

2025 Annual Report

**Moving Forward:
Protecting the Public
Interest Through
Collaboration,
Engagement and a
Focus on Outcomes**

Who We Are

The Ontario College of Pharmacists (College) is the registering and regulating body for the profession of pharmacy in Ontario. The College's mandate, set out in provincial legislation, is to serve the public interest and to hold Ontario's registered pharmacists and pharmacy technicians accountable to the established legislation, standards of practice, Code of Ethics and policies and guidelines relevant to pharmacy practice. The College also regulates and accredits community and hospital pharmacies, holding them accountable to operational standards and relevant policies and legislation. Pharmacies must be accredited by the College to operate in Ontario.

What We Do

The College regulates the profession of pharmacy in the public interest by:



Establishing and maintaining the requirements for pharmacists and pharmacy technicians to practice in Ontario and registering those who meet these requirements



Establishing, maintaining and enforcing standards of practice, policies and rules that promote the delivery of quality, safe and ethical pharmacy care to patients and communities



Accrediting pharmacies to operate in Ontario and holding them accountable to established operational standards and expectations that promote quality pharmacy services and enable regulated pharmacy professionals to meet professional practice and ethical standards



Promoting continued professional competency, compliance and ongoing quality improvement of pharmacists, pharmacy technicians and pharmacies through a robust Quality Assurance Program



Managing complaints and concerns about pharmacists, pharmacy technicians and pharmacies and taking appropriate steps in the public interest when conduct or the delivery of care falls below expectations of the profession

You can learn more about the legal powers and duties of the College as set out in the [Regulated Health Professions Act, 1991](#), the [Health Professions Procedural Code](#), the [Pharmacy Act, 1991](#) and the [Drug and Pharmacies Regulation Act, 1990](#).

Message from the Chair, Board of Directors



I'm pleased to reflect on a year of meaningful progress for the Ontario College of Pharmacists. It was a year defined by thoughtful governance work, steady advancement of our strategic priorities, and a clear focus on strengthening our connection with registrants and the public we serve.

A major milestone in 2025 was the completion of our governance review. This work offered a valuable opportunity to step back, assess how we operate as a Board, and ensure our structures and practices remain modern, effective, and aligned with best practices in public interest regulation. Importantly, the review wasn't just about recommendations but was about action. In the months that followed, we began implementing changes to enhance committee effectiveness, clarify roles, and support more focused, strategic decision-making. This work continues into 2026 and will help position the College for the future.

We also made significant progress in supporting the evolution of pharmacy practice in Ontario. In 2025, the College submitted enabling regulations that expand the scope of practice of pharmacists and pharmacy technicians. This step reflects both the changing healthcare landscape and the important role pharmacy professionals play in improving timelier access to needed care in the community. As we get ready for implementation starting in mid 2026, this work demonstrates our commitment to ensuring that regulation keeps pace with practice in a way that prioritizes patient safety and public confidence.

Another key area of focus has been strengthening engagement with our registrants. We recognize that effective regulation depends not

only on setting expectations, but also on listening, communicating, and building understanding. In 2025, we acknowledged that this was an area that we needed to devote more attention to, and in early 2026, we took steps to expand how we engage with the profession.

Improving how we can engage with and benefit from the perspectives of registrants is one of the priorities we will focus on as we update our current strategic plan. Work has already begun to identify opportunities to better advance our strategic goals, with the aim of having an updated strategic plan by late 2026. We're excited about what this means for OCP, the profession and the public.

I want to extend my sincere thanks to my fellow Board members and to our committee members for their dedication and thoughtful contributions throughout the year. Your commitment to the public interest and to good governance is at the heart of everything we achieve. I would also like to thank our registrants, whose professionalism and adaptability continue to inspire confidence in the care they provide every day.

Finally, I want to welcome and thank Jay O'Neill, who joined the College as Registrar and CEO near the end of 2025. His thoughtful leadership will be instrumental as we build on this year's progress and continue to strengthen the College's impact and just a few months into 2026 it is apparent that we are well on our way.

Doug Brown
Chair, Board of Directors



Message from the Registrar and CEO



In November 2025, I had the privilege of joining the Ontario College of Pharmacists as Registrar and CEO. It is clear that this past year was a period of strong operational progress and thoughtful advancement across the organization. I'm excited to be part of a College that keeps patient safety and quality care at the centre of everything it does.

