

Lyona Lunter was immersed in the field of pharmacy from an early age. Her mother worked as a clinical consultant pharmacist, often responding 'on call' to the needs of various retirement/nursing homes with a young Lyona in tow, who adored connecting with the residents at each facility. Her first job was as a pharmacy assistant (1999) for the same long-term care pharmacy provider, delivering emergency medication to the homes on weekends and responsible for batch processing medication (strip-packaging) for several facilities each week.

After "failing forward" through two very separate educational pathways – first with an intent to complete a doctorate in English followed by a second intent to become a pharmacist like her mother – she found her niche in the social sciences. She completed a 4-year double-major in Health & Aging and Criminology at the University of Western Ontario (2009), while continuing to work in more specialized pharmacy environments (addiction treatment centres) alongside her long-term care and retail pharmacy commitments.

With the regulation of pharmacy technicians in 2010, Lyona focused on completing the requirements for registration and became one of the first Registered Pharmacy Technicians to work to full scope at Shoppers Drug Mart in the London/surrounding region (2012).

In 2015, she began teaching at Fanshawe College and became a full-time faculty member (2018) in both the Community Pharmacy Assistant and Pharmacy Technician programs. During this time, she returned to Western to complete a Master's Degree in Professional Education (2019), this program focused on using innovative platforms to deliver educational content, she immersed herself in many different internet technologies and utilized that knowledge to create a website on *Strikingly*. This website development earned her the highest academic achievement across my cohort as her culminating capstone project.

Most recently she was awarded the PEBC/CPTEA Award for Excellence in Innovation and Competency Assessment (2022) for her work in creating a *Virtual Pharmacy* environment for the students, which was presented to CPTEA at the Best Practices showcase in 2021. The *Virtual Pharmacy* was created using H5P, which is a free and open-source content collaboration framework; the tool allows students to self-select products in the dispensary, interact with those products (viewing expiry dates, lot numbers, and reconstitution instructions) such that it eliminated any structural barriers in the learning environment. In a nutshell, the *Virtual Pharmacy* has been an ongoing labour of love, but one that has prepared me well (through much trial and error!) with respect to various online technologies. She has recently stepped into the coordinator role for the Community Pharmacy Assistant program (2022) and continues to lead the community-based courses, affiliated labs, simulation, and intra/inter-professional events across both programs.

With a passion for innovation, Lyona received national recognition for her work in creating a Virtual Pharmacy environment for her students and was awarded the 2022 PEBC/CPTEA Educator of the Year Award for Excellence in Innovation and Competency Assessment.

Lyona is a strong advocate for the advancement of pharmacy technicians; her students would say that her passion and excitement for the profession is 'infectious' but she appreciates that her students tolerate her being 'extra' on most days. She is so proud of all that has been accomplished in the field to date and sees all pharmacy professionals working to full scope as invaluable to providing quality patient care. She hopes that by fostering a love for continuing education and encouraging pharmacy technicians to see themselves as leaders in the profession that this will continue to build confidence in the profession.