



OPA Member Handbook



ONTARIO
PHARMACISTS
ASSOCIATION

Advocating Excellence
in Practice and Care

OPA Membership
2025



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PHARMACY STARTS **HERE**

Welcome to the Ontario Pharmacists Association (OPA)! We are thrilled you have joined us as a member for 2025.

This handbook is your guide to learning, networking, and thriving within the pharmacy community. As the profession evolves, your OPA membership keeps you informed and connected, offering news, resources, and expertise that support your growth. Join thousands of pharmacy professionals who benefit from OPA's advocacy and resources.

We value your membership and can't wait to connect with you. OPA staff are here to enhance your experience, so don't hesitate to reach out to us at info@opatoday.com.



PERKS FOR WORK AND PLAY

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



Click above or
scan the QR code

OPA MemberPerks

Members collectively saved over \$150,000 so far this year using OPA MemberPerks!

Enjoy exclusive discounts on health, wellness, entertainment, dining, travel, and more. Plus, share the perks with up to five friends or family members. Access on your computer or through the Venngo app.

TRC Healthcare

Save 15% on Pharmacist's Letter Canada and Pharmacy Technician's Letter Canada.

Subscribe today for timely medication advice and resources to reduce errors, boost patient safety, and optimize drug therapy costs and effectiveness.

MAPflow

Receive up to \$350 off MAPflow subscriptions.

This efficient tool for minor ailment assessments and prescribing is available in individual and per-pharmacy licenses, with exclusive discounts for OPA members. Owner Bundle members receive a free individual annual license.

Relief Buddy

Earn more when completing relief shifts.

Relief Buddy instantly matches pharmacy professionals with top job opportunities. OPA members receive a portion of the administration fee, boosting their earnings.

Ricketts Harris LLP

Access a full suite of legal services at specially negotiated rates. Get expert support in corporate commercial law, civil litigation, family law, professional discipline, and health regulatory law—at rates well below the market for comparable legal services.

Box Labs

Save up to \$600 on the Box Labs cloud-based pharmacy suite. Box is a pharmacy management solution that identifies new care opportunities automatically. With a dashboard, mobile app, and point-of-sale features, Box Labs makes managing pharmacy care simple, efficient, and powerful.

Vigilance

Save \$120 on the complete version of RxVigilance! This powerful clinical and reference software provides quick access to essential medication information, including cross allergies, side effects, interactions, and more.

Canadian Red Cross

Save on First Aid recertification. Get exclusive pricing on Canadian Red Cross courses.



GoodLife

Pay \$0 enrollment and a 30% discount on all membership types. Just use your OPA member number. New members, please allow up to 14 days for your GoodLife benefits to activate.

TELUS

Exclusive savings on phones and rate plans. The Exclusive Partner Program (EPP) offers discounts on TELUS Mobility and SmartHome Security products.

