

Protecting what matters most

2024 OTIP Impact Report

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Land acknowledgement

We respectfully acknowledge the traditional, ancestral, and unceded territories of Indigenous Peoples across Canada on which we live, work, and gather. Our head office is located in Waterloo, Ontario, on the Haldimand Tract—land that was promised to the Haudenosaunee of the Six Nations of the Grand River. This land is situated within the traditional territory of the Haudenosaunee, Anishinaabe, and Neutral Peoples. We honour the enduring presence, resilience, and contributions of all First Nations, Inuit, and Métis Peoples—past, present, and future—and their deep connection to the land and the benefits it continues to provide us all.



Protecting what matters most

For almost 50 years, the Ontario Teachers Insurance Plan (OTIP) has been a trusted partner to Ontario's education community—delivering insurance solutions that protect what matters most: family, health, and property.

OTIP is different by design. As an organization governed by Ontario's four education affiliates and their local leaders, **we are driven by purpose, not profit.** Every decision we make is guided by the best interests of our members and partners.

We administer comprehensive group benefits—including life, health, dental, and long term disability (LTD) coverage. From claims processing to compassionate support, **we help members access the care and services they need, when they need it most.**

Our commitment extends beyond group benefits. OTIP also offers personalized home, auto, recreation and leisure insurance through licensed brokers who understand and advocate for the unique needs of the education community and their families. With 24/7 claims support provided by Curo Claims Services, our members can count on us—day or night.

For members entering retirement, we provide continued peace of mind through our Retired Teachers Insurance Plans (RTIP), offering voluntary health, dental, and travel coverage tailored to the needs of retired education members.

OTIP continues to evolve with purpose—adapting to meet the changing needs of our members with modern, responsive services. Grounded in empathy and driven by excellence, **it is our unwavering commitment to our members that sets us apart** as a trusted leader in Canada's insurance landscape.



A message from our CEO



Our commitment to Ontario's education community is rooted in purpose: to protect what matters most to those who dedicate their lives to teaching and learning. This commitment extends beyond insurance administration and coverage—it shapes the way we show up for our members, our communities, and one another.

We've anchored our approach to social impact in the pillars of our Employee Value Proposition: **Empowered by purpose, evolving for tomorrow, and caring is our culture.** These pillars aren't just words—they're the foundation of how we lead with intention and drive meaningful change in the communities we serve.

Over the past year, these values have shaped our actions and strengthened our impact. We advanced our Optimal Care initiatives, improving members' access to essential resources. We continued to meet the lifetime insurance needs of our members—supporting them through every stage of life with empathy and reliability. And we expanded our range of value-added services to better address the real, evolving challenges faced by Ontario's education community.

We're proud of the difference we're making—not only in the everyday lives of our members and employees, but also across our communities. These efforts reflect our belief that when we care deeply, act purposefully, and grow together, we build stronger communities for all.

As we look ahead, we are energized by the continued opportunity to grow and evolve.

Vic Medland, CEO, OTIP

Empowered by purpose

We advanced our Optimal Care initiatives, enhancing access to vital health and wellness resources for our members. With empathy and reliability, we continue to meet the lifetime insurance needs of Ontario's education community—supporting them through every stage of life.



Fulfilling a lifetime of insurance needs

Our vision goes beyond offering insurance—it's about empowering members with protection, confidence, and peace of mind at every stage of life. From home, auto, and life coverage to leisure, lifestyle, retiree health, dental, and travel insurance, we provide a full spectrum of products designed to support the diverse and evolving needs of our community. Because the right coverage isn't just a policy—it's a promise to be there when it matters most.

Supporting mental wellness through Starling Minds

We know that **mental wellness isn't just a personal priority—it's a collective one.** It underpins healthier families, stronger workplaces, and more resilient communities. That's why we're proud to partner with Starling Minds, a leader in digital mental health, to ensure our members and employees have access to the tools they need to thrive.

Through this partnership, **13,484 OTIP users**—including members across RTIP, home, auto, and life insurance, their eligible family members, and OTIP employees—have registered to receive complimentary, 24/7 access to Starling Minds digital programs.

Starling Minds meets members where they are—offering stigma-free, confidential evidence-based support that complements their existing insurance coverage. Whether someone is facing daily pressures or navigating deeper challenges, this resource empowers them to take meaningful steps toward better mental health.

By investing in digital mental wellness, OTIP is **doing more than enhancing benefits—we're helping to build resilience.**

Starling

76%
of members improved their mental health

Elevating specialty pharmacy care

Launched in 2023, MemberRx is Ontario's first plan-sponsor pharmacy, created in partnership with Cubic Health to transform how OTIP members access high-cost specialty medications—which now account for over 40% of drug plan expenses. These specialty drugs, often costing \$10,000 or more annually, are vital for members with complex health conditions.

