



ONTARIO
PHARMACISTS
ASSOCIATION

Advocating Excellence
in Practice and Care

ANNUAL REPORT 2022-23



POSITIONED FOR PROGRESS



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“OPA is driving
progress *and*
potential.”

-Tim Brady

Message from the Chair

Pharmacies are at the nexus of local health systems more than ever before. Each day within our communities, pharmacy professionals across Ontario provide our patients with everything from public health and medical advice to health system navigation and specialty care. At the same time, we're dedicated to safeguarding our workforce and promoting balance, stability, and well-being.

As a community pharmacist and Chair of the Ontario Pharmacists Association, I'm immensely proud of the pharmacy profession. We're healthcare professionals deeply invested in providing high-quality care while accelerating progress for health systems across the province and helping our patients achieve better health outcomes. We're reaching all these objectives while recognizing and vocally advocating that we have even greater potential.

Even as we celebrate the remarkable historic accomplishments of the past year – including OPA's foundational role in the achievement of minor ailments assessments in Ontario – we're pressing ahead with steady momentum. At the Association, we focus on an overarching goal: ensuring every one of our members is empowered to practice to the full scope of their training and is compensated fairly for their work.

Among all the changes and transitions our health systems have experienced with COVID-19, the theme that has stayed constant from the pandemic's outset is that pharmacy professionals are indispensable to modern healthcare. It's also incredibly inspiring as the public and policymakers increasingly awaken to the adaptability of pharmacy technicians as essential to patient care and pharmacy operations.

I sincerely appreciate all members and Board Directors for supporting OPA over this past year as we work to deepen pharmacy professionals' unique connection with patients and the public. Glancing ahead, I'm confident that, with your valued, steadfast support, OPA will continue to embrace and advance the growth of our profession and strengthen healthcare delivery in every community across Ontario.

Wishing you all the best,



Tim Brady
Chair

Message from the CEO

Reflecting on the challenges the pharmacy profession met in 2022 makes me proud of the new ground we gained over the past year.

As many sectors of the economy encountered insecurity, unpredictability and destabilization, our profession steadily strengthened and deepened its connection with stakeholders and communities.

Monumental Change

The Association's vocal, consistent, evidence-based advocacy catalyzed our progress on key priorities like minor ailments, and we're pressing ahead toward even further expansion.

OPA has a long history of advocating for scope advancement, and this monumental change will help ensure pharmacy professionals get paid for work they already do.

Since January 2023, some 90,000 Ontario patients have connected with a pharmacist to receive care for one of 13 ailments on the current list.

Vision and Visibility

The Association's media strategy has played a pivotal role in amplifying the unified voice of the profession at every opportunity. During the last year, OPA served as a trusted information source, securing numerous engagements with local, regional, and national outlets on everything from drug shortages to prescribing authority. This visibility highlights our leadership and accentuates the expertise of pharmacists and pharmacy technicians.

Our strategic public relations campaigns convey that Ontarians can count on pharmacy teams to keep them safe. OPA's targeted outreach and social media activity has led over 33,000 visitors to our "Ready Now" campaign, showcasing pharmacies as community healthcare hubs.

OPA's government relations approach has resulted in positive outcomes for the profession and patient care. Over the past several months, our extensive advocacy on Paxlovid contributed to another successful milestone, with pharmacists permitted to prescribe this oral antiviral treatment for COVID-19. The rate of Paxlovid dispensing increased by nearly 130 percent within the first month of scope expansion. These changes spotlight how much pharmacy professionals can contribute when provided with appropriate resources and authority, along with fair, reasonable increases in reimbursement.

Focused on Members, Driven by Innovation

Due to unprecedented growth in the role of pharmacy professionals, pharmacies often are expected to implement a variety of complex, costly operational upgrades to adapt and move forward in this rapidly evolving landscape.

Determining appropriate staffing, managing walk-ins, and creating appointment systems are adjustments that take time and resources away from pharmacy teams already working at capacity.

Advocating on behalf of more than 20,000 pharmacy professionals, OPA is raising awareness and offering programs to address the concerns of burnout and mental health impacts. In 2022, we launched a new Focus Mental Wellness benefit exclusively for members and continued developing specialized resources to support this critical issue.

Last year, OPA also invested in cutting-edge technology and software, aligning with our mandate to modernize and innovate while achieving organic and inorganic growth. This investment includes an exciting partnership with MAPflow, a web-based clinical decision support tool facilitating minor ailment assessment and prescribing for the Ontario practice environment.

Strategizing for the Future

In January, we kicked off our 2023-2025 Strategic Plan, setting us on a bold path forward, modernizing OPA while preparing us to embrace change and mitigate market disruption.

