



Annual Report 2021



Mission

Protecting the public interest by building excellence in professional pharmacy practice through regulation.

Vision

Quality pharmacy care for a healthier Saskatchewan.

Values

In delivering on its mission, the SCPP values

- **Professionalism** – by maintaining the highest standards of ethical conduct and integrity, and being accountable for our actions and their results;
- **Collaboration** – by engaging in a meaningful way to ensure public safety;
- **Leadership** – by being proactive, transparent, and innovative;
- **A Culture of Excellence** – by being consistent, responsive and demonstrating a commitment to continuous improvement.

Goals

- To have functioning competency assurance and quality improvement programs.
- To align pharmacy regulation with modern pharmacy practice.
- To empower pharmacy professionals to practice autonomously to deliver safe patient care.
- To have enhanced transparency to stakeholders, supported by contemporary governance and management practices.

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111th Annual General Meeting

June 17, 2022, 11 am – Noon

Venue: Virtual

President: Rod Amaya

Registrar: Jeana Wendel

1. President's Welcome – Rod Amaya
2. SCPP Council Introduction – Rod Amaya
3. Adoption of the Annual General Meeting Minutes – Rod Amaya
4. SCPP Council Elections – Rod Amaya
5. Other Officials – Rod Amaya
6. Memorial to Deceased Members – Rod Amaya
7. Reports
 - 7.1 President's Annual Report – Rod Amaya
 - 7.2 Registrar's Report and Auditor's Report/Reports of the Finance and Audit Committees – Jeana Wendel
 - 7.3 Consideration of Annual Report as Emailed to Members – Rod Amaya

8. New Business – Rod Amaya

9. Certificates of Recognition – Rod Amaya

10. Installation of the next SCPP President – Jeana Wendel

11. President's Address – Amy Wiebe

12. Adjournment – Amy Wiebe

President's Report

During the last two years of the COVID-19 pandemic, pharmacy professionals had to adapt and practice under increasingly changing and demanding circumstances. Many of us suffered from burnout, stress, and a sense of anguish. And yet, during difficult personal times, pharmacy professionals delivered incredible value to the health care system, our patients, and our communities.

You stepped up to fill health care gaps during uncertain times.

The pandemic made the challenges of access to care more acute. In 2019, Statistics Canada data showed that only 17.2 percent of residents 12 and older in Saskatchewan reported having a primary care physician. A Canadian Institute of Health Information report found that even though the number of physicians is growing, there are still nearly 4.8 million Canadians who do not have a regular family doctor. And we know that rural communities are often hit the hardest.

Pharmacy professionals have played an integral role in improving access to care. As the regulator, we sought to enable pharmacy professionals to fill those gaps.

Council's diligent focus on competency assurance will lay a foundation for professionals who are self-regulated, innovative, flexible, and productive contributors to the health care needs of their patients. The Competency Assurance Framework will be a novel and ground-breaking approach to strengthen the lifelong learning commitment of all pharmacy professionals. It will enable us to be more responsive to practising in a rapidly changing world.



The progress in our pharmacy manager policies and training will bring clarity and purpose to the roles and responsibilities of a pharmacy manager in Saskatchewan. The policy and training will guide pharmacy managers to play a vital role in the operation of pharmacies, and ultimately create a safer environment to deliver quality care for patients across the province.

Enabling emergency immunizers to aid in the provincial effort against the COVID-19 pandemic meant that pharmacy staff not ordinarily involved in vaccinations joined the ranks of vaccinators.

It was remarkable to see the response from our pharmacy technicians and student interns joining forces with our pharmacists in keeping the province safe.

It's no secret that I am a huge soccer fan. So, you can imagine my excitement when Canada qualified for its first World Cup since 1986. The team's recent success took grit, teamwork, tenacity, and the ability to bend without breaking. These same qualities were evident by pharmacy professionals in Saskatchewan over the pandemic years. It's time for pharmacy professionals to take centre stage in the World Cup of patient care. It's time to prepare to play at the highest level and, at the same time, celebrate ourselves, our contributions, and our profession. I believe the profession of pharmacy is coming of age. We have proved to be a disruptive force in improving access and delivering quality care. We stand on guard for the principles of the Canadian health care system.

It is with pride that I look back over the last two years at how our pharmacy professionals both sprinted and played the long game,

scoring victory after victory when the odds were against us. Thank you for showing up every day, going above and beyond, and keeping Saskatchewan safe.

To our partners in health care across the province and beyond, we appreciate you and thank you for being part of the team and for your weekly, sometimes daily, collaboration on emergency provisions to empower pharmacy professionals to face the pandemic.

I want to express my heartfelt gratitude to Jeana and the staff at the College. You made the efforts of adapting, creating, and implementing emergency policies look easy, all while not missing a beat on delivering on Council's strategic priorities.

In the spirit of a World Cup year, I will leave you with a quote by five-time FIFA world player of the year. This quote captures the hard work, graceful nature, commitment, and resilience manifested by pharmacists, pharmacy technicians, pharmacy support staff, SCPP staff, and fellow health care providers as they serve Saskatchewan residents.

"Something deep in my character allows me to take the hits and get on with trying to win." – Lionel Messi.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Rod Amaya'.

Rod Amaya,
President

Registrar's Report

Introduction

President Amaya and members of the College: I am pleased to present the annual report for the fiscal year 2021 in my capacity as Registrar-Treasurer.

This report describes how the SCPP office works towards achieving the College's vision, mission, strategic goals, and strategic direction as established by Council.

As the secretariat and treasurer for SCPP, the office provides administrative support for Council and the committees. The office also manages issues, communications, and our statutory obligations, which include registration and licensing, monitoring and enforcing activities such as routine and special evaluation of pharmacies, investigating complaints, and programming, among others.