Although only a small percentage of members require these medications, they drive a significant portion of health benefit plan costs. In response to rising healthcare expenses, OTIP developed MemberRx as a sustainable, member-focused solution—reinvesting all proceeds back into the participating plans to help reduce costs while enhancing member care and support.

By reinvesting its proceeds, MemberRx helps to reduce benefit costs and enhance plan sustainability. This innovative model allows OTIP to vertically integrate the management of funding, administration, and complex claims alongside pharmacy services, delivering a seamless, cost-effective experience for members.

MemberRx also goes beyond traditional pharmacy care. With eco-friendly initiatives such as medication packaging recycling and a strong commitment to exceptional service, it's designed to meet the unique needs of patients requiring specialized therapies.

In a 2024 patient survey, MemberRx received exceptional feedback:

97%

of patients felt valued and well cared for by pharmacy staff

94%

of patients appreciated the convenience of home delivery

92%

patient satisfaction score, reflecting trust in MemberRx

"The pharmacist I talked to was so incredibly kind and listened to my concerns and gave a very knowledgeable answer. I love how kind and caring the team is!"

MemberRx patient



MemberRx is more than just a pharmacy—it's a platform for improving health outcomes. Through innovative partnerships and a focus on exceptional patient care, we're setting a new standard in specialty drug care.

Calvin Ng, Director of Pharmacy Services, MemberRx



Looking forward, MemberRx is poised for growth—becoming a trusted hub where members can access the right care, at the right time, every step of the way on their health journey.

Scan to learn more about MemberRx.





Together in times of need

When life takes an unexpected turn, timely and compassionate support can make all the difference. Our Group Life and Disability Claims services are built on a foundation of empathy, trust, and responsiveness—ensuring members and their families are cared for during life’s most challenging moments. Whether it’s navigating a disability, facing a serious illness, or coping with mental health challenges, we are here to provide guidance, relief, and reassurance when it’s needed most.

Redefining member support through clinical pharmacy care

OTIP’s Lead Pharmacist program is a groundbreaking, in-house initiative that provides personalized, uninterrupted support to members through holistic medication reviews and care coordination. By embedding pharmacy services directly into the member experience, the program bridges gaps in care, empowering members to navigate complex health journeys with clarity and confidence.



A Q&A with Faizan Baig, Lead Pharmacist, and Sarah Luong, Clinical Pharmacist

Q: What sets this program apart from traditional pharmacy or healthcare roles?

Faizan: It’s truly one of a kind. There’s no other role in Canada quite like this—where pharmacy services are fully embedded within a member’s circle of care, in-house, as part of the organization itself. We’re not siloed. We act as the glue between specialists, helping members navigate their health with a holistic, personalized approach.

Q: What do you think a pharmacist uniquely brings to this kind of care?

Sarah: Pharmacists have such a broad view of a person’s health—from medications to lifestyle to how different treatments interact. We provide a holistic assessment and help members figure out what’s right for them. We’re often asking: “Is there a better way to support this person?” With this program, we have the time and the space to answer that question thoroughly.

Q: How do members experience this service?

Faizan: The difference is in the time and attention we’re able to give. Members talk with us—no interruptions, no pressure—and we really listen. It’s completely member directed. They can reach out as often as they need, and we’re here as a consistent, supportive presence. That uninterrupted time is invaluable, especially when managing complex conditions. It’s a space where they feel really heard and supported.

Q: What kind of impact are you seeing on members’ health journeys?

Sarah: We’re seeing meaningful progress—early interventions are leading to better outcomes and helping members get on a more positive health trajectory. To date, our focus has been on supporting those on sick leave. We’re now exploring ways to expand our impact by reaching members earlier in their health journey, proactively reviewing members approved on disability to identify opportunities to improve health outcomes.

Q: What’s next for the program?

Faizan: Bringing Sarah on board was a key milestone in our expansion, and we’re just getting started. As demand grows, so does our opportunity to support more members in deeper, more personalized ways. We’re at the frontier of redefining what pharmacy care can look like—and, more importantly, what it can do for our members. Looking ahead, we’re focused on scaling our reach, integrating even more proactive, holistic health supports, and continuing to close gaps in access to care.



100%
of OTIP employees
received cyber
awareness and
privacy training
in 2024.



Evolving for tomorrow

Enhancing member experience, strengthening data security

At OTIP, innovation and trust are the cornerstones of how we grow, evolve, and serve. Through our enterprise-wide digital transformation, Better Together, we're reshaping how members connect with us—making every interaction easier, faster, and more personalized.