Our Strategic Plan places a renewed focus on equity, diversity, and inclusion. Earlier this year, our Board and staff jointly participated in an educational session at OPA's offices, inspiring openness, conversation, and shared learning. Moving forward, the Association is committed to acknowledging, understanding, and celebrating diversity in the pharmacy profession and will have candid discussions on challenging systemic racism and discrimination.

As CEO of OPA, I understand that setting and attaining ambitious goals is entirely possible when you work in a field as passionate and dedicated as the pharmacy sector.

I extend a heartfelt thank you to all our members and talented pharmacy professionals providing accessible, exceptional care to patients every day. We value your incredible contributions and look forward to continuing to work together to make great strides in the months ahead.



Justin Bates
CEO

2023 Priorities

Transitioning to OPA's priorities for 2023, the Association's key focus areas include:

- Ensuring financial sustainability of the pharmacy sector, including appropriate remuneration for pharmacy services and dispensing fees.
- Advocating further expanded scope for pharmacy professionals.
- Supporting the mental health and well-being of the pharmacy profession through professional development programs.
- Emphasizing revenue diversification, capitalizing on strategic investments, and focusing on establishing a pharmacy innovation and learning hub.
- Providing a technology platform that improves member engagement.
- Initiating a mentorship and community group program.
- Strengthening student and new practitioner resources through our customized LEAD (Learn, Experience, Advance, Develop) program.
- Continuing meaningful work and conversations on equity, diversity, and inclusivity.
- Offering a subscription-based model at OPA to achieve organic growth in professional development and membership services.
- Expanding safety resources and working with stakeholders to protect pharmacy professionals and pharmacies.

Board of Directors



Tim Brady
Chair and Western Ontario
District – Postal Code N
Representative



Hitesh Pandya
Vice Chair and Metro Toronto
District – Postal Code M
Representative



Andrew Hamilton
Eastern Ontario
District – Postal Code K
Representative



Janet McCutcheon
Northern Ontario District –
Postal Code P Representative



Candace Chartier
Director-at-Large



Donnie Edwards
Director-at-Large



Rita Dhani
CSHP-OB Representative
(Observer)
until November 2022



David Liu
CSHP-OB Representative
(Observer)
effective November 2022



Deb Saltmarche
CPhA Representative (Observer)

Board of Directors



Jaspreet Chager
Central Ontario District –
Postal Code L Representative



Tim Langford
Central Ontario District –
Postal Code L Representative



Michael Cheung
Metro Toronto District –
Postal Code M
Representative



Annie Harb
Director-at-Large



Rachel Laurion
Director-at-Large



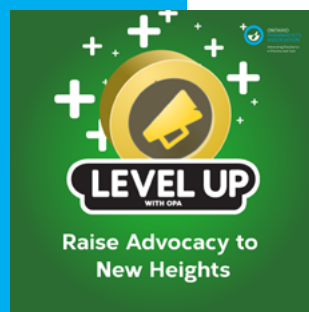
Saeideh Mohajer
Director-at-Large

Membership

OPA MemberPerks

OPA uniquely positions its members to shape the future of the pharmacy profession while accessing tailor-made tools and valuable resources to help them succeed.

Members also take advantage of OPA MemberPerks, our affinity program that delivers deep savings for their lifestyle and business needs. As of April 2023, nearly 1,500 OPA members registered for OPA MemberPerks, receiving access to hundreds of savings in their own neighbourhood.



OPA Membership Campaign 2023

In November 2022, we launched the Association’s annual membership campaign, “Level Up with OPA.” The campaign theme emphasized a sleek, modern approach. We featured personal testimonials underscoring how an OPA membership helps pharmacy professionals interact with their broader community while boosting, advancing, and accelerating personal and professional growth. OPA developed the campaign concept in strategic alignment with the Association’s advocacy progress on minor ailments, celebrating the profession reaching a new level with the much-anticipated scope expansion.