Amy Oliver + Co

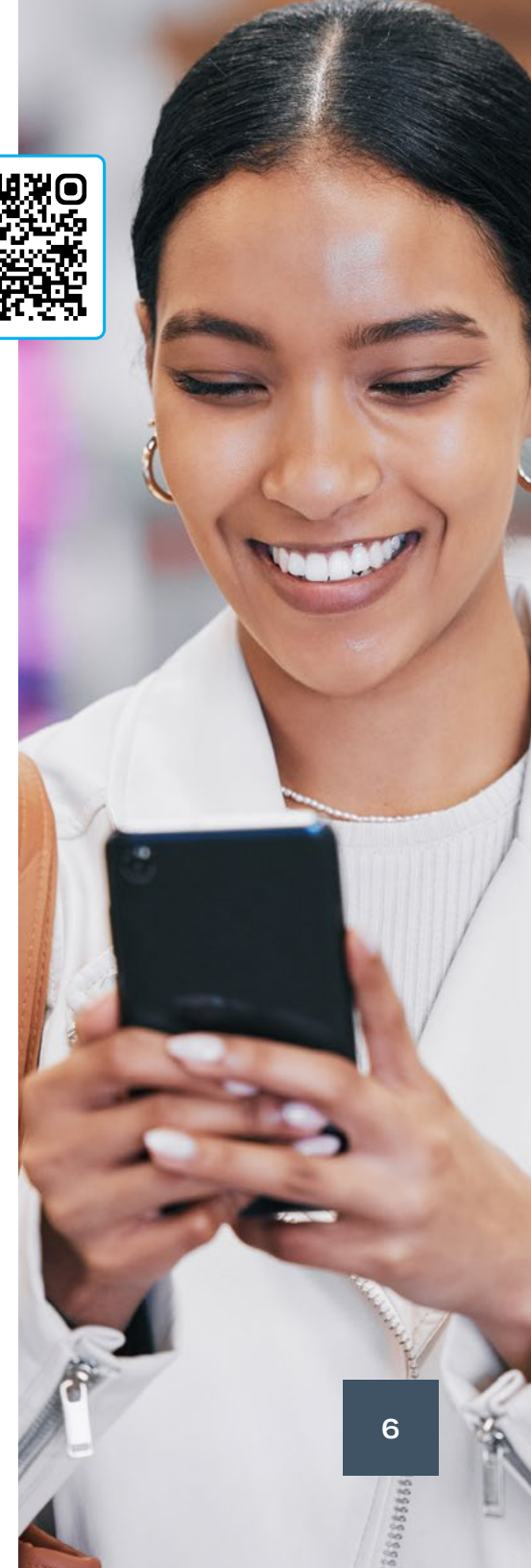
Get 10% off services. Amy Oliver + Co empowers healthcare and social sector leaders with expertise in strategy, management, and leadership.

Focus Mental Wellness

Get 15% off phone, video, and text therapy. Focus Mental Wellness offers secure and convenient therapy with licensed therapists for individuals or families.

Wagepoint

Enjoy 10% off Wagepoint products! This user-friendly payroll solution streamlines hours of admin work into just a few clicks, with additional tools for attendance, time-off management, onboarding, and more.



TAKING PHAR- MACY TO NEW HEIGHTS

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 healthcare 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.



Practice Support Network

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.

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](#)



Practice Tools and Resources

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

 [View OPA's professional resources](#)



OPA Business Catalyst Services

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

[Audit Assist](#) – Support after you have received the results of a third-party audit

[Complaints Support](#) – Assistance in responding to an OCP complaint

[HR Assist](#) – Help with issues associated with managing staff.

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:

OPA's Professional Liability Insurance (PLI)

OPA's PLI, developed by insurance experts in consultation with pharmacy professionals, provides outstanding coverage tailored to protect you from liabilities associated with your professional duties.

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.

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.

Travel Insurance

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

PROVIDING THE PROTECTION YOU NEED

Important PLI documents:

[Reporting Guidelines – Professional Liability
“Occurrence” VS “Claims Made”](#)
[Learn more](#)

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



NEXT LEVEL LEARNING



OPA is a leading CCCEP accredited provider, expertly designing professional development (PD) programs for pharmacy professionals.

OPA Education Just Became Even More Affordable for Members

Starting February 2025, we're making professional development more affordable! As part of our commitment to delivering exceptional value to our members, many of our high-quality, in-demand courses will soon be available **free of charge**, exclusively for OPA members. These programs, many of which are CCCEP-accredited, offer up to \$1600 in potential savings, bringing even greater value to your membership and supporting your career growth.

Mark your calendar for February to visit our website to explore and register for these newly accessible courses. Have questions? Contact us at education@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 affordable, high-quality education relevant to healthcare trends and to support patient needs. With numerous PD courses, there are programs to help advance your practice regardless of your career stage.



 [View more PD Programs](#)



The Right Dose™

The Right Dose™ is designed to connect you to top-tier learning opportunities and expert minds in pharmacy. Discover fresh content through live webinars. 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**.



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 the Association's strategy, including but not limited to approval of the organizational operating budget.

Board meetings occur approximately 4-5 times a year.



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](#)

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:



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.



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.







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.

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

-  [Facebook](#)
-  [X \(Twitter\)](#)
-  [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.

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”.

Ask CEA

Our Customer Experience Team 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



**THANK YOU
FOR YOUR MEMBERSHIP!**