Better Together isn't just a technology initiative—it's a member-first approach to transformation. By integrating services, leveraging real-time feedback, and applying smart, modern technologies, we're creating seamless, intuitive experiences that meet the needs of our members. Whether it's accessing coverage, getting assistance, or navigating benefits, **our goal is to make it simple and supportive.**

In 2024, we laid the foundation for long-term impact by implementing an enterprise-wide change model and transitioning to a cloud-based contact centre, enabling faster and more flexible member support.

While we enhance member-facing experiences, **we're also strengthening the backbone of our operations—data security.** With robust and ongoing employee training, upgraded security protocols, and proactive risk management, we're creating a culture of vigilance that prioritizes the safety and privacy of every member.

In today's digital world, trust is everything—and we're committed to protecting it.



Looking ahead,
we're poised to
deliver even more.

➤ A one-stop
digital hub for all
member needs

➤ A redesigned
mobile app for
easier access
and navigation

➤ Streamlined
authentication for
quicker, and more
secure support

Caring is our culture

How we show up for our members, their families, and the communities we serve reflects the very heart of our organization. We believe that every act of service, protection, and support contributes to something bigger: a more resilient, inclusive, and compassionate society.

Our commitment to social impact is grounded in action. Whether through time, expertise, or financial support, we invest in people and communities in ways that make a difference.

We are proud to be recognized as one of only ten organizations across Canada to receive the **Top Employer Award from Benefits and Pensions Monitor**. This award celebrates organizations that set the standard for exceptional workplace culture, comprehensive benefit programs, meaningful employee development, and a strong commitment to overall employee well-being.

OTIP is also proud to receive **Imagine Canada Certification**—a Trustmark awarded to organizations that invest at least 1% of their pre-tax profits into community impact each year. This recognition goes beyond an achievement; it's a reflection of our values and our belief that we have a responsibility to give back and lead with purpose.



Contributes 1% of profit
each year to Canadian
communities

Celebrating
25 Years:
EdvantagePerks
Brings Service
and Savings
to Ontario's
Education
Community

Through exclusive partnerships with top brands, the program offers members savings on wellness, everyday essentials, travel, and more—making life a little easier and more affordable. Available to OTIP members, EdvantagePerks isn't just about discounts—it's about recognizing and rewarding those who give so much to others.

EdvantagePerks™



94%

of employees saying they are proud to work at OTIP

85%

stating they would recommend OTIP as a great place to work

Employee experience and engagement

We invest in creating a workplace where every employee feels supported, valued, and inspired—because when our people thrive, so do our members.

Our commitment to employee well-being is reflected in our total rewards, which go beyond competitive compensation to include comprehensive benefits that support physical, mental, and financial health. From flexible work arrangements and mental health support to learning and development opportunities, our goal is to empower employees in both their personal and professional lives.

To stay aligned with the evolving needs of our workforce, we conduct annual employee engagement surveys. These surveys provide valuable insights into employee well-being, inclusion, expectations, and intent to stay. Importantly, the results aren't just collected—they're acted upon. Findings are shared with both people leaders and employees, reinforcing a culture of transparency, accountability, and continuous improvement through action planning.

In 2024, we saw a strong response rate of 83%, reflecting our team's willingness to share their voice. We're proud to report an impressive 87% employee engagement score—an achievement that speaks to the strength of our culture and the trust our employees place in us.

But we know the work doesn't stop there. **We remain committed to listening, evolving, and ensuring that OTIP continues to be a workplace where everyone belongs and can do their best work.**



Making a difference

Across our organization, employees are passionate about giving back to their communities. Through our Volunteer Day Program, each employee receives one paid day per year to volunteer in a way that's meaningful to them. In 2024, 153 employees participated, contributing a total of 825 volunteer hours.

As part of these efforts, we partnered with Nutrition for Learning (N4L) to offer employees a meaningful, hands-on volunteer opportunity. N4L delivers essential nutrition programs to students across the Waterloo Region, and we were proud to support their Farm to Classroom initiative—bringing nutritious snacks to local schools and helping ensure students are well-nourished and ready to learn.

Want to see the impact firsthand? Scan and watch our volunteers in action.



Advancing IDEA

Fostering an inclusive, diverse, equitable, and accessible (IDEA) environment is central to our success and values. We are dedicated to building a workplace where everyone feels valued, respected, and empowered to contribute their best work.

In 2024, we took an important step in our IDEA journey by becoming an Employer Partner with the Canadian Centre for Diversity and Inclusion (CCDI). This partnership strengthened our IDEA efforts and grants access to the CCDI Knowledge Repository, providing resources to support our ongoing learning and development.