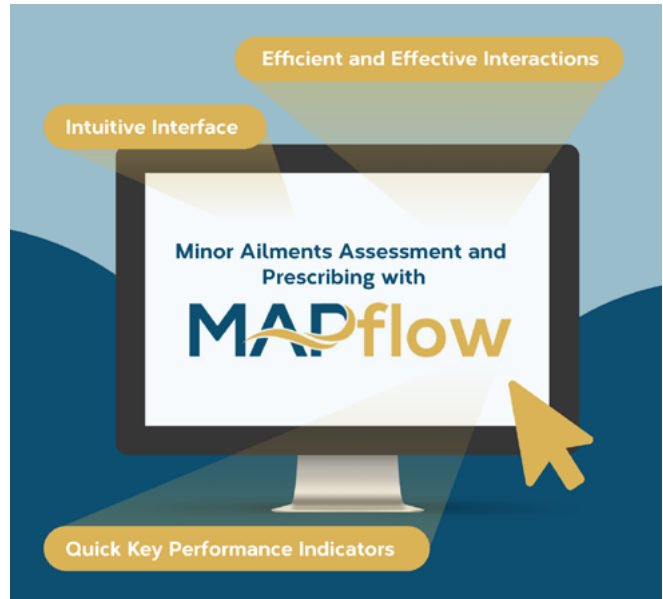
The 2023 campaign highlighted how an OPA membership supports health, wellness, and lifestyle savings, along with insider information on advocacy priorities. We showcased our insurance plans, customized benefits, and professional development offerings. In our campaign marketing, we also promoted our suite of member communications, including online newsletters like Spotlight and Professional Practice Updates, OPA Education Booster and other timely updates that keep members proactively informed.

This year’s campaign enjoyed high levels of participation in key membership groups, most notably the owners bundle category, owners and managers, staff and relief pharmacists, undergraduate students, registered technicians, and assistants.

MAPflow

In January 2023, we were pleased to note that OPA had already met over 80 percent of our target for the campaign, with a greater number of owners bundle members than last year. The value and cost-savings of MAPflow for OPA members attracted new participants in the owners bundle category as it included a free MAPflow subscription. We also offered a \$50 members-only discount to OPA pharmacists interested in purchasing MAPflow.

The Association's 2023 membership numbers continue tracking well as we engage in additional direct outreach across our membership, with many OPA-led lunch-and-learn sessions focused on the student segment over the last year.



Box Labs

As the positive result of a strategic vision we initiated in 2022, in 2023, OPA announced our partnership with Box Labs, an innovative, cloud-based pharmacy management solution. With health systems increasingly leveraging pharmacy professionals' expertise and accessibility, digital tools like Box Labs drive agility and responsiveness. By pursuing this ground-breaking partnership, OPA places its members at the forefront of innovation, paving the way for more efficient delivery of services.



LEAD

Launched in 2021, with fresh, updated content added in 2022, OPA created the LEAD (Learn, Experience, Advance, Develop) program to help early-career pharmacy professionals achieve their goals. Our 2022 programming included sessions focused on tax optimization and navigating OCP complaints. LEAD will be a cornerstone of OPA's value proposition in the coming year.

OPA Mental Wellness Initiatives

OPA acknowledges the challenges pharmacy teams face. Throughout 2022-2023, we focused on enhancing mental wellness and improving workplace conditions.

Core aspects of our 2022-2023 Mental Health and Wellness Resources:

- **Psychological Health and Safety Webinars** – 3-part series discussing psychological health and insights on creating a mentally safe work environment.
- **Prescription for Professional Wellness Podcast** – OPA-sponsored initiative for generating meaningful discussion around wellness.
- **Focus Mental Wellness** – Our partnership with Focus means OPA members can access text, phone, and video therapy appointments with 15% off services.
- **Mental Health Resources for Pharmacy Professionals During COVID-19** – An OPA-curated list of mental health supports and services.

A Prescription for Professional Wellness

A podcast series



focus
Mental Wellness





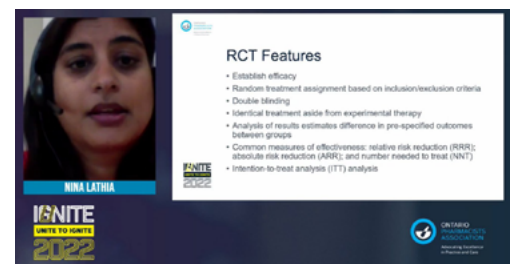
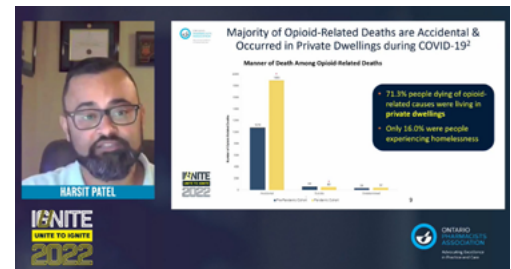
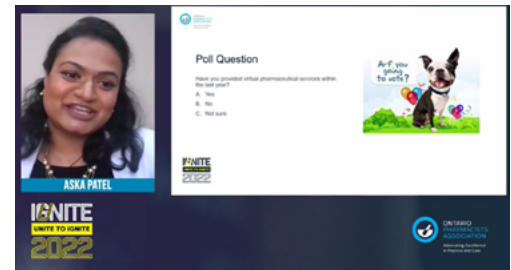
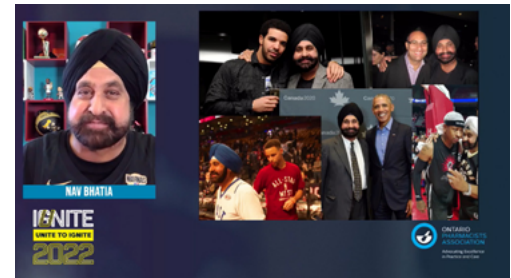
Conference 2022

Last year, the Association delivered an exciting and comprehensive annual OPA Conference: Ignite to Unite 2022.