As liaison between Council, committees and members, government, the public, other professional organizations, the pharmaceutical industry, and other stakeholders, we are grateful for the weekly and daily collaborative efforts in fighting the COVID-19 pandemic in its second year.

We count ourselves fortunate to be part of the provincial health care team.

The office remained physically closed to the public and members, but over the past two years of COVID, we became even more adept at delivering regulatory updates quickly and efficiently, and



staff members ensured that productivity was maintained and increased with a mix of working in the office and working from home.

This year also saw the first full run-through of the new comprehensive performance management program, which serves various human resource functions, but particularly kept staff duties focused on the College's strategic goals.

Highlights from the tables, charts, and reports that follow:

- Overall, our financial position remains healthy. Our assets grew by 6.4 per cent to \$4,940,991.
- SCPP's operating fund showed a positive balance of \$291,442 which is an increase of \$255,886 over the budgeted surplus of \$35,556. The surplus was attributed to higher revenues from interest due to higher-than-expected market conditions as well as monies received in accounts that we do not budget for such as Discipline costs and fines.
- Revenues increased slightly over 2020 by \$59,738.

Due to COVID-19 and shifting priorities there was also a significant savings in expenses that further supported the surplus.

- Current liabilities increased by \$80,598. The change over 2020 can be accounted for by a slight increase in fees and licenses collected in advance which is due to increasing membership and pharmacy growth and the annual reduction in the deferred lease incentive.
- Sundry revenue was slightly lower when compared to 2020 (\$71,637). This is primarily composed of Discipline costs and fines, which are unpredictable and SCPP policy is not to budget for these accounts.
- Administrative costs were \$224,763 over 2020 due to increased building costs, employee salaries and benefits with new positions added in 2021, and the use of external consultants. Please see page 13 – Schedule 3 of the Audited Financial Statements for further analysis.
- The accumulation of surpluses has helped in sustaining our catastrophic discipline and operating reserve fund targets and enhances our overall financial stability. Reserves have been strategically used to support meeting the strategic plan as set by Council. The College reserve policy is in line with the industry standards for not-for-profit organizations.
- Membership growth continues to be strong with a high portion of Saskatchewan graduates, Canadian candidates and internationally trained candidates becoming registered. Please refer to the Member and Pharmacy Relations Report and Appendix A for highlights and a more detailed breakdown of our membership and community pharmacy data.

- We continue to see significant growth in community pharmacies opening with 16 new pharmacies in 2021. With six pharmacies closing, this is a net increase of 10 pharmacies. Overall changes in pharmacies increased over 2020 with 273 changes, which include pharmacy manager changes, ownership, relocations, renovations, and lock and leave amendments, among others.

A concerning trend is the high number of pharmacy manager changes year over year. Historically, there used to be 50 to 70 changes per year; in 2020, there were 77 and in 2021 there were 123. That is a 60 per cent increase in turnover in 2021. The College hopes to see a reduction in this turnover as the Professional Autonomy Framework continues to advance.

- The Quality Improvement Reviews (QIRs) were slightly delayed in 2021 due to pressures in community pharmacies with respect to the Provincial COVID and influenza delivery programs. QIRs are on track to be completed by quarter two of 2022 which will mean every pharmacy in Saskatchewan will have been reviewed by the College. The College will move into the second phase of the Quality Assurance program which will take a risk-based approach as to the frequency of QIRs, the determination of in-person inspections and frequency. This will ensure the College is delivering on its mandate of public protection through the regulation of the practice of pharmacy.

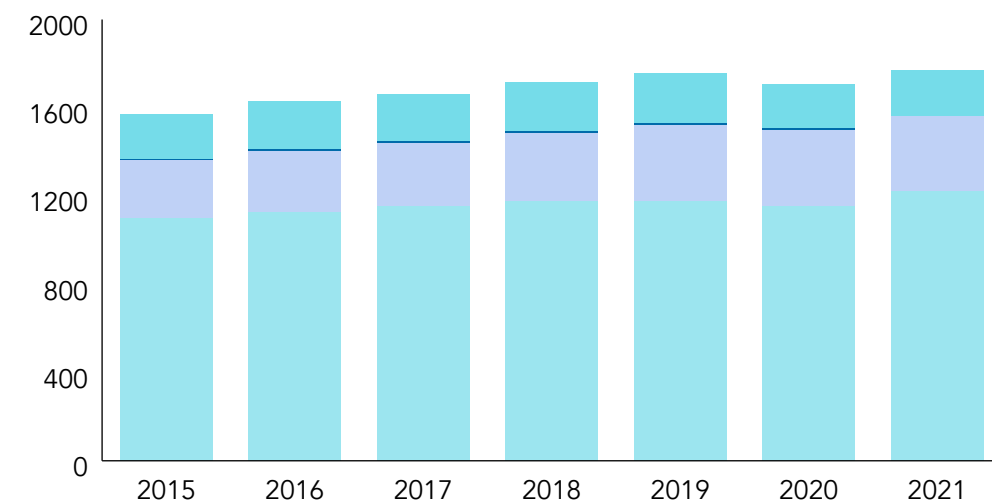
For Complaints and Discipline:

- 2021 was a record year for formal complaints referred to the Complaints Committee. There were 73 complaints processed with 67 being referred by members of the public and six initiated by the College.
- There were four complaints referred to the Discipline Committee and seven Discipline hearings were held in 2021.

In addition, there were three complaints processed through the Alternative Dispute Resolution (ADR) process.

