



IMPORTANT NUMBERS / CONTACTS FOR OPP RETIREES

**If in a crisis; call 9-1-1 or go to the nearest hospital
For suicide and mental health support; call / text 988**

OPP ASSOCIATION: 1-800-461-4282 (or 705-728-6161) <https://www.oppa.ca>

President: David Sabatini

Much of the information and contact details are available on the OPPA's members only website at <https://www.oppa.ca/login>. If OPPA members need assistance logging into their website profile, they can call the office or contact them via email at oppa@oppa.ca

COMMISSIONED OFFICERS ASSOCIATION: <https://oppcoa.on.ca>

Current President: Superintendent Shawn Nash snash@oppcoa.com 519-871-9400

Much of the information and contact details are available on the COA's members only website. If COA members need assistance logging into their website profile, they should use the "Contact Us" link at <http://oppcoa.on.ca/contact-us/>

OPP VETERANS' ASSOCIATION: <https://oppva.ca>

Provincial Board

Current President: Rob Pilon president@oppva.ca

Secretary: Carmen Marrier secretary@oppva.ca

TARGET BENEFIT ADMINISTRATORS: 1-888-660-6055 <https://oppa.wlvinc.com>

Administrator for the OPPA Health and Dental benefits and Insurance policies.

Assistance provided for but not limited to;

- Insured benefits Health and Dental Coverage inquiry
- Claim submission detail
- Claim inquiry, predetermination and general information
- Updates to Canada life file – changes in family status or group benefit coverage
- Insurance confirmation statements and beneficiary updates
- Life insurance
- Accidental death and dismemberment insurance
- Critical illness program
- Out of country coverage and travel assistance

You may access group plan information 24/7 on-line via the OPP Association website at www.oppa.ca by clicking on "**Benefits**" and click "Benefits Resources" and select "Member Benefit Services (Target Benefit Administrators)" and select the applicable tab. Target Benefit Administrators have been administering benefits on behalf of the OPPA since 2009.



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Resources

Confirmation that a member has met the eligibility criteria for insured benefits at retirement can be obtained from the **Ontario Pension Board** - <https://www.opb.ca> or 1-800-668-6203

Although the carrier for insured benefits remains the same (Canada Life) the policy number will change from 44501 for active members to 6772 for retired members. Your ID number will also change from your WIN number to your client ID number with the Ontario Pension Board.

To review your insurances, premium rates, or named beneficiaries please contact **Target Benefit Administrators** at 1-888-660-6055 or <https://oppa.wlvinc.com>
If you are considering cancelling any of your policies, it is important to reach out to **Target Benefit Administrators** to discuss that further.

Active members can purchase additional insurances within 31 days of a life event without providing proof of insurability. Please contact **Target Benefit Administrators** at 1-888-660-6055 or <https://oppa.wlvinc.com>

For more information on insurances and insured benefits offered through the OPPA plan, please refer to the plan overview at <https://www.oppa.ca/Benefits/Insurance> (members only log-in required) or contact Target Benefit Administrators at 1-888-660-6055 or <https://oppa.wlvinc.com>

CANADA LIFE ASSURANCE COMPANY: 1-888-381-4401

Log in: <https://my.canadalife.com/sign-in> or general website: www.canadalife.com

NOTE: Effective January 1, 2020 Great-West Life became The Canada Life Assurance Co.

Call Centre Wait Times (effective November 8, 2023)

Canada Life is taking measures to reduce call centre wait times for OPPA Members. This includes OPPA retirees. To achieve this goal, they have provided a new, dedicated, toll-free VIP phone number that is now operational. Members are encouraged to use the new phone number: **1-888-381-4401** – effective immediately. This is the new number posted above.

Once you enter your plan number (44501 for Active Members, **6772 for Retired Members**), your call will be prioritized in their phone system. This should result in reduced wait times for both general and claim-specific inquiries. It will also help in reducing the processing delays for manually processed claims.

Please note the phone number displayed on the "My Canada Life at Work" app will continue to show the previous phone number. So, it's important to remember to use the new phone number, **1-888-381-4401**, for better and faster service moving forward.



