

Consultation Survey: Amendments to the Standards of Operation for Pharmacies

The Ontario College of Pharmacists is proposing amendments to the Standards of Operation for Pharmacies ('the Standards') that support the safe implementation of expanded scope of practice by ensuring necessary operational requirements are in place. The feedback received through this survey, as part of the public consultation process, will assist the College in finalizing the Standards, and ensuring that any amendments made are appropriate, feasible, and achievable. Survey responses will be included as part of the consultation summary, which will be posted to the consultation webpage after it closes.

The proposed amendments are included throughout the survey, for your reference. The survey should take approximately 15 minutes to complete. This survey link will be available until August 15, 2026, at 4:00 p.m. EST.

Part A – Registrant Information

1. Name (optional):
2. Are you a registrant of the Ontario College of Pharmacists? (Y/N)
 - a. Are you a pharmacist?
 - i. Check all that apply:
 - I work in community pharmacy
 - I work in hospital pharmacy
 - I am a pharmacy owner
 - I am a designated manager
 - I work in long term care
 - I work in a family health team
 - Part B Registrant Class
 - Other (please specify):
 - b. Are you a pharmacy technician?
 - i. Check all that apply:
 - I work in community pharmacy
 - I work in hospital pharmacy
 - I am a pharmacy owner
 - Part B Registrant Class
 - Other (please specify):

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3. Are you responding as one of the following:

Member of the Public

Applicant/Student

Other:

4. I am responding on behalf of:

Myself

Organization

Name of organization:

Part B: Gathering Feedback on Specific Amendments

Please review the original standards and proposed changes to specific standards or new standards, below, and answer the questions provided.

Section: Management and Employee Relations

Original Standard	Proposed Change
N/A (NEW)	Pharmacy staff are supported by policies, procedures, training, and monitoring practices to provide pharmacy services in a manner that respects a person's dignity and abides by provincial human rights legislation.
N/A (NEW)	Pharmacy services are delivered in a manner that is compliant with the relevant provincial legislation on accessibility for persons with disabilities and associated regulations, including considering and accommodating the patient's physical, cognitive, and sensory abilities; level of health literacy; and level of digital literacy, up to the point of undue hardship.

Questions:

The intent of the revised standards is to reinforce awareness and compliance with various provincial legislation related to human rights and accessibility that apply to both pharmacy operations and pharmacy professionals. The College's role is to identify issues and escalate

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concerns to the appropriate statutory bodies, if deemed necessary. Given this intent, rate your level of agreement with the following statements:

5. It is important to ensure that pharmacies operate in a manner that complies with human rights and accessibility legislation. (rating on a 5-point scale)
6. These standards are clear, easy to understand, and clarify the minimum requirements of pharmacies related to human rights and accessibility obligations. (rating on a 5-point scale)
7. Please provide any additional feedback related to these standards.

Original Standard	Proposed Change
The designated manager understands their role and responsibilities with respect to the accreditation and management of the pharmacy, including medication procurement and inventory management, supervision of pharmacy personnel, and required signage.	The designated manager/hospital administrator understands their role and responsibilities with respect to the accreditation and management of the pharmacy, including medication procurement and inventory management, supervision of pharmacy personnel, and required signage.
The pharmacy has an adequate number of qualified and trained staff to maintain the accepted standards of professional practice, and to deliver safe and effective patient care.	<p>The pharmacy is staffed at all times with the number of qualified and trained staff required for pharmacy professionals to maintain the standards of practice while providing pharmacy services.</p> <p>The pharmacy workflow is managed to permit pharmacy professionals adequate time to maintain the standards of practice and to support pharmacy professional wellbeing.</p>

Questions:

The College acknowledges that the term ‘pharmacy professional wellbeing’ is not defined within the standard. As pharmacy professionals are currently exempt from the *Employment Standards Act* provisions, and the College has been aware of the concerns related to workload and the experience of burnout, the intention of the standard revision is to highlight the importance of pharmacy professionals’ wellbeing, and to facilitate further work intended to address workload and burnout.

With this understanding, rate your level of agreement with the following statements:

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8. It is important that the Standards of Operation address variables such as staffing and workflow. (rating on a 5-point scale)
9. I understand the role of the designated manager/hospital administrator and associated responsibilities in order to meet these standards. (rating on a 5-point scale)
10. Please provide any additional feedback related to these standards.

Section: Pharmacy Premises

Original Standard	Proposed Change
The public areas of the pharmacy meet legislated standards for accessibility for persons with disabilities.	The pharmacy premises meet the requirements outlined in provincial accessibility legislation and associated regulations, to protect patients' right to access pharmacy services and the human rights of all pharmacy staff and patients.
N/A (NEW)	The pharmacy has a separate and distinct area for patient consultation where the provision of pharmacy services may take place without being overheard by others and which respects the privacy needs of each patient. This includes both acoustical and visual privacy, as appropriate for the pharmacy service provided and determined to be acceptable by the patient.
There is a program to ensure the regular cleaning of the pharmacy, including all premises, furniture, equipment and appliances, and automated pharmacy systems, if any.	Procedures are in place that ensure appropriate infection prevention and control practices are occurring. This includes cleaning the premises, furniture, equipment and appliances, and automated pharmacy systems, if any, on a regular and as needed basis.
Controlled drugs and substances are stored and managed according to national guidelines and provincial requirements.	Controlled substances are stored and managed according to national and provincial requirements.