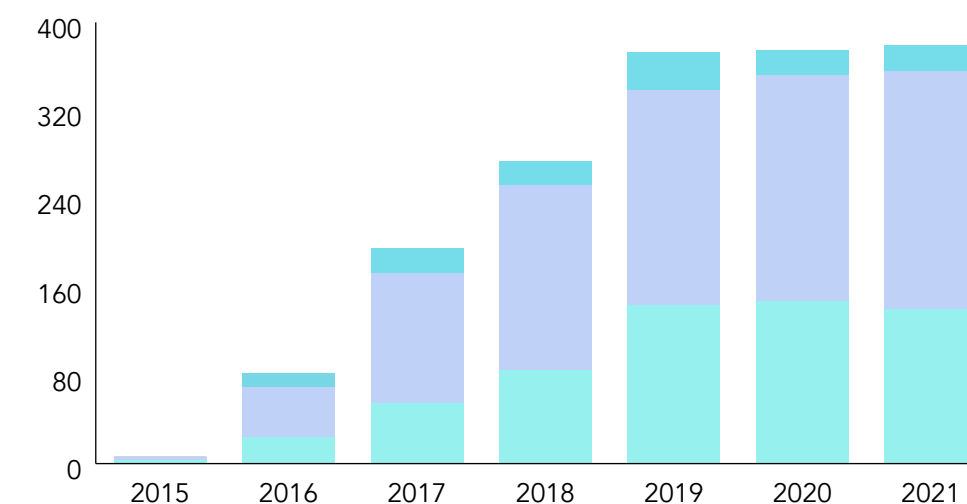
- The number of informal complaints not referred to the Complaints Committee that are managed by the College grew exponentially and continues to be a concern. As a result of the increase in formal and informal complaints and ADR management, the College on-boarded a part time Complaints Investigator in 2021 to ensure we are delivering on our mandate and providing timely resolution to Complaints and Discipline matters.
- The College also increased our transparency to the public with respect to our Complaints and Discipline section on our website, which highlights the process, upcoming hearings, charge documents, Discipline hearing outcomes and the publication of ADRs.
- Legal costs continue to increase due to the increase in complaints and discipline as well as policy and legislation modernization as per the strategic priorities identified in the 2020-2024 Strategic Plan.

Practising Members – Pharmacists as of Dec. 31, 2021



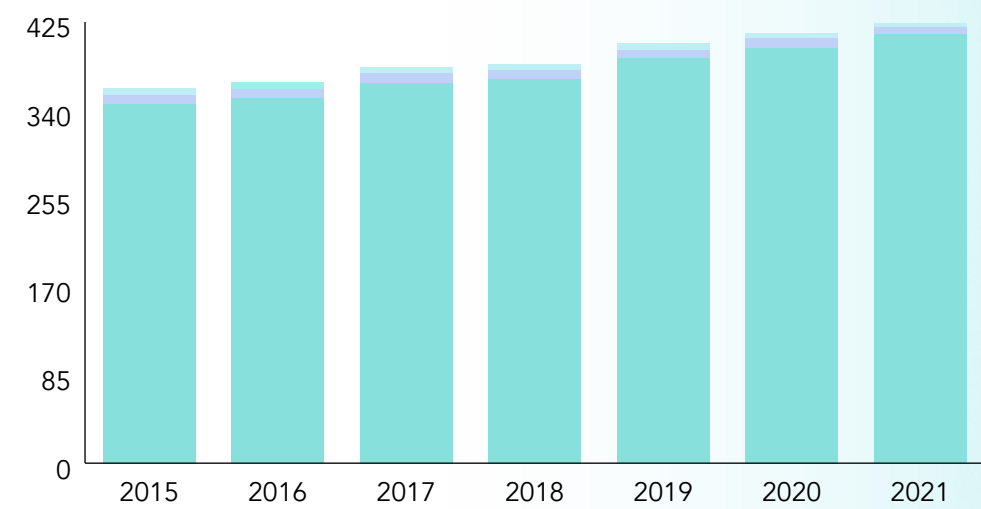
Other	201	217	217	218	224	203	210
Conditional	6	10	6	9	12	7	0
Hospital	264	274	286	312	346	344	341
Community	1,097	1,128	1,154	1,174	1,174	1,151	1,220
Total	1,568	1,629	1,663	1,713	1,756	1,705	1,771

Practising Members – Pharmacy Tech as of Dec. 31, 2021



Other	0	13	23	22	35	23	23
Hospital	5	45	117	167	194	205	216
Community	1	24	55	85	144	147	140
Total	6	82	195	274	373	375	379