Stepping into this role, I have been struck by the depth of commitment to collaboration, which is one of our core regulatory principles. Effective regulation does not happen in isolation. It depends on meaningful partnerships with registrants, patients, and system partners. Throughout 2025, the College strengthened those connections in tangible ways. Our expanded scope consultation, which generated more than 425 submissions, amongst the highest level of engagement we have seen, demonstrates the profession's willingness to contribute insight and help shape safe, practical approaches to evolving care.

As pharmacy practice continues to change, so too must our operational approaches. Over the past year, the College made important strides to ensure our programs are responsive, efficient, and outcomes focused. This includes updating our Virtual Care Policy to reflect emerging technologies, rolling out a redesigned website to make key information more accessible, and launching an operational assessment pilot project to better understand how pharmacy environments influence patient safety.

We also made progress in strengthening quality assurance supports, including the development of more accessible training

to promote safe compounding practices, and identifying opportunities to simplify processes so that expectations are clearer and easier to meet.

Looking ahead, I see significant opportunity to build on this work by deepening our focus on collaboration and measurable impact. We will continue to listen carefully, work alongside our partners, and ensure that our programs are not only well-designed, but also effective in practice.

I want to extend my sincere thanks to the College's staff for their expertise, professionalism, and dedication. Their efforts throughout 2025 have laid a strong foundation for the future. I am equally grateful to our registrants, whose commitment to high-quality care is evident every day, and to our system partners, whose collaboration helps strengthen the broader healthcare system.

It is an exciting time to be joining the College, and I appreciate the many warm welcomes I have received during my time so far. I look forward to working together as we build on this momentum, and continue to evolve and advance safe, effective pharmacy care for all Ontarians.

Jay O'Neill
Registrar and CEO





Strategic Plan: 2025 Progress

*The College’s 2024-2028 Strategic Plan guides our operational and policy decisions. In addition to setting out our **values**, which express who we are, and our **regulatory principles**, which guide our work, the Strategic Plan identifies four **strategic goals** that we intend to achieve and prioritize. Learn more about our [Strategic Plan](#).*

GOAL 1:

Regardless of pharmacy setting, management and business exigencies do not compromise the health and well-being of pharmacy professionals or impede their ability to adhere to the Standards of Practice and Code of Ethics.

Activities included:

- Launching a [pilot project](#) to test how we can expand our focus during community pharmacy operational assessments to include outcomes. This will help us better identify if any aspect of pharmacy operations is getting in the way of the delivery of quality, ethical and safe patient care.
- Requiring all pharmacy owners to complete a declaration that they will not allow business interests or management pressures to undermine their pharmacy’s ability to provide safe, quality care.
- Supporting the collection of key data on business pressures and the well-being of pharmacy professionals through the use of a survey sent to all registrants.
- Continuing to screen all information we receive, including through our anonymous online submissions form, for possible relevance to business pressures.

- Providing feedback to the provincial government’s consultations on Preferred Provider Networks (PPNs) to highlight our long-standing concerns about restrictive PPN arrangements and their impact on patient care.



Owners of
more than
5,000
pharmacies
completed the
declaration

Over
1,300
pharmacy
professionals
completed the
survey

94
pharmacies took
part in the pilot
project

Looking ahead, the College will undertake a feasibility study to assess a new approach to ensuring safe, sustainable pharmacy staffing. We will also analyze and validate the approach to the operational assessment pilot project, and continue to explore how we can further strengthen our expectations of the profession as it relates to protecting patient autonomy and continuity of care.



GOAL 2:

The College effectively provides members of the public, registrants and other partners with clear, relevant, up-to-date information.

Activities included:

- Launching a redesigned website to improve navigation, enhance usability and ensure that information for pharmacy professionals, applicants and the public is easy to find and understand.
- Initiating a comprehensive policy refresh to ensure clarity and alignment with current practice standards. This included updating the Virtual Care Policy to reflect evolving care models and technology use.
- Updating existing e-learning modules and introducing new knowledge translation resources to support registrants in meeting regulatory requirements.

Looking ahead, the College will continue updating policy tools to provide clear, relevant and up-to-date communication of expectations for registrants and the public.

Since launching the website in October 2025, we've seen:

60%

*increase in total
website views*

59%

*increase in the website
engagement rate*

77%

*increase in the engagement
rate among mobile users*

*e-Learning modules
accessed over*

51,000 *times*



GOAL 3:

The College has the expertise and resources to address immediate demands caused by changes in the regulatory or practice environment.

