to entertainment and special events. Going on vacation? Change your location and take advantage of the savings wherever you are in North America.

You'll find some of OPA's previous membership benefits are now also available to you through MemberPerks.

Additional OPA Membership Benefits

Along with Venngo, you have access to additional benefits specific to pharmacy professionals:

Discounts on Clinical Reference and Pharmacy Practice Resources

Vigilance Sante

Canadian Red Cross Training

Pharmacist's Letter Canada & Pharmacy Technician's

Natural Medicines Database

Relief Buddy

Also access other lifestyle benefits where the discount directly through OPA is even greater than with Venngo.

Telus Mobility phone plans

GoodLife Fitness centres

Mercedes Benz discounts

Manulife Bank

Learn More

Professional Development Programs

OPA offers a variety of on-demand, live online and in-person courses to build your skills and knowledge and to enable you to practice to the full extent of your scope. As a CCCEP accredited provider, we offer high quality education that is 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.



The Right Dose™

The Right Dose™ is designed to connect you to top-tier learning opportunities and expert minds in pharmacy. This new offering is regularly updated and presented in live webcast format and keeps you informed of relevant pharmacy topics and helps 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 solution-oriented approach and was developed by those who understand the pharmacy profession. [Learn more.](#)

SAVE THE DATE

OPA's Annual Conference is happening on
May 13-14, 2022 | May 5-6, 2023 | May 3-4, 2024

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

[View additional professional development programs.](#)

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**.

Governance

OPA's Board of Directors is made up of representatives elected by members which represent various regions in Ontario. There are also [directors](#) (maximum of 6) who are nominated by the Board as Directors-at-Large. The Chair and Vice-Chair are elected by the Board of Directors from among the various voting representatives. ***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. This responsibility of the Board consists primarily of:

- The duty to steward and 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 the 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](#), so you are aware of the topics discussed and the strategic direction of the Association. Additionally, OPA hosts an Annual General Meeting (AGM) typically one day prior to the OPA conference. Members are welcome to vote on motions and hear reports from OPA's CEO, committees, and 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. Each has specific functions and responsibilities and provides expertise on key initiatives and activities of the Association.

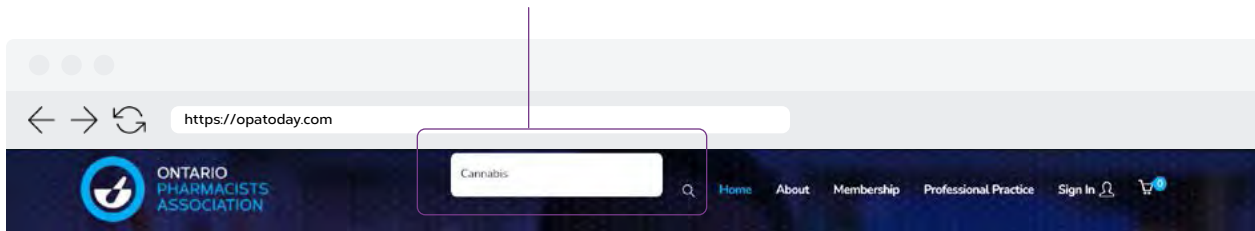
Each year, OPA notifies the membership through email to offer an opportunity for interested members to volunteer their knowledge, expertise, and insights. The email includes information on the committees for which membership is sought, as well as an application form and other guidelines.

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](#).

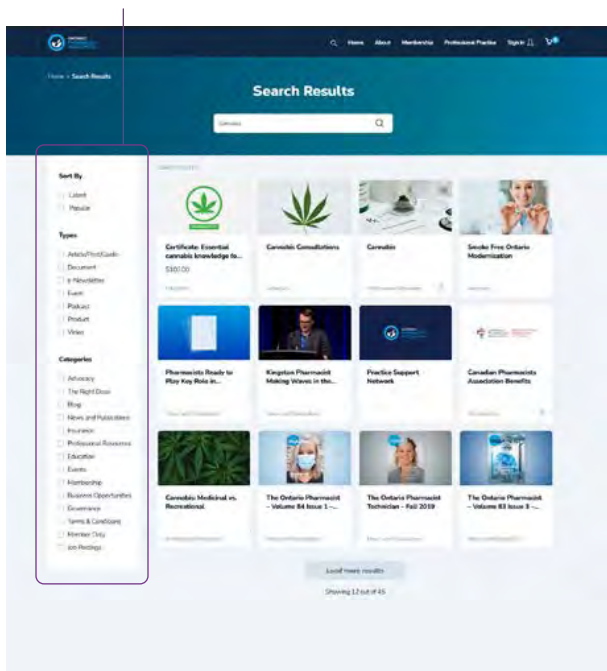
Website Navigation

OPA embarked on a comprehensive digital transformation in early 2021. A major part of this project was a complete redesign and modernization of our website, www.opatoday.com, to make accessing our tools, resources, products and other content easier for members. This is an ongoing project that works to improve your 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".