Pharmacies as of Dec. 31, 2021

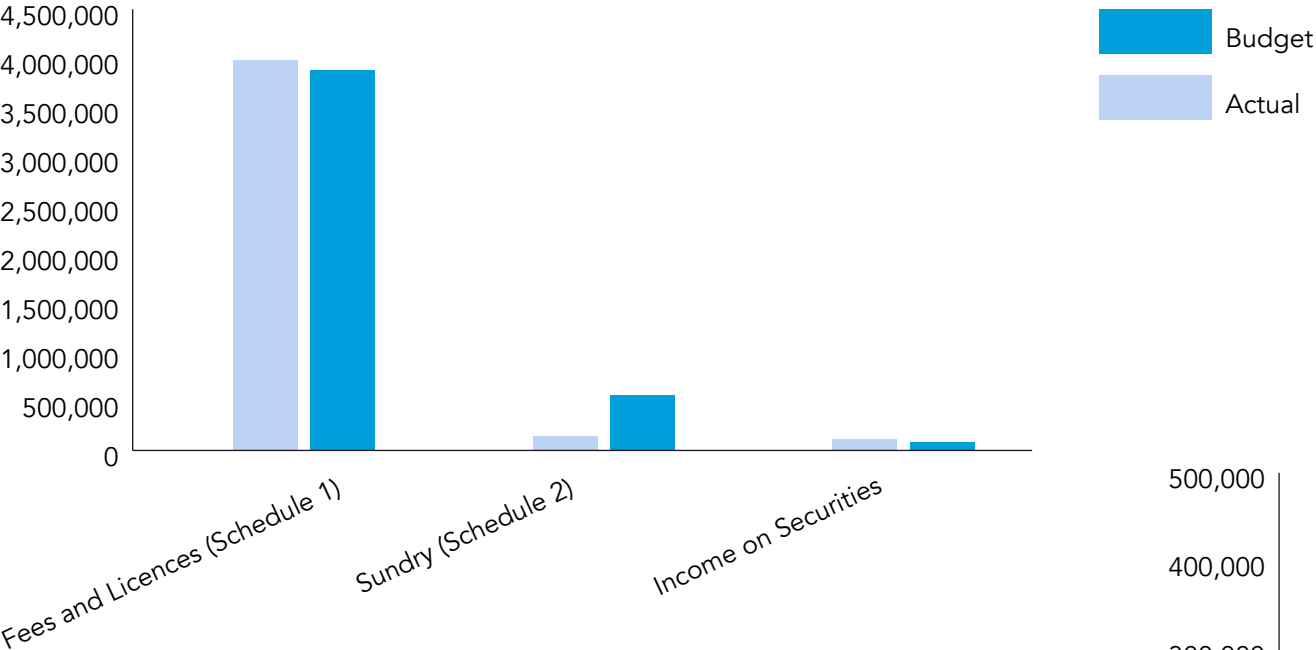


Dispensing Physician	7	7	6	6	6	5	4
Satellite	8	9	9	8	8	9	7
Community	346	351	366	370	390	400	413
Total	361	367	381	384	404	414	424

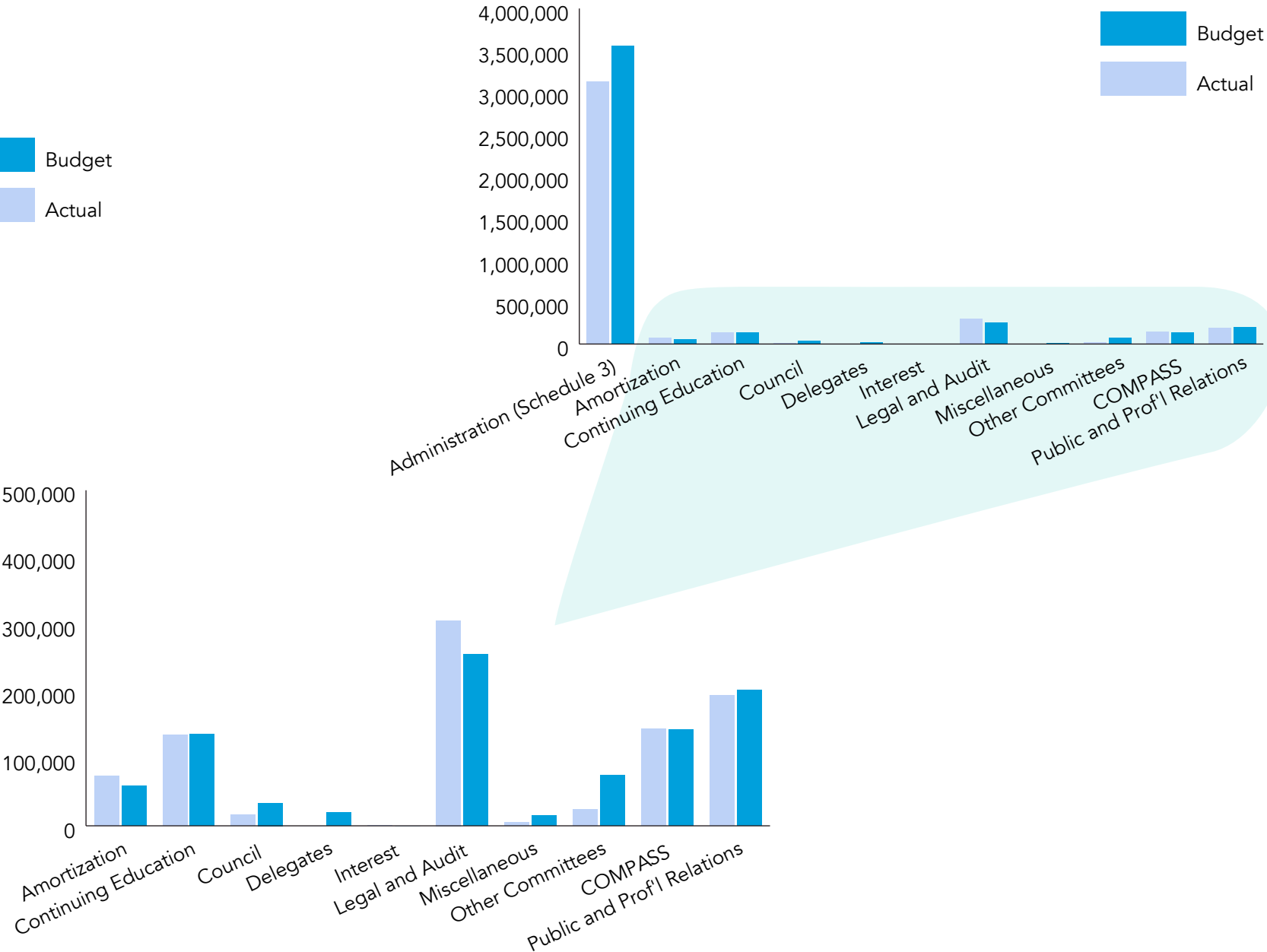
Financial

Please refer to the audited statements at the end of this report for further information, and to Appendix B for a more detailed comparison of our actual experience with budget. The following graphs summarize our performance:

Revenue 2021



Expenses 2021



Strategic Plan Update

In year two of the COVID-19 pandemic, work on SCPP's strategic goals continued as per the Council approved implementation plan.