Activities included:

- Continuing to implement an early resolution process for complaints and registrar's investigations.
- Maintaining progress on the implementation of the College's new registrant records system.
- Advancing risk-based regulation through work to identify risk-based selection factors for practice assessments.

Looking ahead, the College will complete the implementation of the new registrant records system and finalize evidence-based selection methodology for practice assessments in order to focus on higher-risk practices.



About
one third
*of all complaints and investigations were
managed through informal processing.*



GOAL 4:

The College uses its regulatory influence to ensure that all patients are treated with respect and without discrimination via positive changes in pharmacy practice.

Activities included:

- Developing and sharing resources to support registrants in applying the new Human Rights Policy in daily practice.
- Launching an Equity, Diversity and Inclusion (EDI) staff training program and introducing EDI Stewards to build capacity within the profession and foster inclusive care environments.
- Embedding equity considerations in the policy review process by launching an equity impact assessment tool developed by staff at the College.
- Strengthening relationships with system partners to align efforts in addressing health inequities and promoting culturally safe care across Ontario.
- Demonstrating a commitment to collaboration and increasing equity-focused work across health regulation in Ontario. A staff member co-leads the Health Profession Regulators of Ontario (HPRO) EDI Network, which supports health profession regulators in their EDI journeys. They also co-lead HPRO's Indigenous Cultural Competencies Working Group.

Looking ahead, the College will further equip staff with the ability to identify and respond to inequities.



2,300+

views of Pharmacy Connection articles aimed at supporting registrants in applying the Human Rights Policy in their practice



Updating the Strategic Plan to reflect the evolution of the profession and shifting focus on outcomes and collaboration

Building on the progress made since the Strategic Plan was first developed in 2023, the Board of Directors, together with College leadership, are focused on updating the Strategic Plan and goals. The review acknowledges that the period since 2023 has been one of significant challenge and change for the College. This includes evolving context in the practice for professionals, including changes and issues related to scope of practice and the pharmacy business landscape among others.

It has also been a period of change among members of the Board and its leadership, and executive leadership for the staff of the College. Other environmental changes during this time are many and include those in the legislative and regulatory environment at both the provincial and national levels, evolving professional and societal expectations of regulators, and emergence of technology disruptors. Combined, these events and factors have impacted the progress against some aspects of the original Strategic Plan and the context in which the College operates.

The Strategic Plan refresh will:

- Strengthen and clarify the College's strategic narrative
- Assess and enhance strategic alignment with operational plans
- Refine strategy and priorities as necessary to reflect current regulatory and environmental conditions
- Explore and clarify the role of risk, evidence, and outcomes in shaping future regulatory strategy
- Examine how the College can make proportionate and effective use of its full range of regulatory tools to influence outcomes

The work to update the strategic plan is actively underway, with a view to introducing an updated plan later in 2026.



Highlights from



Planning for Proposed Expanded Scope Activities

As the pharmacy profession continues to evolve and government prioritizes improving access to care, the College applied a strong public interest lens in assessing proposed scope expansion to ensure safe, quality care for patients.

The expanded scope activities include, among others, authorizing pharmacists to assess and prescribe for additional minor ailments and enabling pharmacy technicians to administer additional vaccines. To hear from patients and pharmacy professionals, the College hosted a public consultation on the proposed changes. The consultation had record participation, with over 425 comments from registrants, members of the public and system partners.

Recommendations for safeguards to support the safe implementation of proposed expanded scope activities and to promote consistency in the delivery of safe, ethical and quality pharmacy services to Ontarians are now being further explored as the College turns its attention to supporting implementation of expanded scope starting in mid 2026. And, building off of their approval to expand CPR and first aid requirements to pharmacy technicians who administer vaccines, the Board will be asked to consider other measures that focus on assuring Ontarians that as pharmacy scope expands they can continue to trust in the care they receive from their pharmacy professionals throughout the province.

Evolving the Assurance and Improvement in Medication Safety (AIMS) Program

Every day, pharmacy professionals play a vital role in preventing medication incidents that could cause harm to patients. When medication incidents do occur, pharmacy professionals demonstrate their commitment to patient safety by engaging in analysis and learning to prevent the incident from happening again.

AIMS is a mandatory medication safety program that helps reduce the risk of patient harm caused by medication incidents in, or involving, Ontario pharmacies. In 2025, the Board approved **key changes to the AIMS Program** that are informed by national best practices and are intended to improve engagement with the AIMS Program and strengthen patient safety.