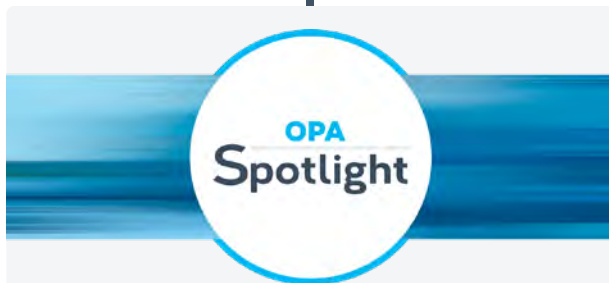
Email Newsletters and Communications

OPA recently rebranded our email communications based on member feedback. We want to ensure that we are always communicating new and relevant information that supports your professional and personal needs. Here are the main OPA email newsletters you can expect to receive regularly in your inbox:



The OPA Professional Practice emails keep you informed of the advocacy work OPA is completing on behalf of members and the profession. It also includes summaries on updates and changes to regulations, pharmacy programs, clinical tools, and professional resources to guide you through your practice and help you with providing knowledgeable patient care.

Frequency: bi-weekly on Wednesdays



The OPA Spotlight is an email newsletter that provides new updates regarding OPA and also 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 practice and personal life.

Frequency: bi-weekly on Wednesdays



The OPA Education Booster emails connect you to OPA's professional development courses and programs that support you in your practice and help advance your career through training and teaching from knowledgeable subject-matter experts. The emails also include information about the OPA LEAD program, The Right Dose, as well as webinars and other educational events.

Frequency: bi-weekly on Sundays

In addition to these emails, OPA sends out specific stand-alone emails regarding the Annual Conference, new membership benefits, 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 unsubscribe from receiving email communications from OPA, you will not receive any of the email communications mentioned on this page.

Connect with OPA on Social Media

 [Facebook](#)

 [Twitter](#)

 [LinkedIn](#)

 [Instagram](#)

Did you know OPA has a podcast?

Listen to [Pharmacists' Matters](#) and hear Host and OPA CEO, Justin Bates discuss relevant topics with expert guests.



FAQ's

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

You received an email when you purchase 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 2021, please send an email to mail@opatoday.com.

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

Course certificates provided prior to 2020 are no longer accessible online. If you completed a course prior to 2020, please reach out directly to the CEA Team with the name of the course completed, your first and last name and 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.

How do I get my OPA membership card and member number?

Your OPA membership card which includes your member number and member category is included in the first welcome email. Please take a screenshot or print the card and keep it for your records.

Ask CEA

Our highly trained Customer Experience and Administration (CEA) Team will be happy to help you with any inquiries you may have. The CEA Team is available Mondays-Fridays from 8:30 AM-4:30 PM EST.

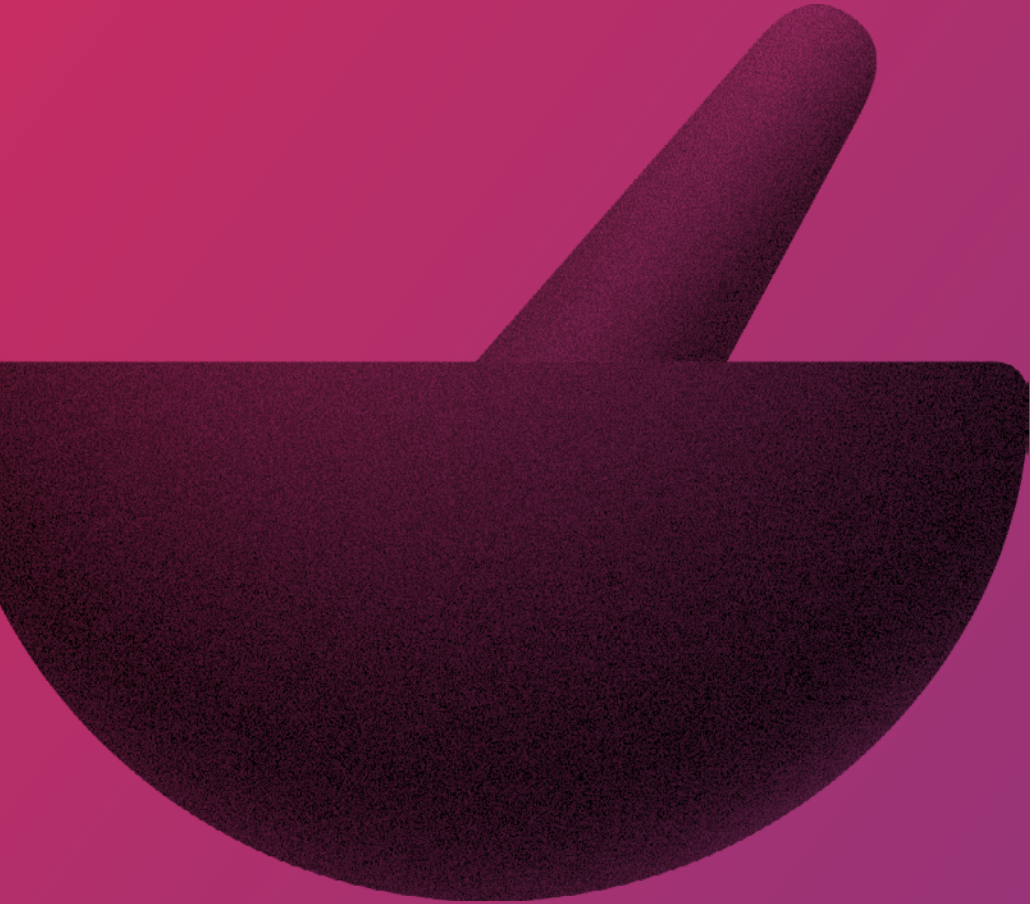
Visit our [Contact Us](#) page or through the following channels:

Phone: 416-441-0788

Toll free: 1-877-341-0788

Fax: 416-441-0791

Email: mail@opatoday.com



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