To have functioning competency assurance and quality improvement programs.

- Contracted a subject matter expert to lead the competency assurance task force working group in developing a comprehensive, supportive Competency Assurance Program, and research and development by the resulting task force got underway. A draft program was formulated, reviewed by Council, and will be going through stakeholder consultation throughout 2022.
- The Field Operations team has completed a QIR (Quality Improvement Review) with 56 per cent of pharmacies since QIRs were implemented at the beginning of 2020. The majority of these QIRs were completed virtually. The goal for 2022 is to complete 100 per cent of QIRs by the end of quarter two of 2022. A risk-based approach will be implemented during the second half of 2022 for the in-person QIR process. More information on QIRs can be found on [page 20](#) of this annual report.
- Administered and completed the second Safety Attitudes Questionnaire (SAQ). The responses gathered from the second SAQ showed pharmacy professionals generally have an increasingly positive view of the current safety culture in pharmacies. One area where ratings decreased was Stress Recognition. A heavier workload during the COVID-19 pandemic may have reduced the ability of pharmacy team members to identify and respond to stressors in their environment. "Based on the Stress Recognition scores from this survey, opportunities remain for community pharmacies to improve their understanding of how performance is impacted by stressors. To improve these scores, it may be helpful to consider workload management, staffing levels, and resilience and wellness training to address and prevent burnout." from [An Assessment of Safety Culture in Saskatchewan Community Pharmacies 2021 Edition](#).

To align pharmacy regulation with modern pharmacy practice.

- To support pharmacy practice and ensure the public's safety during the pandemic, updated and enacted emergency bylaws where appropriate: emergency licensure, emergency non-traditional immunizers, emergency therapeutic substitution, emergency prescribing, COVID-19 tests and test results, and modernizing the Prescription Review Program to support Health Canada section 56 exemptions.
- Prioritized Reference Manual documents with regards to scope of practice, narcotics and controlled drugs, medical laboratory licensing, and NAPRA standards of practice, among others.
- Ended the awarding of Member Emeritus Designations/Honorary Life Memberships/Honorary Memberships, ensuring SCPP is no longer involved in advocacy work, further supporting the role of the regulator and regulatory reform.
- Modernized the SCPP Code of Ethics to ensure inclusive language throughout.

To empower pharmacy professionals to practice autonomously to deliver safe patient care.

- Work on the professional autonomy framework experienced significant delays due to the demands presented by the COVID-19 pandemic; however, the pharmacy manager education program was completed and submitted for expert review and to the Canadian Council on Continuing Education in Pharmacy (CCCEP) for accreditation, which is expected in 2022.

To have enhanced transparency to stakeholders, supported by contemporary governance and management practices.

- Fully implemented the SCPP staff performance management system.
- Implemented the restructured Council election process with new categories of urban pharmacist, rural/remote pharmacist, hospital pharmacist, hospital pharmacy technician, and community pharmacy technician, as well as SCPP's first online digital Council election.

Deputy Registrar's Report

- Throughout 2021, continued to oversee the registration and licensing of members, the renewal of pharmacy permits, and granting of new permits.
- Assisted in the development and distribution of College communications, including SCOPE, MicroSCOPE, the Annual Report, and the SCPP website.
- Coordinated the development of three new SCPP jurisprudence exams.
- Coordinated the SCPP jurisprudence examination sittings for the University of Saskatchewan College of Pharmacy and Nutrition 2021 graduates.
- Revised the appraisal and assessment processes and website information for international pharmacy graduates (IPGs) and coordinated the re-opening of the program for new candidates for licensure.
- Served on the Saskatchewan Polytechnic Pharmacy Technician Program Advisory Committee.
- Continued to support several committees which report to Council including:
 - ▶ The **Registration and Licensing Policies Committee** which reviews matters pertaining to the registration and licensing of pharmacy professionals.
 - Developed the sub-committee (working group) of the Registration and Licensing Policies Committee to oversee revisions to the documentation and processes of the Appraisal Training and Assessment Program for internationally trained pharmacy graduates, now known as the Appraisal and Assessment Program, in the evaluation of candidate (NAPRA and AFPC) competency at entry to practice.
 - Oversaw the review of member criminal record checks and made recommendations to the Registrar.
 - Developed a Record of Membership Standing form to be used in place of the current letter of standing certificates. The use of the new form is pending legal review.
 - Examined the bylaws pertaining to registrations, particularly reinstatements and migrations. A more comprehensive review of the registrations bylaws is pending.
 - The **Professional Practice Committee** (PPC), which reviews issues relating to pharmacy practice and standards, did not meet in 2021 due to other priorities.
 - The **Fitness to Practise Committee**, which receives referrals from the Complaints Committee per the Alternative Dispute Resolution (ADR) process regarding members who may have issues that affect their ability to practise safely and competently, did not meet in 2021.
 - The **Competency Assurance Program Task Force** met several times throughout 2021 to continue the development of the new Competency Assurance process, as per the Strategic Plan. The task force continues to provide regular updates to Council on the development of the program/process.



2021, by the Numbers

16
pharmacy openings
123
manager changes
99
lock and leave
amendments

424
active pharmacy
permits

2,313
members

1,771
practising pharmacists
registered
379
practising pharmacy
technicians registered

132
jurisprudence
examinations
administered

8
new or
amended
bylaws

6
new Reference Manual
documents
90
Reference Manual
documents confirmed
or updated
851
total pages

146
complaints files
processed
232
public complaints
processed

291
additional
emergency
immunizers

1,310
pharmacist
immunizers

2,117
email correspondences
43,285
social media
impressions
77,000
Google searches

14
publications

393
Continuous Quality
Improvement (CQI)
meetings
141
Quality Improvement
Reviews (QIRs)

Member and Pharmacy Relations

Membership with SCPP remained consistent in 2021. University of Saskatchewan graduates continued as extended interns for one year or their successful completion of the PEBC Qualifying examinations, whichever occurred first. The amendments to the bylaws allowed an extended intern to practise to their full scope under the direct supervision of a licensed pharmacist.