Pharmacies now have the autonomy to select an incident management platform of their choice. Effective 2027, medication incident data will be submitted to the National Incident Data Repository (NIDR) to support continuous quality improvement across the country. The updated **supplemental Standard of Practice**, which also takes effect in 2027, supports a consistent standard for medication safety.

Combined, these program changes are designed to support pharmacies to adopt and promote an organizational culture that encourages sharing and learning to help reduce the risk of preventable harm. The work to support implementation of these changes continues into 2026.



Building PACE Assessor Capacity for Pharmacy Technician Applicants

Ensuring future pharmacy technicians meet the College’s practice based requirements helps uphold high standards for those entering the profession. With the transition from the Structured Practical Training (SPT) program to the Practice Assessment of Competence at Entry (PACE) model for pharmacy technician applicants in 2024, the College continued to recruit for PACE assessors to build capacity and support pharmacy technician applicants across the province. In 2025, the College recruited or maintained 207 PACE assessors for pharmacy technician applicants, resulting in 77 Ontario communities having one or more PACE assessor.

Clarifying Registration Expectations

Recognizing the importance of a registration process that is easy to understand and navigate, the College continued its efforts to clarify expectations for applicants and registrants through updated policies and requirements. To make it easier for applicants and registrants to understand College expectations, the College’s Registration Committee approved new and updated registration policies, including those related to language proficiency. Language proficiency requirements help ensure pharmacy

professionals can effectively communicate with patients and other healthcare professionals to support safe and quality patient care throughout their pharmacy careers.

Committing to Expert Recommendations to Strengthen Governance

Strong governance is essential to effective oversight and public trust, and the Board continued its commitment to good governance in 2025 by undertaking a comprehensive external review of its structures and practices.

The Board was presented with the final report of a governance review conducted by the Institute on Governance, an independent third-party governance consultant.

The Board accepted the report, which highlights several recommendations under four primary themes: clarifying roles and decision-making boundaries; strengthening oversight and evaluation; enhancing Board culture and governance capacity; and improving transparency and accountability.

Work on implementing the recommendations is continuing in 2026, with several steps already taken in the first few months of the year to make important improvements in governance practices.

Preparing for As of Right Legislation

To help improve access to care and contribute to broader health system transformation, the College continued to support qualified pharmacy professionals to practice in Ontario. The Ontario government passed legislative amendments that expand “As of Right” legislation to make it easier for regulated health professionals licensed in other Canadian jurisdictions to work immediately in Ontario. To support implementation of this new pathway for pharmacists and pharmacy technicians already licensed in another Canadian jurisdiction, the College created resources to aid understanding and integrated the As of Right pathway into its registration processes.

Developing Training for Compounding Supervisors to Support Safe Patient Care

Compounding activities can pose a high risk to patient safety and the College’s data from operational assessments showed that compounding standards are not being fully met. The College therefore developed Board-approved mandatory training for new compounding supervisors in all pharmacies and current compounding supervisors in pharmacies where standards are not being met. Mandatory training for non-sterile compounding supervisors, along with a suite of resources to support safe compounding practices, rolled out in early 2026. Work is ongoing to develop OCP-approved training for sterile compounding supervisors.



Who Are Ontario's Pharmacy Professionals and Where Do They Practice?

The College regulates Ontario's pharmacists and pharmacy technicians in the public interest, ensuring Ontarians receive safe, high-quality care from qualified professionals. We also accredit community and hospital pharmacies, holding them accountable to operational standards that support quality pharmacy services.