Our IDEA Committee also helps drive progress by leading initiatives in learning and development, demographic benchmarking, education, and community impact—empowering employees and advancing inclusion both within our workplace and the communities we serve.

Through continuous learning, feedback, and collaboration with partners like CCDI, we are taking actionable steps to build a more inclusive, diverse, and equitable organization.



OTIP proudly participated in the 2024 Toronto Pride Festival, with over 40 employees and their loved ones marching in the parade, celebrating empowerment and allyship.

Thriving together

Established in 2023, the Thrive Committee is a driving force behind our commitment to holistic employee well-being. Grounded in our four pillars of wellness—emotional, physical, social, and financial—**Thrive champions grassroots initiatives, sparks meaningful change, and cultivates a culture where wellness is woven into the fabric of everyday work life.** Through dynamic programming, inclusive events, and ongoing collaboration, the committee empowers employees to take charge of their well-being and truly thrive.

Investing in communities

We measure success not only by the milestones we reach as a company, but by the lasting impact we make in communities.

In 2024, our community investments totaled \$478,634, underscoring our commitment to giving back and creating sustained, meaningful change. We believe that true transformation happens when we align our resources with initiatives that nurture opportunity and well-being for those who need it most.

This year, we continued to focus on advancing the health and well-being of students and educators across the province by supporting key initiatives such as student nutrition programs, literacy, and mental health resources. Through these programs, we've contributed to fostering positive impact for students and educators—both in and out of the classroom.

Summary of Community Investments	Total Dollar Value	%
Cash investment	\$ 295,850	61.81%
Employee time during working hours	\$ 34,867	7.28 %
In-kind investments	\$ 2,961	0.62 %
Program management costs	\$ 144,956	30.29 %
TOTAL	\$ 478,634	100%

Note: "Your guide to calculating your caring company community investment costs and percentages", 2024, by Imagine Canada, was used to determine our community investment contributions.

We continue to support programs that align with our values, from our OTIP Bursary Program, which helps students pursue post-secondary education, to the OTIP Annual Charity Golf Classic, which raises funds for the OTIP Community Fund. These programs not only provide direct support but promote community engagement and deepen our relationships with organizations that share our commitment to making a difference.

In 2024, we also celebrated the dedication of our educators through the OTIP Education Worker Awards and the OTIP Teaching Awards, recognizing the exceptional contributions of those who shape the future of students every day. Looking ahead, we are excited to introduce the OTIP Kindness in School Award, designed to honor the incredible qualities of Francophonie educators—those who inspire with their compassion and commitment to their school communities.

Through these investments, strategic partnerships, and employee engagement, we're building a future where communities thrive, individuals receive the support they need, and collective action drives lasting, positive change.

Annual community investment programs



OTIP Bursary program



OTIP Annual Charity Golf Classic in support of the OTIP Community Fund



OTIP Education Worker Awards



OTIP Teaching Awards



Our 2024 OTIP Teaching and Education Worker Award winners.

Scan to learn more.



Celebrating 30 years of empowering student success

This year marked a milestone for the OTIP Bursary Program, which has been transforming the lives of students for 30 years. With over \$425,000 awarded to date, the program has become a well-regarded source of financial support for students, helping them pursue their academic dreams.

Over the years, the bursary program has helped more than 200 students across diverse academic fields, including science, technology, arts, and skilled trades.

To mark the OTIP Bursary Program's 30th anniversary, OTIP was proud to announce a new partnership with Indspire's Building Brighter Futures initiative. This collaboration extends our support to First Nations, Inuit, and Métis students, ensuring that even more students can access education.

In addition to this exciting new partnership, we increased the number of bursaries awarded annually from 20 to 30, with each bursary worth \$1,500.

"I am so grateful for the bursary! As I head into the third and final year of my program, the costs have gone up, so every bit of assistance helps."

Eileen, 2024 OTIP Bursary recipient, Ontario

Driving positive change

The OTIP Charity Golf Classic raised an impressive \$208,500 in 2024, thanks to the generous support of sponsors, golfers, and volunteers. This brings the total raised since its inception to over \$3 million for the OTIP Community Fund. The OTIP Community Fund continues to support organizations that drive social change and improve health, wellness, and educational outcomes across the province.



Looking ahead, we are excited to celebrate 35 years of the OTIP Charity Golf Classic.



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This report is published for all stakeholders of OTIP, a proud member of the OTIP Group of Companies. It is intended to provide insights into our social impact initiatives during the 2024 reporting period.

Any reference to "we," "us," "our," or "OTIP" refers to Ontario Teachers Insurance Plan, including OTIP/RAEO Benefits Incorporated and OTIP/RAEO Insurance Brokers Inc.

If you have any questions or feedback, please contact us at CommunityInvestment@otip.com.