The event provided an energizing and uplifting experience, attracting 200 attendees to enjoy a topical, well-rounded program. It also offered an opportunity to meet with some 15 conference exhibitors and gather in smaller groups in one of the networking lounges. Thank you to our 25 sponsors for ensuring our conference exceeded all expectations!

Respecting the COVID-19 guidelines in place at the time, we hosted the sessions in a virtual setting. The conference agenda also featured an in-person social boat cruise, welcoming participants to take time to interact personally with friends and colleagues.

By uniting the profession at a pivotal moment in the pharmacy sector's history, Conference 2022 offered a much-needed moment to discuss challenges, share ideas, and connect with leading experts to anticipate and strategize for the future.



OPA'S REVAMPED CONFERENCE EXPERIENCE

OPA RxTALKS

Coming up in 2023: RxTalks!

After three years of meeting virtually, OPA is thrilled to unveil RxTalks in 2023, our fully revamped conference experience with networking and in-person education built right into the program.

Hosted in downtown Toronto, this event brings pharmacy professionals together and features engaging, informative conversations about pharmacy's most important asset: People!

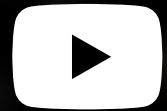
As a fresh new take on the OPA event experience this year, RxTalks takes place over two-single day conferences, July 21 and September 8. We look forward to you joining us.

REGISTER FOR
OPA RXTALKS
2023 NOW!





2022 OPA Award Winners



OPA Awards

Exclusive to our membership, each year, the Association offers our member community a unique opportunity to recognize colleagues who have gone above and beyond, making notable contributions to the profession and patient care with the much-celebrated OPA Awards.

Award nominations kick off early in the year, and we promote this recognition opportunity widely across OPA's communications channels, including our website, newsletters, and social media.

We announced the 2022 Award Winners as part of the social festivities at the OPA Conference last year. We celebrated even further by creating customized video content to spread the word and commend these incredible members of the profession.

On behalf of the Association, congratulations to our 2022 winners for your inspiring leadership and dedication.

We thank everyone named for their unique contributions to the pharmacy profession and look forward to recognizing our 2023 winners at RxTalks in Toronto this year.

Congratulations to our 2022 OPA Award Winners!



Kristen Watt
Pharmacist of the Year Award



Robin Andrade
Pharmacy Technician of the Year Award



Tina Perlman
Lifetime Achievement Award



Kyrollos Maseh
Patient Impact Award



Sivajanan Sivapalan
Bowl of Hygeia Award



Kelly Grindrod
Exceptional Achievement in Research and Academia Award



Jonathan Nhan
New Practitioner of the Year Award



Collin Shiha
Student of Distinction Award

2022 Digital Reach



Facebook
Followers: 9,245

 Growth:
1.8%



Twitter
Followers: 8,210

 Growth:
2.9%



LinkedIn
Followers: 10,680

 Growth:
16.1%



Instagram
Followers: 2,526

 Growth:
11.7%



YouTube
Subscribers: 524

 Growth:
40%



OPA experienced a 40% growth in our YouTube subscribers over the last year.

Pharmacy Appreciation Month

Every year, OPA comes together with patients, pharmacy associations, fellow healthcare providers, governments, and countless other stakeholders, joining in unison to say “THANK YOU” to pharmacy professionals everywhere!

As Canada’s largest advocacy organization and professional development provider for pharmacy professionals across Ontario, OPA ensures Pharmacy Appreciation Month (PAM) is an ongoing celebration profiling the tremendous accomplishments of the profession.

This year, we focused our PAM efforts on a brand-new video campaign highlighting memorable stories of patient interactions and moments of impact that help illuminate how pharmacy professionals genuinely are heroes of the healthcare system.

We invite you to take a few minutes to enjoy some of the PAM-related video content we showcased this year.

ONTARIO ASSOCIATION OF PHARMACEUTICALS
PHARMACY APPRECIATION MONTH

“Bindu was able to connect to a Farsi translator in minutes and was able to clearly communicate and assess the patient... The patient eventually received a prescription for her condition, and she was extremely thankful.”