18,973

pharmacists



increase of
6.2% since 2022

45

average age of pharmacists



6,452

pharmacy technicians



increase of
13.4% since 2022

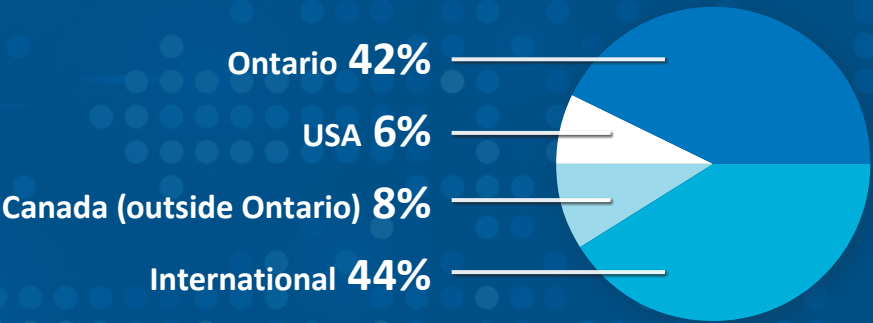
41

average age of
pharmacy technicians

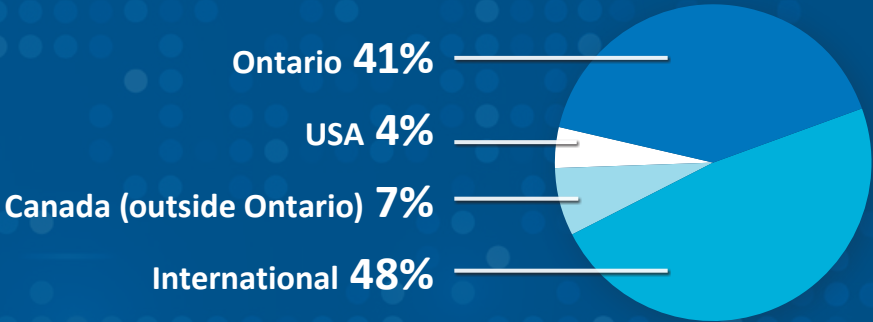
Data shown is from 2025



Place of Education for All Pharmacists in 2025



Place of Education for New Pharmacist Registrants in 2025



New Registrants in 2025



117

New out-of-province pharmacy professionals registered in Ontario through the Canadian Free Trade Agreement (CFTA).



820

new pharmacist registrants*

441

new pharmacy technician registrants*



271

pharmacy interns currently training in Ontario

380

intern technicians currently training in Ontario

*Includes registrants who re-registered with the College.





Data shown is from 2025

5,133

accredited community
pharmacies (total)



increase of
5.4% since **2022**

2,529

community pharmacies providing
non-sterile compounding

79

community pharmacies providing
sterile compounding

[!\[\]\(24ebf582a58af7318d9e75a2b147597b_img.jpg\) Learn more](#) about the College's
oversight of pharmacies.



Data shown is from 2025

241

accredited hospital
pharmacies (total)

129

hospital pharmacies providing
non-sterile compounding

114

hospital pharmacies providing
sterile compounding

6

Drug preparation premises



Data shown is from 2025



Community Pharmacy Ownership in 2025



364
small chains
(3 to 19 pharmacies
owned by a single
corporation)

63
banner

168
franchise

834
large chains
(20+ pharmacies
owned by a single
corporation)

41
banner

0
franchise

3,935
independently owned
(1-2 pharmacies
owned by a single
corporation)

2,027
banner

521
franchise

Banner: Pharmacies that are affiliated with a central office where they use a recognized name and may participate in centralized buying, marketing, professional programs, etc.
Franchise: Pharmacy that is owned by franchisee who enters a business relationship with a company (franchisor) for the legal usage of the franchisor’s name and products.



Place of Practice	Pharmacist	Pharmacy Technician
Community pharmacy	12,891	2,280
Hospital and other healthcare facilities	3,201	3,562
No workplace recorded	1,700	361
Association/academia/government	309	89
Industry/other	761	154
Pharmacy corporate office/professional practice/clinic	111	6

