

How does the Professionals Health Program help?

When a pharmacist, or a concerned colleague, friend or family member calls the **confidential** Professionals Health Program phone number at **1-800-851-6606** or the Ontario Pharmacists' Association, **confidentially**, at 416-441-0788, Ext. 4226, or Toll Free 1-877-341-0788, the pharmacist will receive prompt, professional and confidential counsel and support for a wide variety of life situations that may impact the pharmacist's health.

Who provides the Professionals Health Program services?

The program is administered by the Ontario Medical Association. The Professional Health Program staff respect privacy and maintain confidentiality to the greatest possible degree. Names of referral sources are also held in confidence when requested.

Ontario Pharmacists' Association (OPA) accepts the duty to provide a confidential program that will provide personal support services to pharmacists for wellness and health related issues. OPA is able to advocate on pharmacists' behalf as they return safely to the practice of pharmacy. The program is endorsed by the Ontario College of Pharmacists (OCP).

Funding is provided by OPA and OCP. At no time does the OPA or the OCP receive information about individuals accessing these services. There is no cost to you for accessing any level of this program.

The Professionals Health Program is:

- administered by the Ontario Medical Association
- supported by the Ontario Pharmacists' Association
- funded by the Ontario Pharmacists' Association and the Ontario College of Pharmacists

Confidential Toll-Free Line: 1-800-851-6606

Mission Statement

The Professionals Health Program of the Ontario Pharmacists' Association will serve the needs of pharmacists experiencing work/life stress, concerns about mental health or substance use problems through prompt intervention, referral to treatment, monitoring and advocacy. This service will be provided by maintaining the highest standards of quality, confidentiality, responsibility and accountability to the pharmacists and pharmacy students of Ontario. It is the mandate of the Ontario Pharmacists' Association, together with the Professionals Health Program, to educate and promote the biological, psychological, social and spiritual health of pharmacists generally and especially for those who are at risk of substance use disorders or psychiatric disorders.

Are you experiencing work/life stress, concerns about your mental health or substance use problems?

Confidential assistance is available for you.

For more information, contact
The Professionals Health Program at
1-800-851-6606 or
Ontario Pharmacists' Association,
416-441-0788, Ext. 4226,
Toll Free 1-877-341-0788.

Administered by Ontario Medical Association
Supported by Ontario Pharmacists' Association
Endorsed by Ontario College of Pharmacists
Funded by Ontario Pharmacists' Association and
Ontario College of Pharmacists



Professionals
Health
Program



THE PROFESSIONALS HEALTH PROGRAM

A confidential resource for pharmacists seeking assistance with work/life stress, concerns about mental health or substance use problems.

Confidential Toll-Free Line:
1-800-851-6606



Professionals
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What is the Professionals Health Program?

This program

- serves the needs of pharmacists experiencing work/life stress, concerns about mental health or substance use problems
- focuses on pharmacists' wellness and preventative health
- is concerned with the impact of financial or legal stressors on a pharmacist whose health is affected
- provides prompt assistance with advice, intervention, referral to treatment resources
- provides advocacy, support and/or monitoring after treatment
- maintains the highest standards of quality, confidentiality, responsibility and accountability to Ontario pharmacists

Who is eligible to use the Professionals Health Program?

Through the Ontario Pharmacists' Association, all pharmacists, pharmacy interns and pharmacy students in Ontario, registered with Ontario College of Pharmacists (OCP), may consult and participate in the Professionals Health Program without involvement of OCP.

Why would I use the Professionals Health Program?

Pharmacists are trained as skilled and compassionate health care providers, but may fail to seek the same services for themselves during times of need. Consequently, many feel helpless when coping with mental health or substance use problem that affects their colleagues and themselves.

The Professionals Health Program offers a variety of comprehensive services:

- Preliminary assessment
- Intervention coordination
- Referral for counseling and clinical services
- Recovery monitoring
- Case management
- Advocacy

When would Professionals Health Program be used?

It's an unfortunate fact of life that many pharmacists will experience personal and

occupational stress that can lead to relationship difficulties, burn-out and/or mental health disorders. Some pharmacists will experience problems with alcohol or drugs during their careers. If left untreated, these problems can cause impairment, financial handicap, erosion of personal and family well-being – even loss of life.

Signs and symptoms may include:

- Personality change
- Loss of efficiency and reliability
- Patient and staff complaints about changing attitude or behaviour
- Increased sick time and time away from work
- Excessive time at work
- Mood swings, anxiety, depression, suicidal thoughts or gestures
- Indecision
- Increasing personal and professional isolation
- Physical deterioration
- Unpredictable work habits and patterns
- Memory loss
- Diversion of drugs
- Alcohol on the breath

Important: Inappropriate clinical judgment and serious dispensing errors are late stage observations.

If you are a pharmacist experiencing work/life stress, concerns about mental health or substance use problems, or if you know a pharmacist who needs help, simply call the **confidential** Professionals Health Program phone number at **1-800-851-6606** or contact the Ontario Pharmacists' Association, **confidentially**, at 416-441-0788, Ext. 4226, or Toll Free 1-877-341-0788.

Be assured that all aspects of this service are completely confidential. The name and information of any pharmacist or pharmacy student accessing these services will be held in strict confidence with the Professionals Health Program staff. At no time does the OPA or the OCP receive information about individuals accessing these services.