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ONTARIO PENSION BOARD: 1-800-668-6203 <https://www.opb.ca/>

As the administrator of the Public Service Pension Plan (PSPP), the Ontario Pension Board (OPB), is the applicable body to provide updates on the Cost-of-Living Adjustment (COLA), general questions about pensions and entitlements, financial planning & more. They can be contacted via phone at 1-800-668-6203, via email at clientservice@opb.ca or via their website, which has a specific section for OPP members, [OPB - for OPP Members](#)

ONTARIO MUNICIPAL EMPLOYEES' RETIREMENT SYSTEM: 1-800-387-0813

<https://www.omers.com>

Civilian government employees, and for OPP prior to becoming part of OPPA.

OPPA CREDIT UNION: 1-800-461-4288 or <https://oppacu.com>

With over 8,000 members, the OPPA Credit Union uses their knowledge of the OPP family to provide members with the financial products you need and advice you can trust throughout your life.

TRAVEL ASSISTANCE PROVIDER FOR OPPA MEMBERS AND RETIREES

As of June 1, 2023, the travel assistance services for OPPA Members have been changed from United Healthcare Global/MEDEX to Global Excel. Service will stay the same with no disruption. A new app: Canada Life TravelAID is available.

TravelAID™ is Global Excel's app and will offer travel assistance anywhere in the world. Members will be able to use it to:

- Access travel medical assistance
- Find a medical facility
- Start a claim, and more

No changes in benefits or service

The plan benefits and services remain the same. However, out-of-country emergency medical-related claims will now be assessed by Global Excel instead of Canada Life. An updated claim form is posted on the OPPA member website, www.oppa.ca, in the Member Benefit Services section.

If you have any questions about this change, please contact Canada Life at 1- 800-957-9777 or Target Benefits at 1-888-660-6055 or target@wlvinc.com

Members will call the same numbers and get the same help as before.

Medical Emergency contact telephone numbers:

- Canada or USA 1-855-222-4051



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- Cuba 1-204-946-2946
- All other countries 1-204-946-2577

What about claims already in progress?

Out-of-country medical emergency-related claims that were in progress before June 1, 2023 will continue to be handled by Canada Life until completed. The claim form for claims incurred prior to June 1, 2023 are also available on the OPPA member website, www.oppa.ca, in the Member Benefit Services section.

OPP HEALTHY WORKPLACE UNIT: 1-800-677-9409 or email: OPPHealth@opp.ca

All services below are considered CONFIDENTIAL and are available to members, family members, retirees, auxiliaries and First Nations officers in OPP-Administered First Nations Communities.

Care Navigators

- Referral agents to external supports
- Navigation of administrative/HR/WSIB/LTIP processes

Psychologists & Mental Health Clinicians

- All OPP members have direct access to our psychologist(s) and mental health clinicians (e.g social workers, registered psychotherapists) throughout the province.

Peer Supporters

- Uniform and civilian members have access to training and resources to provide support and information whether issues involve work or personal life.

Chaplains

- Provide counsel in a multi-faith environment or non-denominational support.

Physical Health Supports

- Education and programming for fitness, nutrition and overall health, including links to other services.

MENTAL HEALTH - OPP HEALTHY WORKPLACE TEAM

Website:

<https://opp.ca/index.php?id=115&lng=en&entryid=56b7a4768f94acaf5c28d177>

Members of the Healthy Workplace Team can be contacted through our general email OPPHealth@opp.ca Tel: 1-844-OPP-9409.

Dr. Vivien LEE, Ph.D., C.Psych - Chief Psychologist
Vivien.Lee@opp.ca Tel: 705-323-2271



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Lori Doonan, Chief Superintendent / Bureau Commander
Lori.Doonan@opp.ca Tel: 705-329-6783

EMPLOYEE FAMILY & ASSISTANCE PROGRAM: 1-833-371-1662 for 24-hour access

Telus Health 1-833-371-1662

Feel supported and connected with Total Mental Health, a confidential employee assistance program and innovative wellbeing resource. Life can be complicated. Get help with a broad range of questions, issues and concerns with TELUS Health, at any time 24/7, 365 days a year. We offer support with mental, financial, physical and emotional wellbeing.