Data shown is from 2025



Maintaining Standards of the Profession

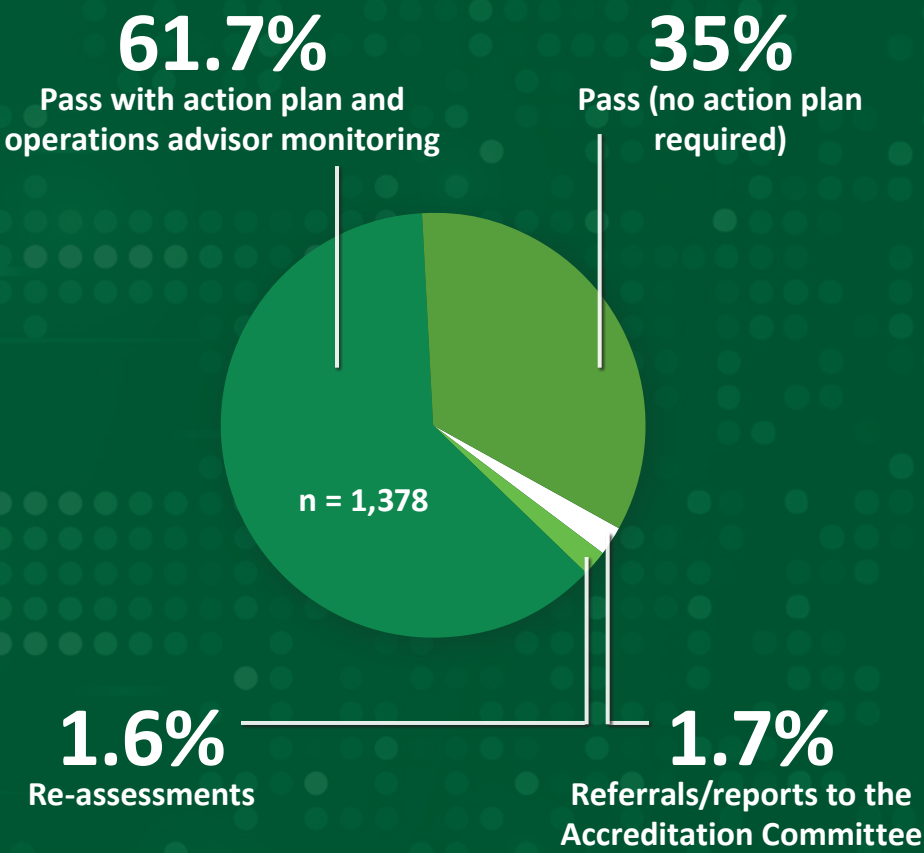
The College helps ensure pharmacists and pharmacy technicians maintain their knowledge and skills throughout their careers through the mandatory Quality Assurance Program, which includes practice assessments. We also assess pharmacies for compliance with established standards.

Pharmacy Assessments

Type of Community Pharmacy Assessment	2025
Routine	498
Change in ownership	244
New openings (first visit)	194
New opening follow up	372
Relocations	31
Re-assessments ordered by operations advisor	27
Re-assessments ordered by the Accreditation Committee	12
Total	1,378



Community Pharmacy Assessment Outcomes in 2025



Pharmacy Assessments

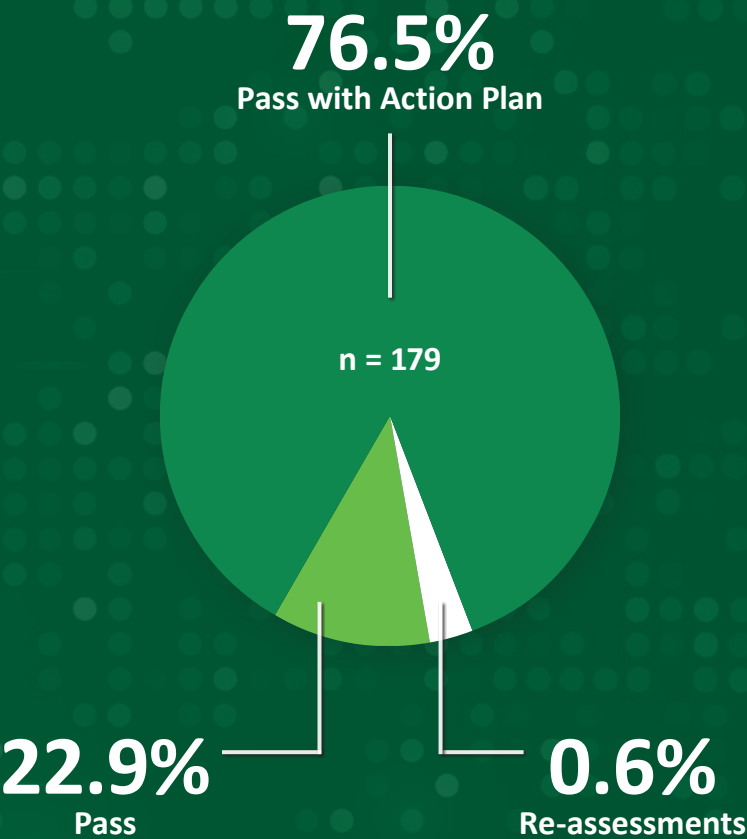


Type of Hospital Pharmacy Assessment	2025
Routine	173
New openings	4
Relocations	1
Re-assessments ordered by operations advisor	1
Total	179

[i Learn more](#) about pharmacy operational assessments.



Hospital Pharmacy Assessment Outcomes in 2025



Quality Assurance Program



Self-Assessments Completed as Part of the
Quality Assurance Program in 2025

1,201

pharmacy technicians



Knowledge Assessments Completed as
Part of the Quality Assurance Program in 2025

3,393

pharmacists

Quality Assurance (QA) Committee Activities in 2025



1

registrant referred to the Inquiries, Complaints
and Reports Committee by the QA Committee



1

registrant with Terms, Conditions or Limitations
placed on their Certificate of Registration
regarding quality assurance activities



30

registrants referred to the QA Committee
and directed to undertake remediation

[Learn more](#) about the College's Quality Assurance Program.