Questions:

The College acknowledges that the requirement for visual and acoustical privacy may either result in:

- Some pharmacies needing to limit the types of services they offer for specific patients who request a level of visual and acoustical privacy the pharmacy is unable to provide, and/or
- Some pharmacies choosing to pursue infrastructure changes/renovations.

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With this understanding, rate your level of agreement with the following statements:

11. It is important when patients are receiving services of a sensitive nature in a pharmacy that they have acoustical and/or visual privacy offered to them to protect their privacy and confidentiality. (rating on a 5-point scale)
12. It is important that patients are the ones determining what is acceptable for them when it comes to acoustical and/or visual privacy. (rating on a 5-point scale)
13. Please provide any additional feedback related to these standards.

Section: Delivering Services

Original Standard	Proposed Change
Pharmacy staff members receive the appropriate training to deliver specialized services, such as sterile compounding for example, and the pharmacy is constructed to address any risks to staff or the public associated with pharmacy practice.	Pharmacy staff are trained on operational processes and procedures commensurate with their role and the pharmacy services provided.
All services are based on a review and assessment of patients' circumstances and provided in order to optimize therapeutic outcomes.	The pharmacy workflow enables pharmacy professionals to deliver pharmacy services to patients based on a review and assessment of patients' unique circumstances and provided in a patient-centred way to respect dignity and therapeutic outcomes.
Documentation and record-keeping requirements are established and all of the required records are kept and maintained.	Procedures are in place that enable pharmacy professionals to document the care and services provided in a timely and consistent manner, and include: <ul style="list-style-type: none"> • Training requirements for how to use the pharmacy's records management system • Protocols regarding who must document, the information that must be documented, and options for managing delays in documenting information
N/A (NEW)	The pharmacy has the clinical decision support tools, reference databases, and patient health information sufficient to allow pharmacy professionals to exercise independent authority within their scope of practice to provide patient care.

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Questions:

The College is proposing to further clarify three existing standards within this section while adding an additional standard on access to information, and acknowledges that there are different ways that this information can be made available to pharmacy professionals.

14. In the last standard above, is it clear what ‘clinical decision support tools, reference databases, and patient health information’ means? (select yes/no)

15. If no, please explain:

16. Please provide any additional feedback related to these standards:

Section: *Equipment and Technology*

Original Standard	Proposed Change
The equipment and technology used in the provision of pharmacy services safeguard the health, safety and wellbeing of patients, the public and staff.	The equipment, supplies, and technology used in the provision of pharmacy services safeguard the health, safety and wellbeing of patients, the public and staff.
The pharmacy has the appropriate layout, equipment and technology to support practice.	The pharmacy has the appropriate equipment, supplies, and technology to support the delivery of pharmacy services.
<p>The pharmacy has the facilities, systems and equipment needed to meet the requirements established in legislation, and to safeguard the health, safety and wellbeing of patients and the public, including:</p> <ul style="list-style-type: none"> • Facilities for washing utensils and sterilizing equipment; • Specialized equipment for the practice of pharmacy; • Adequate work space; • Hand-washing facilities for employees; • Secure and temperature appropriate storage facilities. 	<p>The pharmacy has the facilities, systems and equipment needed to meet the requirements established in legislation, and to safeguard the health, safety and wellbeing of patients and the public, including:</p> <ul style="list-style-type: none"> • Facilities for washing utensils and sterilizing equipment; • The necessary equipment for the pharmacy services provided; • Workspaces that are adequate and appropriate for the services provided; • Hand-washing facilities for employees; • Secure and temperature appropriate storage facilities.
Equipment is calibrated and certified as required and supported by documentation.	<p>Procedures are in place to facilitate the safe and effective use of equipment and supplies, in accordance with their intended purpose, and includes:</p> <ul style="list-style-type: none"> • Maintenance, calibration, and certification of equipment as per manufacturer instructions or other supporting documentation

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| | <ul style="list-style-type: none">• Documentation of equipment maintenance, calibration, and certification is available and readily retrievable |
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Questions:

The College is proposing to further clarify the existing standards within this section and acknowledges that the existing standard related to equipment calibration and certification may currently be confusing to some.

With this understanding, rate your level of agreement with the following statements:

17. It is clear that the calibration and certification of equipment is to be done using relevant and applicable instructions, and that this is different from documenting the completion of the maintenance, certification and calibration process. (rating on a 5-point scale)
18. Please provide any feedback related to these standards.

Section: Information Management

Original Standard	Proposed Change
The pharmacy has an established schedule for the retention, retrieval and destruction of information.	Procedures are in place for the management of patient records, including an established schedule for the retention, retrieval and destruction of information.

Questions:

The College is proposing to further clarify this existing standard by including the management of patient records alongside the retention, retrieval and destruction of information.

19. Please provide any additional feedback related to these standards.

Part C – Additional Comments

20. Do you anticipate requiring further guidance from OCP to implement any of the above revised standards? (select yes or no)

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21. If yes, please explain.

22. Please share any additional comments you have regarding the amendments to or implementation of the proposed Standards of Operation.