This change supports SCPP's mandate of public protection and ensuring competence at entry to practice by requiring all members to successfully complete the national licensure exams prior to obtaining a practising licence. It further supports proper orientation and supervision while new graduates begin their professional careers.

2018 marked the end of the bridging program for pharmacy technicians. All candidates must now complete currently available education programs for pharmacy technicians which are accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) and available in Canada.

11 graduates of the Saskatchewan Polytechnic program were registered, one CCAPP program graduate, and 14 non-CCAPP accredited graduates who were completing the bridging program requirements were registered. We continue to work with pharmacy technicians who have graduated from a CCAPP-accredited program to ensure they meet all requirements to register as members of SCPP, including training and examinations.

A total of 132 jurisprudence examinations were conducted: 103 for Canadian pharmacist candidates, 18 for pharmacy technicians, and 11 for international pharmacist graduates. SCPP was fortunate to be able to continue to provide the jurisprudence exams at our office while observing all required COVID precautions.

Practicing and Non-practicing candidates requesting licensure with SCPP are required to complete a criminal record check (CRC), specifically an Enhanced Police Information Check (E-PIC) as per SCPP Regulatory bylaws as of 2021. Each year moving forward, 10 per cent of members will be randomly selected to complete a new CRC.

In terms of training, Prescriptive Authority Level 1 training is a requirement of licensure for practicing pharmacists, while Harm Reduction training is mandatory for all practicing pharmacists and pharmacy technicians.

Pharmacists who practise in a setting which can provide self-care must complete Minor Ailments training. All U of S graduates complete this training prior to graduation.

In 2021, an amendment to The Disease Control Regulations allowed SCPP to authorize advanced method student and technician training for pharmacy students and licensed pharmacy technicians to enable them to provide COVID-19 and influenza immunizations. 76 pharmacy students and 211 pharmacy technicians were able to assist in providing immunizations for COVID-19 and influenza immunizations.

SCPP provided new permits to 16 pharmacies in 2021 while six pharmacies closed. As of Dec. 31, 2021, 424 pharmacies were permitted – 413 community pharmacies, seven satellite pharmacies, and four dispensing physicians.

There were 14 pharmacy ownership/proprietor name changes, 12 corporate share purchases, and 123 pharmacy manager changes in 2021.

Four new lock and leave permits were issued and 99 lock and leave permit amendments, a decrease from 123 in 2020. This was a result of a decrease in changes to COVID restrictions and a lack of COVID-related shutdowns in the province, resulting in more consistency for the pharmacies.

SCPP continued to provide information and resources to members and the public on the SCPP website and COVID specific information in the COVID web page tab as well as through newsletters and memos. SCPP was involved in several joint communications with our physician and nursing colleagues.

Policy and Legislation

The Policy and Legislation Unit is made up of a Director of Policy and Legislation, two Pharmacy Policy and Practice Consultants, and a part-time Policy Analyst. Since 2018, the Unit has been providing bylaw and health care policy support to the College's vision, mission, mandate, and goals.

The Unit takes a risk management approach to advance the College's strategic and operational priorities. As such, the Unit's deliverables in 2021 focused on aligning with modern pharmacy practices while supporting federal and provincial emergency responses to the COVID-19 pandemic.

Regulatory Bylaws

Six new or amended Regulatory Bylaws:

- **Administration by Injection** – Exemptions/competency and training requirements (Part I) – Exempts formerly licensed pharmacists, pharmacist extended interns, pharmacist interns, and pharmacy technicians from the provisions in Part L, while also ensuring that these professionals and community pharmacies have access to the training and competency requirements for the administration of drugs via advanced method. The bylaws previously limited the administration of drugs via advanced method to only licensed pharmacists which is an authorized practice in Section 23 of the Act.

These changes removed barriers to Ministry of Health efforts to increase the number of COVID-19 vaccine immunizers, through amendments to The Disease Control Regulations (referred to as The Disease Control (COVID-19) Amendment Regulations, 2021) under *The Public Health Act, 1994*, which authorized formerly licensed pharmacists, pharmacist extended interns, pharmacist interns, and pharmacy technicians to inject COVID-19 vaccines.