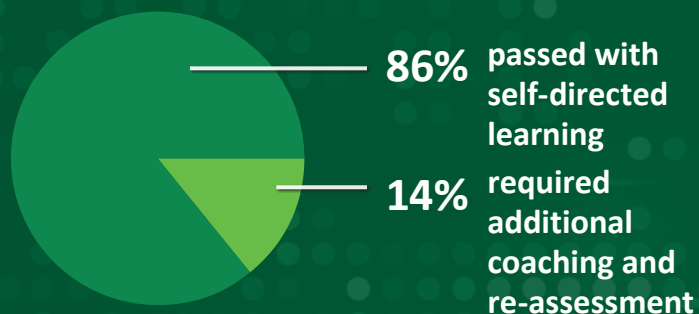




Practice Assessments

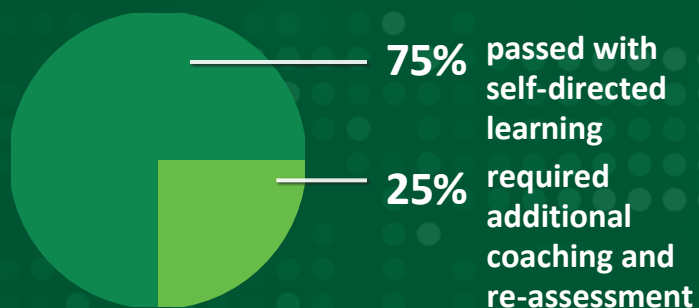
Community Pharmacist Practice Assessments in 2025

1,112
routine assessments



Community Pharmacy Technician Practice Assessments in 2025

240
routine assessments



i [Learn more](#) about the College's Practice Assessments.



Hospital Pharmacist Practice Assessments in 2025

282
routine assessments



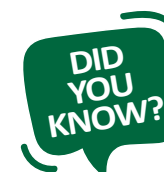
99%
passed with
self-directed learning

Hospital Pharmacy Technician Practice Assessments in 2025

238
routine assessments



98%
passed with
self-directed learning



Additional indicators related to quality assurance activities can be found in our [College Performance Measurement Framework](#).





Registering Qualified Professionals

The College sets the requirements to register as a pharmacist and pharmacy technician in Ontario and ensures that only those who meet the requirements are allowed to practice pharmacy.

Jurisprudence, Ethics and Professionalism Exam

Of the
1,413

candidates who took
the exam in 2025:



increase of
16.3% since 2022



87.8%

passed the exam



831

applied to be pharmacists



582

applied to be pharmacy
technicians

[Learn more about the Jurisprudence,
Ethics and Professionalism Exam.](#)



Registration Committee Requests and Outcomes in 2025



118

total requests considered



80

fully granted



16

partially granted



9

deferred



2

withdrawn



9

denied



2

not considered*

*The panel did not consider the validity of Jurisprudence, Ethics and Professionalism Exam and currency of education since they denied the PEBC exemption.

Practice Assessment of Competence at Entry (PACE) in 2025



359

pharmacist candidates attempted PACE

95.6%

of pharmacist candidates were successful on their first attempt

287

pharmacy technician candidates attempted PACE

92.5%

of pharmacy technician candidates were successful on their first attempt

[Learn more](#) about the Jurisprudence, Ethics and Professionalism Exam, PACE and general registration requirements.



Addressing Concerns

The College receives and investigates complaints about the care and services provided by pharmacies, pharmacists and pharmacy technicians. We take appropriate action in the public interest when conduct or the delivery of care falls below expectations of the profession.

Complaints and Reports

Number of Complaints and Reports Opened in 2025



702

complaints opened



117

reports opened

 [Learn more](#) about how the College addresses complaints and reports.

ICRC Decisions in 2025



483

total number of decisions issued by the Inquiries, Complaints and Reports Committee (ICRC)

Health Professions Appeal and Review Board

Requests at the Health Professions Appeal and Review Board (HPARB) in 2025

17

new requests for review received in 2025

10

from pharmacy professionals

7

from complainants

11

decisions received from HPARB

10

upheld

1

referred back to Inquiries, Complaints and Reports Committee



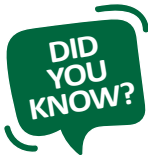
Top 5 Themes of Complaints Opened in 2025



Percentage of Complaints by Theme

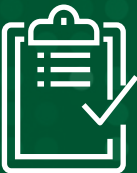
Communication	42.1%
Competence/patient care	39%
Other conduct and business practices	9.5%
Professional conduct and behaviour	5.2%
Billing and fees	2.2%

Note: Complaints may fall under multiple themes.