ENCOMPAS MENTAL HEALTH WELLNESS PROGRAM: 1-866-794-9117

<https://www.encompascare.ca>

Encompas services are available to OPP retirees. Services include:

- Specialized counseling services
- Psychological assessment and psychiatric consult services
- Specialized residential and intensive outpatient (day program) treatment programs with unlimited aftercare services
- 24/7/365 telephonic Crisis Services
- Secure Client Portal, with access to your Plan of Care, progress measurement tools, and exclusive and self-guided mental health and wellness resources
- Navigation of existing support services
- Second opinion services

How do I access services and supports for children / youth?

Encompas: <https://encompascare.ca> => ConnexOntario: www.connexontario.ca => Referrals from your family physician or nurse practitioner: Your primary health care provider can often provide suggestions or referrals for mental health services in your area.

Crisis Resources:

- Kids Help Phone Line: <https://kidshelpphone.ca>
- Encompas: <https://encompascare.ca>
- Canadian Mental Health Association ON:
 - <https://ontario.cmha.ca/mental-health/child-and-youth-mental-health>

Additional Resources

- **Togetherall** which offers anonymous support moderated by professionals and counsellors for those 16 and older: <https://togetherall.com/en-ca>
- **BounceBack®** is a free skill-building program designed to help adults and youth 15+ manage low mood, mild to moderate depression, anxiety, stress or worry. Delivered online or over the phone with a coach, you will get access to tools that will support you on your path to mental wellness: <https://bouncebackontario.ca>



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- **Wellness Together Canada** is Canada's first and only online platform offering immediate mental health and substance use support for all ages, funded by the
 - Government of Canada: <https://wellnesstogether.ca/en-CA>
 - Children's Mental Health Ontario: <https://cmho.org>
 - Government of Ontario: <https://www.ontario.ca/page/mental-health-services-children-and-youth>

OTHER RESOURCES:

The following resources are listed on the OPP Healthy Workplace page

CRISIS SERVICES CANADA 833-456-4566 (24/7/365)

<https://www.crisisservicescanada.ca/en>

If this is an emergency, please go to your nearest Emergency Department

BADGE OF LIFE CANADA

Badge of Life Canada is a national charitable volunteer organization supporting police and corrections personnel dealing with psychological injuries suffered in the line of duty. Webpage: badgeoflifecanada.org E-mail: info@badgeoflifecanada.org Tel: 705-330-5735

BOOTS ON THE GROUND

Boots on the Ground is a charitable organization offering 24/7 peer support services by phone to retired and serving first responders across the province. Each team member of the volunteer service has received peer support and suicide prevention training.

Webpage: bootsontheground.ca E-mail: info@bootsontheground.ca Tel: 1-833-677-2668

OPP BEYOND THE BLUE

OPP Beyond the Blue is a peer-led, non-profit organization dedicated to strengthening and supporting families of law enforcement officers within the Ontario Provincial Police. As a Chapter of [Canada Beyond the Blue](#), they strive to promote an awareness of our officer's worth as well as an understanding of the joys and struggles that are uniquely experienced in life in law enforcement.

Webpage: oppbeyondtheblue.com

E-mail: info@oppbeyondtheblue.com

WOUNDED WARRIORS CANADA

Wounded Warriors Canada is a national, charitable mental health service provider utilizing clinical best practices and evidence-based care to create an environment of compassion, resiliency and hope for Canada's Veterans, First Responders and their families. Webpage: woundedwarriors.ca E-mail: info@woundedwarriors.ca Tel: 1-888-706-4808



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TELADOC HEALTH: <https://www.teladochealth.com/contact>

Teladoc Health helps you make medical decisions with confidence. It's a valuable benefit that offers us an alternative to Dr Google or well-intended advice from family and friends. Whether you're dealing with a chronic condition, questioning surgery or facing life-threatening illness, Teladoc Health can guide you. (Registration is required before you can login and use the Ontario Provincial Police Association as the source for the coverage when registering).

PSPNET: <https://www.pspnet.ca>

Effective July 11, 2023

In partnership with the Ministry of the Solicitor General, the Canadian Institute for Public Safety Research and Treatment has launched PSPNET to all public safety personnel (PSP) across Ontario including municipal police services, Indigenous police services and the Ontario Provincial Police.

PSPNET is a free, confidential, internet-based Cognitive Behaviour Therapy program that supports the mental health needs of current and former PSP, and is currently offered across New Brunswick, Nova Scotia, Prince Edward Island, Quebec, Saskatchewan and now Ontario.