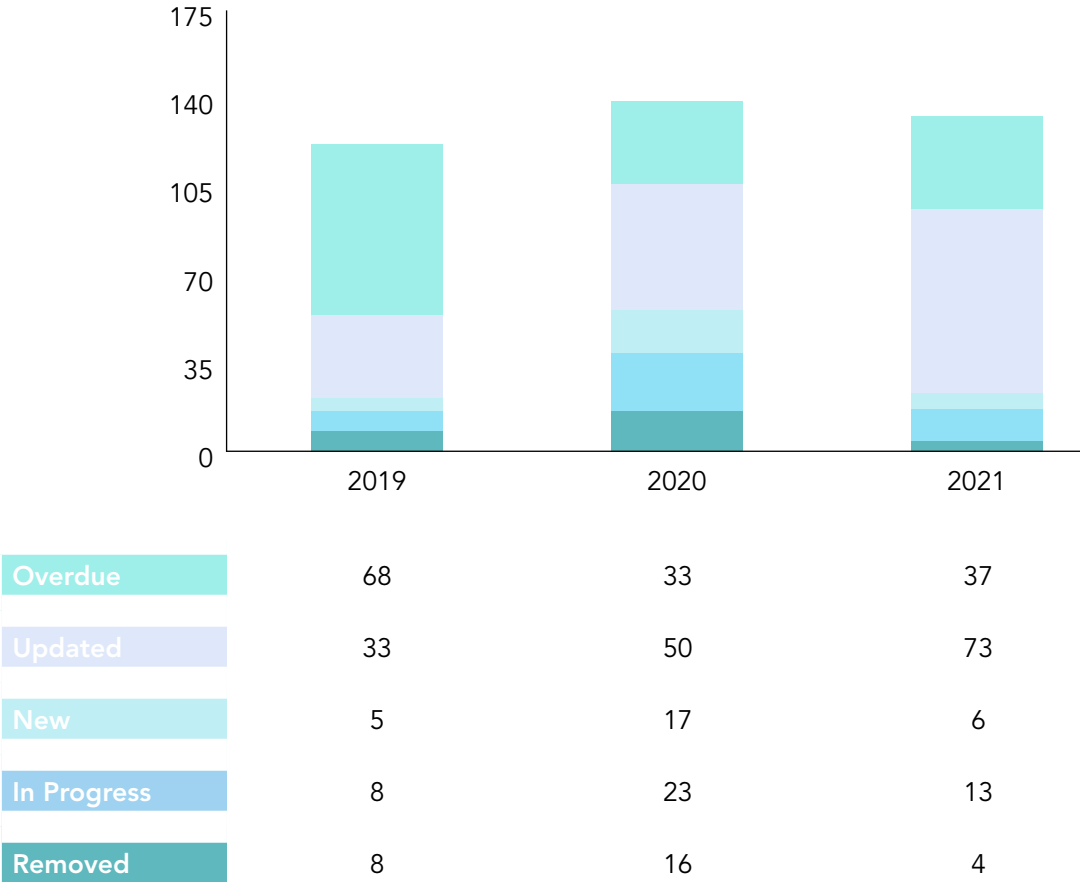
The regulations establishing the program and non-traditional immunizers is designed to end in 2022, however these amendments help to ensure that COVID-19 vaccines, and any future vaccines authorized by the Ministry of Health, are provided safely and in a timely manner to the public. (April)

- **Emergency Testing in Pharmacies (Part M)** – In extraordinary circumstances if enacted by the Registrar, and regardless of whether a professional relationship exists with the patient, authorizes licensed pharmacists to access, use, interpret, perform, or provide to a patient the results of tests that are for purposes other than drug therapy management or other pharmacy services being provided.



Authorized licensed pharmacists to conduct COVID-19 tests in pharmacies for occupational health and safety purposes to support the Provincial Test to Protect Program and provide COVID-19 test results to patients. (April)

- **Pharmacy Technicians** – Extended Intern category/conditional licensure amendments (Parts B and F) – Adds Extended Intern category and removes Conditional Practicing member category for pharmacy technicians. Authorizes pharmacy technicians who have graduated, but not yet completed the Saskatchewan Polytechnic Structured Practical Training and Assessment (SPTA) Program (or an equivalent program approved by Council) or passed their Pharmacy Examining Board of Canada (PEBC) exams to continue to be registered with the SCPP as interns. Pharmacy technician interns may work in Saskatchewan (under the immediate supervision and in the presence of a licensed pharmacist or a licensed pharmacy technician) for up to 12 months after graduation. This 12-month timeframe may be extended up to six months by the Registrar under extenuating circumstances. These amendments align pharmacy technician registration categories and timeframes with pharmacist registration categories and timeframes. (April)
- **Membership Registration Requirements/Jurisprudence Exam (Parts C, D, and E)** – Changed the member registration process, including: 1) Simplification of the application process by removing the redundant registration requirements, so that pharmacists and pharmacy technicians are no longer required to provide the SCPP with evidence of holding a Certificate of Qualification from the PEBC, as the PEBC already sends this information directly to the SCPP via secured email. 2) Pharmacist applicants who have graduated from the University of Saskatchewan are now required to write a jurisprudence exam prior to registering as a member of the SCPP. The exam meets independent testing standards and ensures that applicants have an appropriate level of understanding of the legislated requirements to safely practice pharmacy in Saskatchewan. This change aligns membership registration requirements across all other SCPP membership categories and is a requirement of most other Pharmacy Regulatory Authorities in Canada. 3) Updates outdated, transitional bylaws. Corrects administrative oversights, restructures, and clarifies bylaws. (April)
- **Publicly Funded Vaccine Administration Age (Part L)** – Revises the publicly funded vaccine administration age to reflect current practice (to patients who are five years and over) and ensures licensed pharmacists with Advanced Method Certification (AMC) are authorized to administer publicly funded vaccines for all initiatives approved by the Ministry of Health. Also corrects administrative oversights. (August)
- **Ending the awarding of Member Emeritus Designations/Honorary Life Memberships/Honorary Memberships (Parts E and F)** – Amendments align with regulatory reform occurring with other self-



regulating health professional associations and colleges in Saskatchewan and across Canada. Ensures that regulators are no longer involved in advocacy work. (December)

- Modernization of the **Code of Ethics** to support gender inclusive language (published Jan. 28, 2022 in the Saskatchewan Gazette).