Bindu George

ONTARIO ASSOCIATION OF PHARMACEUTICALS
PHARMACY APPRECIATION MONTH

“Being a pharmacist gives me a clear realization that I am helping a patient to the best of my ability within my scope of pharmaceutical care.”

Suchdev Kaur Kalsi

ONTARIO ASSOCIATION OF PHARMACEUTICALS
PHARMACY APPRECIATION MONTH

“Patient appreciated my help and was very happy reaching target and feeling good. I’m proud with the impact I have in my patient healthcare.”

Manal Kelada

ONTARIO ASSOCIATION OF PHARMACEUTICALS
PHARMACY APPRECIATION MONTH

“Today, I feel privileged to work alongside my dedicated colleagues, grateful for the bonds we have formed through our shared commitment to improving medication reconciliation and transitions of care.”

Parnian Ghafari

ONTARIO ASSOCIATION OF PHARMACEUTICALS
PHARMACY APPRECIATION MONTH

“Pharmacy has been good to me and I hope I have presented pharmacy well over the years.”

Tom Kontio

ONTARIO ASSOCIATION OF PHARMACEUTICALS
PHARMACY APPRECIATION MONTH

“A pharmacist is such a respected health profession and I am very honoured to have had a wonderful career as one! It has changed my life in so many ways.”

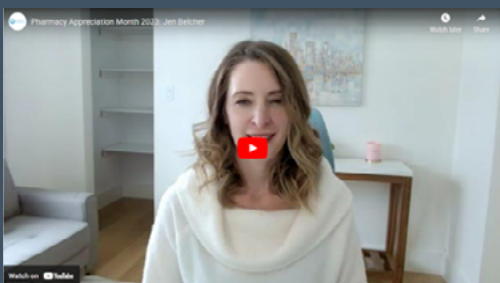
Sandra Cox



ONTARIO
PHARMACISTS
ASSOCIATION

Advocating Excellence
in Practice and Care

PHARMACY APPRECIATION MONTH



Jen Belcher, RPh.
VP, Strategic Initiatives and
Member Relations at OPA



Siva Sivapalan, RPh.
Community Pharmacist, Preceptor and Educator



Angeline Ng, RPh.
VP, Professional Affairs at OPA



Michelle
Pharmacy Patient

Professional Development

Professional Programs and Education Activities Launched in 2022-2023:

Live Education

30+ webinars created, with hundreds of participants attending.

12+ specialized educational sessions delivered at our OPA Conference in May 2022.

NEW! OPA's Signature Learning Series

In 2022, OPA launched a new signature learning series that directly provides the most relevant information on common clinical issues to pharmacy professionals in a convenient, accessible format.

Our signature learning series delivered four exceptional sessions on the following specialized issues:



Pharmacogenetics
Future of Patient Care



Eliminating HPV-Related Cancers



Pharmacogenetics: The Future of Patient Care

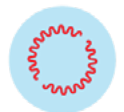
Supported through an education partnership with Inogene Diagnostics Inc., this program outlines the benefits of pharmacogenetic testing and how pharmacy professionals can incorporate this form of precision medicine into pharmacy practice. Resources and tools for the program included three live webinars and a related blog post to highlight this valuable content.

Eliminating HPV-Related Cancers

The third part of our signature learning series in 2022, Eliminating HPV-Related Cancers, brings attention to the impacts of HPV-related cancers and highlights how pharmacy teams are well-positioned to offer guidance to patients and assist with reaching HPV immunization target rates.



10 Years of Immunizations
Pharmacy's Role in Immunizations



Protecting the Population Against COVID-19



10 Years of Immunizations: Pharmacy's Role in Immunizations

Our *10 Years of Immunizations* campaign highlights how rapidly the provision of immunizations in pharmacies has evolved and shifted relationships with patients while expanding options for care. The campaign includes a webpage, live webinars, and resources for pharmacy professionals to bring awareness to the importance of safe, convenient, equitable access to immunization services. 10 Years of Immunizations is supported through an education partnership from Pfizer Canada.

Protecting the Population Against COVID-19

Playing a significant role in immunization administration and providing patient care throughout the COVID-19 pandemic, pharmacy professionals have been at the forefront of efforts to stop the spread of COVID-19. The series is a partnership with Moderna and equips pharmacy professionals with resources and tools to assist with delivering care in the next phase of COVID-19 protection.

Other New Courses in 2022-23

- What pharmacists should know about CBD
- Acute Myeloid Leukemia
- Delivering a comprehensive vaccine-based program
- Quick and practical COPD

Launch of OPA Knowledge to Practice (KTP)

KTP programs bring practical application of the clinical knowledge learned in the program through real-life examples from current pharmacy practice.