Additional indicators related to complaints, reports and discipline activities can be found in our [College Performance Measurement Framework](#).

Top 5 Themes of Reports Opened in 2025



Percentage of Reports by Theme

Other conduct and business practices	30.7%
Competence/patient care	27.6%
Professional conduct and behaviour	14.1%
Communication	13.0%
Recordkeeping	4.7%

Note: Reports may fall under multiple themes.



Discipline

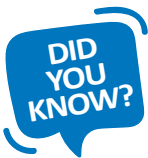
The Discipline Committee reviews allegations of professional and proprietary misconduct or incompetence involving pharmacy professionals, and takes appropriate action.

Top 5 Discipline Findings by Type in 2025

Dishonourable, disgraceful, unprofessional	14
Fail to maintain Standard	14
Contravene relevant Acts	12
False or misleading document	4
Breach of orders and/or undertaking	4

More than one type of discipline finding may be issued in a decision.

 [Learn more](#) about the College's discipline process.



Additional indicators related to complaints, reports and discipline activities can be found in our [College Performance Measurement Framework](#).

Discipline Orders by Type in 2025

Revocation	1
Suspension	13
Terms, Conditions and Limitations on a Certificate of Registration	13
Reprimand	15
Undertaking	1

There were 15 discipline decisions issued in 2025. More than one type of discipline order may be issued together.

Discipline Committee Activities in 2025



13

registrants with allegations referred to discipline



Engaging with Registrants and the Public

2,767,957 Total views on OCPIInfo.com

37,355 Engagements with our social media content

34 e-Connect newsletters published

16 Pharmacy Connection articles published

18 e-Learning modules developed and updated

37 External presentations delivered

1 Virtual registrant town hall conducted

2 Public consultations held

473 Consultation engagements/feedback received

Registrant and Public Inquiries

The College provides clear, relevant, and current information to the public, registrants and system partners. Practice Consultants support registrants and the public by guiding them to standards, policies, legislation, and other resources that outline expectations for pharmacy care in Ontario.



1,300

Inquiries to College practice consultants from registrants



492

Inquiries to College practice consultants from members of the public

Top five themes of inquiries to practice consultants from registrants:

- 1 College standards, policies, guidelines, position statements, and guidance
- 2 Injections and point-of-care testing
- 3 Prescribing for minor ailments
- 4 Legislative requirements for controlled substances
- 5 Compounding

Top five themes of inquiries to practice consultants from the public:

- 1 College standards, policies, guidelines, position statements, and guidance
- 2 Conduct of registrant
- 3 Prescribing for minor ailments
- 4 Prescription transfers, advertising, and out of province prescriptions
- 5 Dispensing fees, billing practices, and generic substitution and interchangeability



Supplementary Information

In addition to this annual report, several documents are made publicly available as part of the College’s [commitment to transparency](#).



Strategic Plan

[Read the Strategic Plan](#)

Our 2024-2028 Strategic Plan includes values that express who we are and how we operate, a set of regulatory principles to guide our work and decisions as a regulator, and four strategic goals that we intend to achieve as we fulfill our mandate.

College Performance Dashboard

[Read the College Performance Dashboard](#)

The College Performance Dashboard reports on how well the College is tracking towards its annual targets and trends on key monitoring measures. Produced on a quarterly basis and released at each scheduled Board meeting, the Dashboard is a valuable accountability and quality improvement tool for the College.

2025 Summary Financial Statements

[Read the Summary Financial Statements](#)

The Summary Financial Statements include summary statements of the College’s financial position, cash flows, operations and net assets for the previous fiscal year. This document is prepared by an independent auditor.

2025 Discipline Decisions

[Read the Discipline Decisions](#)

The College publishes decisions of the Discipline Committee in [Pharmacy Connection](#). A notation and summary of each discipline finding is also available on the pharmacy professional’s profile on the [Find a Pharmacy or Pharmacy Professional tool](#) on the College’s website. Once complete, the full written decision for each hearing is available on [CanLII](#).



Ontario College
of Pharmacists
Putting patients first since 1871

ocpinfo.com