The program offers treatment and education/prevention services to address anxiety, depression, and post-traumatic stress for PSP, who include, but are not limited to, police officers, correctional workers and probation and parole officers, coroners, forensic pathologists, firefighters and fire investigators, forensic scientists, field officers, paramedics, ambulance communication officers, and animal welfare inspectors. Online therapy is offered in both national languages, is confidential, and can be accessed online or by phone.

For more information or to inquire about how to register for the program, please visit: www.pspnet.ca or contact the PSPNET team by email at pspnet@uregina.ca or phone 1-833-317-7233 (SAFE).

For further information, and if you have any questions, please contact Zarsanga Popal at Zarsanga.Popal@ontario.ca



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ONTARIO GOVERNMENT PROGRAMS AND SERVICES FOR SENIORS

A Guide to Programs and Services for Seniors

Find information on resources available for seniors in Ontario, including tax credits, health, caregiving, housing, transportation and staying safe. This guide is your resource for programs and services for Ontario seniors aged 55 and up. In it, you will find:

- ✓ information to stay safe, healthy, active and engaged
- ✓ resources and services for jobs and education
- ✓ information on staying safe and managing your money
- ✓ advice and options for housing

This guide is also a helpful resource for caregivers and for organizations that serve seniors.

<http://www.ontario.ca/document/guide-programs-and-services-seniors>

CANADIAN ANTI-FRAUD CENTRE (CAFC): 1-888-495-8501 / #KnowFraud /

<https://antifraudcentre-centreantifraude.ca>

The Canadian Anti-Fraud Centre collects information on fraud and identity theft. They provide information on past and current scams affecting Canadians. If you think you're a victim of fraud, **report it!**



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LOST / STOLEN RETIREMENT BADGE / PHOTO I.D.

In addition to reporting a lost / stolen item to the agency of jurisdiction, for a lost or stolen retirement Badge / I.D. card, the OPP retiree should report it to their local Ontario Provincial Police Detachment (*regardless of where the badge was lost / stolen*). The host detachment will submit a request memo to OPP Security Bureau, who will arrange for a replacement. For referral purposes, the GHQ contact persons are:

Sergeant Michael Torkoff (*Effective November 2023*)

Fleet, Supply and Weapons Services Bureau
777 Memorial Avenue, Orillia, ON L3V 7V3
E-mail: Michael.Torkoff@opp.ca

Maria Kochan (*Effective August 2023*)

Visual Identification Cards, Security Bureau, Ontario Provincial Police
777 Memorial Avenue, Orillia, ON L3V 7V3
Phone: 705-329-6173 / VNET: 518-6173 / Fax: 705-330-4106

DISPOSAL OF OLD UNIFORMS / EQUIPMENT

From: Reilly, Jackie (OPP) <Jackie.Reilly@opp.ca> (who is now retired)

Date: Thu, Aug 19, 2021 at 10:04 AM

Subject: RE: Question

To: Dave Osborne <daveosborne2017@gmail.com>

Cc: Bob & Liz ARBOUR <blarb647@gmail.com>

Hi Dave

Thanks for the email. Uniforms are to be disposed of locally, all OPP identifiers and insignia should be removed before disposal. I have attached the Police Orders section 6.11.8 which addresses discarding equipment. If you have any other questions let me know.

Regards

Jackie

6.11.8: DISCARD ITEMS/RETURN OF ISSUED EQUIPMENT/RETENTION OF DRESS UNIFORM

Application

This section shall also apply to auxiliary members.

Used

Due to health regulations, Quartermaster Stores cannot accept coats, shirts, pants, ties, boots, shoes, gloves, hats, etc. for re-issue.



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Unworn

Unworn uniform items may be returned if they are in their original packaging.

Discarding Items

An employee shall destroy any OPP trademark/OPP identifying symbols and the word ***POLICE*** by cutting them in half before discarding.

Responsibilities—Retiring Uniform Member/Special Constable

A uniform member/special constable retiring from the OPP shall conform with the requirements as described in PCS116—Recovery of Assets. Members who are about to retire should also consult the Retirement Checklist on the Human Resources, CDB website.