For KTP in 2022-2023, OPA hosted specialized topics on [Chronic Kidney Disease](#), [Lab Abnormalities](#), and [Prescribing for Minor Ailments: The Fundamentals](#).

Exciting Professional Development Features for 2023!

- More LEAD content geared to students and new practitioners
- New practice-oriented course on migraine management in partnership with the Canadian Headache Society
- **New** 'Introduction to Pharmacy Finance' course
- **New** course on Registered Pharmacy Technicians
- **New** and refreshed OPA conference experience: RxTalks



For the Association,
2022 was another
strong year for
sales of our unique
educational programs!

Evolving to Support Pharmacy Professionals at the Nexus of Healthcare

OPA insurance programs will continue to support our members by offering insurance products designed to provide peace of mind. As the profession evolves and members navigate a post-pandemic period, 2022 presented several challenges and exciting new opportunities in pharmacy.

OPA's commitment to continuously reviewing insurance offerings resulted in several enhancements to the insurance programs during the third quarter of 2022:

- The group health program recorded a growth of 4% in 2022. The program (OPA Secure) was redesigned to provide members with three categories: Bronze, Silver, and Gold. As a result of the design changes, an overall reduction in premiums was achieved, resulting in the OPA Secure health plans becoming more affordable while continuing to provide great benefits.
- The long-standing Term 10 Life insurance program with Desjardins was terminated and converted to an Optional Life insurance program that aligns with similar products in the market. In addition to the changes in the Desjardins insurance program, OPA introduced supplementary Term Life coverage with Manulife.
- New programs with Manulife include Term Life, Travel Insurance and Critical Illness. With these new products, members can access multiple insurance options to meet their personal and family needs.

The property and casualty insurance programs recorded steady growth throughout the year as OPA members continue to enjoy exclusive savings and exceptional coverage with Co-operators Group Auto and Home insurance. The program grew by 8% year over year.

The industry-leading pharmacy store insurance program has played a key role in assisting store owners in managing the risks associated with business operations, such as theft, robberies, fire, and legal liabilities. The store insurance program continues to lead the market in value, affordability and claim adjudication. Member participation in the program increased by 5% year over year.

As we strive to improve member experience across each insurance line, during the first quarter of 2023, OPA and HUB International, servicing broker for the store program, launched an online platform to improve the insurance renewal process. With this investment, owners during the pharmacy insurance renewal process will be able to submit renewal applications electronically while reducing the amount of time spent manually renewing annual coverage.

While we continue to provide support to the profession, pharmacy owners will have access to group health coverage for employees. This health program has great benefits for staff and will assist in attracting and retaining talented employees.

There has been a significant increase in the level of awareness amongst pharmacy operators regarding the need for Cyber Insurance protection as a necessary risk management tool to protect their business operations. Over the past year, pharmacy owners progressively depended on the OPA cyber insurance program to mitigate related risks such as business interruption and the security of patient records.

OPA and partners, including the Association of Compounding Pharmacies of Canada, will continue to promote the insurance program for compounding pharmacies accessible across all provinces.

As we look forward to the advancement of the pharmacy profession, OPA staff, committee members, and consultants will continue to work hard to ensure that each insurance program supports the needs of members as the profession continues to evolve. We are fully committed to providing OPA members access to the best risk management solutions to adequately protect personal and business risks while creating peace of mind.



The group health program recorded a growth of 4% in 2022



Innovation Strategy and Business Development

As part of OPA's ongoing focus on providing best-in-class products and services to pharmacy professionals, our business development strategy continues to expand the diversity of opportunities available to our members.

Launched in January of this year, our 2023-2025 Strategic Plan highlights the Association's focus on revenue diversification and capitalizing on OPA's financial strength in making strategic investments.

Working toward our future state, OPA's increasingly integrated technology platform, which we're currently constructing, will help to generate subscription revenue even further.

Within our daily operations, we're envisioning product and service offerings that span beyond the limits of our provincial borders. We're also laying the groundwork to pilot a brand-new OPA lab designed to test pharmacy program implementation.

We're pursuing these ground-breaking projects and initiatives while at the same time steadily supporting pharmacy professionals in their work to increase revenue, maintain patient loyalty, and reduce overhead in their pharmacies. On every front, OPA is securing our position as a leader for all Associations as we continually evolve our high-performing business model.

MAPflow: In 2022, OPA worked diligently to advance our business development goals, [announcing](#) our successful partnership with MAPflow in November. MAPflow is a powerful digital health tool supporting Ontario pharmacists when they assess and prescribe for minor ailments. Our investment in this web-based clinical decision-making and implementation support platform provides pharmacists with a comprehensive suite of custom-built applications designed for Ontario's practice environment. MAPflow was readily available to effectively support pharmacists for early January 2023, in line with the province implementing its new minor ailments program.

Box Labs: OPA's 2023-2025 Strategic Plan emphasizes revenue diversification and capitalizing on strategic investments in the first year. The Association is already making significant strides on this objective by developing a new, innovative partnership with Box Labs. In 2022, OPA engaged in detailed discussions with Box Labs that ultimately generated an exciting new partnership in 2023, with OPA as the lead investor in this innovative cloud-based pharmacy management solution.



EPIC

Evolving Pharmacy, Inspiring Care

Stakeholder Programs and Partnerships

Through all the Association's events and strategic communications channels, we accentuate that when partners invest in OPA, they get the opportunity to collaborate with OPA's board of directors and senior leadership team on issues concerning pharmacy.

These valuable partnerships also advance shared goals as we work towards strengthening the profession. Additionally, our partners gain a unique chance to grow their brands and showcase their products and services to a niche audience of pharmacy professionals.

The cornerstone of our exciting partnership program is EPIC. EPIC is OPA's Affiliate Partner Program, designed to bring together influencers, industry leaders, and top decision-makers in pharmacy to exchange ideas and shape the future. As an incentive, throughout 2022 and into 2023, we've continued to present a discounted offering to OPA's EPIC partners, who receive up to a 20% discount on select PD programming and conference partnership opportunities

Throughout 2023, OPA will promote our leading EPIC program and profile all the meaningful outcomes that can result from a partnership with OPA.

We visibly highlight the key offerings that are available to organizations who make the strategic decision to become an OPA EPIC partner, including:

- Receiving exclusive access to OPA's senior leadership team to engage in discussion and work towards common goals and priorities that advance the pharmacy profession.
- Maximizing exposure for a company's brand and boosting awareness of their support for the profession through OPA's extensive membership reach.
- Engaging in EPIC meetups to connect and network with other organizations keen on moving the profession forward.
- Gaining priority access to OPA event sponsorship opportunities.
- Accessing the opportunity for company logos that feature prominently on our website.
- NEW for 2023! Two Supporting Member OPA memberships for non-pharmacist team members of each organization that participates in EPIC.

OPA will consistently harness and nurture the relationships established through our EPIC program, forging new opportunities that propel the Association's innovative vision to even greater heights.

Professional Affairs

Over the past year, OPA's Professional Affairs team has been integral to the continued evolution of the pharmacy profession. The significant advocacy that contributed to the approval of regulations to assess and prescribe medications for certain minor ailment conditions, along with our [funding proposal](#) that helped secure publicly funded remuneration for the provision of these services, marked a significant milestone for the profession.

Additional advocacy success included approval of regulations to perform certain point-of-care tests and approval of regulations along with a publicly funded remuneration framework for dispensing and prescribing Paxlovid (nirmatrelvir/ritonavir). To achieve this, we have actively engaged and collaborated throughout the year with external stakeholders, including the Ontario College of Pharmacists, the Ministry of Health and government officials, academic institutions, other health associations and more, to promote and defend the profession.

Through our submissions, proposals, and research, we were effective in highlighting the critical role pharmacy professionals can play in our health system, driving opportunities for pharmacy professionals through scope expansion and appropriate remuneration, and helping to shape a sustainable future for the profession.

At the same time, Professional Affairs remains dedicated to supporting the needs of our members. Throughout the year, we released numerous timely and relevant tools and resources aimed at supporting excellence in practice, pharmacy safety, and well-being. Examples include OPA's [Point-of-Care Testing](#), [Pharmacy Safety](#), [Nirmatrelvir/Ritonavir \(Paxlovid\) Prescribing](#) and [Minor Ailment](#) resources.

Additionally, to better inform OPA's priorities and enhance our value to members, we conducted research to better understand the needs of the profession, including a survey that engaged thousands of pharmacy professionals on their top challenges and priorities. In response to member requests, we also conducted a survey and published an updated comprehensive [Wage and Benefits report](#).

Looking to the year ahead, we will continue to build on this positive momentum with a focus on funding reform to ensure the sustainability of the sector. Our [2023 Budget Consultation submission](#) highlights our key advocacy priorities. We are committed to driving positive change in the profession by supporting the well-being of pharmacy professionals and showcasing through research the valuable role our members play in the healthcare system.

OPA's Professional Affairs team has been integral to the continued evolution of the pharmacy profession.



To the Board of Directors and Members of Ontario Pharmacists Association

Provided by McCarney Group LLP

Financial Statements 2022

Year Ended December 31, 2022

Full financial statements are
available at www.opatoday.com

Opinion

We have audited the financial statements of Ontario Pharmacists Association (the Association), which comprise the statement of financial position – general and insurance fund as at December 31, 2022, and the statements of revenues and expenditures, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Association as at December 31, 2022, and the results of its operations and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO).

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Association in accordance with ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with ASNPO, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable,

matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

McCarney Group LLP

Mississauga, Ontario
April 19, 2023

McCARNEY GROUP LLP
Chartered Professional Accountants
Licensed Public Accountants

Statement of Financial Position – General and Insurance Fund

As at December 31, 2022

	General Fund	Insurance Fund	2022	2021
ASSETS				
Current				
Cash	\$ 3,185,936	\$ 404,584	\$ 3,590,520	\$ 3,295,784
Miscellaneous receivables	150,647	-	150,647	303,652
Inter-fund receivables (Note 2)	-	770,207	770,207	802,416
Prepaid expenses and deposits	210,527	-	210,527	93,515
	3,547,110	1,174,791	4,721,901	4,495,367
Investments (Note 3)	5,601,536	-	5,601,536	6,200,270
Investment in a company using equity method (Note 4)	458,397	-	458,397	-
Tangible capital and intangible assets (Note 5)	443,512	-	443,512	516,364
	\$ 10,050,555	\$ 1,174,791	\$ 11,225,346	\$ 11,212,001

	General Fund	Insurance Fund	2022	2021
LIABILITIES				
Current				
Accounts payable and accrued liabilities (Note 6)	\$ 951,344	\$ 30,141	\$ 981,485	\$ 843,894
Deferred occupancy costs (Note 7)	137,230	-	137,230	6,698
Inter-fund payables (Note 2)	770,207	-	770,207	802,416
Membership fees received in advance	2,458,091	-	2,458,091	2,401,978
Insurance premiums received in advance	-	1,144,650	1,144,650	944,461
Programs under administration (Note 8)	301,321	-	301,321	227,470
	4,618,193	1,174,791	5,792,984	5,226,917
NET ASSETS				
Net assets invested in tangible capital and intangible assets	443,512	-	443,512	516,364
Unrestricted net assets	4,988,850	-	4,988,850	5,468,720
	5,432,362	-	5,432,362	5,985,084
	\$ 10,050,555	\$ 1,174,791	\$ 11,225,346	\$ 11,212,001

COMMITMENTS (Note 11)

SUBSEQUENT EVENTS (Note 15)

COVID-19 (Note 16)

ON BEHALF OF THE BOARD

Tim Brady

Chair

Amedeo Zottola

Chief Financial Officer

Statement of Revenues and Expenditures

Year Ended December 31, 2022

	2022	2021
REVENUES		
Memberships and subscriptions	\$ 2,813,046	\$ 2,743,273
Professional development	862,119	965,601
Insurance administration fee (Note 9)	569,250	569,779
Interest and investment income	434,930	264,204
Conference	208,117	199,961
Affiliated partners	205,115	138,871
Medical writing and service	73,826	129,328
	5,166,403	5,011,017

Statement of Revenues and Expenditures

Year Ended December 31, 2022

	2022	2021
EXPENSES		
Salaries and benefits	3,268,659	3,408,157
Occupancy costs	497,593	498,271
Public and government relations	191,582	211,516
Conference	168,189	94,623
Computer service	155,277	194,924
Amortization	130,594	124,170
Professional development	123,099	171,656
Bank and credit card charges	110,276	94,187
Membership services	104,101	63,270
Staff and board training	68,101	25,088
Committee, district and other meetings	66,441	60,490
General office	64,696	49,611
Corporate branding	63,913	5,926
Investment management fee	45,502	46,845
Insurance	39,968	35,986
Board meetings	37,035	14,476
Legal and audit	28,115	37,924
	5,163,141	5,137,120

Statement of Revenues and Expenditures

Year Ended December 31, 2022

	2022	2021
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS	3,262	(126,103)
OTHER INCOME (EXPENDITURES)		
Fair market value adjustment on investments	(810,324)	258,514
Covid subsidies (Note 14)	254,340	472,971
IT transformation	-	(32,110)
	(555,984)	699,375
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENDITURES	\$ (552,722)	\$ 573,272

Statement of Changes in Net Assets

Year Ended December 31, 2022

	2022	2021
NET ASSETS – BEGINNING OF YEAR	\$ 5,985,084	5,411,812
Excess (deficiency) of revenues over expenditures	(552,722)	573,272
NET ASSETS – END OF YEAR	\$ 5,432,362	\$ 5,985,084



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