Administrative Bylaws

Three amendments to SCPP’s Administrative Bylaws include:

- Fees and Allowances (Part F) - Amends fee schedule (February)

- Fees and Allowances (Part F) - Revises kilometre rates ($\leq 5,000\text{km}$ and $> 5,000\text{km}$) to align with Canada Revenue Agency (June).
- Council and Elections Restructuring (Part B) – Updates council structure and elections process in response to regulatory reform and best practices which indicate that members involved in working committees, task force work in an advocacy organization would be required to step down from the committee or task force should they be elected to Council (Section 8). Also adds the term ‘maximum’ to Subsection 9(5) to limit the number of candidates per electoral category. (February)

Reference Manual Documents

The Reference Manual Tracking System, began in 2019, and supports transparent, accurate and clear communication to pharmacy professionals, pharmacy managers, proprietors, and the public. The College continues to build on Harry Cayton’s 2018 recommendations in [An Inquiry into the performance of the College of Dental Surgeons of British Columbia and the Health Professions Act](#), to gather standards and guidelines for members in one place. In 2021, much of the work focused on enacting emergency measures that impacted all areas of pharmacy practice. This included:

- Non-traditional immunizers (i.e., student and extended interns and formerly licensed pharmacists) administering vaccines as part of the provincial COVID-19 Immunization Delivery Plan and Seasonal Influenza Immunization Program;
- Pharmacists distributing COVID-19 rapid antigen tests as part of a federal COVID-19 workplace screening program;
- Pharmacists performing COVID-19 rapid tests for workplace occupational health and safety screening, and
- Pharmacists prescribing therapeutic substitutions in response to the angiotensin receptor blockers (ARBs) drug recall.

To preserve public safety while removing safeguards, the College developed terms and conditions for all emergency enactments in community pharmacies, along with written resources to help members understand the impact on pharmacy practice and navigate the complexity of health care delivery during the pandemic.

This material was also used by other provincial health system stakeholders and was made available on the College’s COVID-19 page to ensure that pharmacy professionals and other health system stakeholders could find information related to pharmacy practice during the COVID-19 pandemic, all in one place. Despite the challenges arising from the COVID-19 pandemic, work also continued on the College [harm reduction](#) efforts to reduce the number of overdoses and opioid-related deaths in Saskatchewan, in response to:

- Health Canada inspections for controlled substances and the federal health minister’s 2020 [call to action](#); and
- Saskatchewan’s [Provincial Auditor Report \(June 2019\)](#) call for increased training and monitoring of opioid dispensing practices in Saskatchewan.

The public risks arising from the opioid crisis were considered in all SCPP COVID-19 emergency enactments, to prevent unintended negative consequences.

Also, policies developed to address the Provincial Auditor Recommendations, such as Patient Identification Verification, were leveraged to support the provincial COVID-19 vaccination policies.

Number and Status of Reference Manual Documents

Progress for 2021:

- Four documents removed in 2021 concerning Medical Assistance in Dying (MAID) and conditional licensing (in addition to 24 removed in 2019 and 2020 combined);
- 129 Reference Manual documents remain (compared with 114 in December 2019 and 123 in 2020), of which 80 (or 62 per cent) of the reference documents are up-to-date based on a four-year refresh cycle (compared with 38/114 or 31 per cent in December 2019, and 67/123 or 54 per cent in 2020).

This was achieved through:

- ▶ Six new documents created in 2021 (compared with five new documents in 2019, and 17 new documents in 2020);
- ▶ 46 updates made to existing documents throughout 2021;

- ▶ 50 or (38 per cent) of the reference documents are outdated, including 13 that are under review (compared with 76/114 or 67 per cent in 2019, and 56/123 or 46 per cent in 2020 that were outdated).

Key Areas of Pharmacy Practice Impacted:

- **Emergency Measures and Exemptions** – COVID-19 – 77 per cent (10/13) of the reference documents supporting emergency measures are up to date. These documents were reviewed continually throughout 2021 to ensure that members had current information on SCPP emergency enactments along with federal and provincial COVID-19 initiatives.
 - ▶ Five new documents were created including: therapeutic substitution (TS) in extraordinary circumstances policy, the emergency enactment of TS for the ARB recall, and a TS pharmacist assessment record (PAR), COVID-19 immunizer frequently asked questions, COVID-19 occupational health and safety testing in community pharmacies (“Test to Protect”).
 - ▶ Three documents were updated: emergency exemptions for prescribing authority, emergency registration and licensure supplemental policy, and practice changes for community pharmacies during COVID-19 pandemic.
- **Administration by Injection** – All six documents are up-to-date and were updated several times in 2021 in response to provincial needs identified for the COVID-19 Immunization Delivery Plan and the Seasonal Influenza Immunization Program. Also includes information on vaccine storage and handling, cold-chain management, and refrigerator/temperature monitoring equipment requirements.
- **Prescriptive Authority** – 77 per cent (10/13) of reference documents are up to date, including updates to 4 documents in response to provincial needs identified for the COVID-19 pandemic relating to the policy/decision-making frameworks and frequently asked questions for vaccine preventable diseases, travel health, and prescriptive authority.
- **Laboratory Tests and Medical Devices** – (zero/three) all documents for this scope of practice were outdated and under review in support of provincial responses to the COVID-19 pandemic.
- **Dispensing** – 47 per cent (seven/15) reference documents are up to date. In 2021 extensive revisions were made to the MAID reference document to reflect the March 17, 2021, changes in federal legislation.

- **Compounding** – 100 per cent (4/4) of the NAPRA Pharmacy Compounding Standards remain up to date.
- **Controlled Substances and Prescription Review Program (PRP)** – 42 per cent (eight/19) of the reference documents are up to date. In 2021, the Section 56 Exemption Communication document was updated to reflect changes to Health Canada provisions to extend, transfer, and accept verbal prescriptions from prescribers for drugs found in the schedules of the *Controlled Drugs and Substances Act*.
- **Scope and Standards of Practice/Code of Ethics** – 64 per cent (seven/11) of the reference documents are up to date. In 2021, revisions were made to the Standards for Pharmacy Professionals Caring for Residents of Long-Term Care Facilities, to reflect changes to provincial regulations.
- **Pharmacy Operations** – 37 per cent (seven/19) of reference documents are up to date. In 2021, 3 documents were revised: quality improvement reviews, hand hygiene and respiratory hygiene/cough etiquette. Work on the new Pharmacy Manager Policy is still under development.
- **Registration and Licensing** – 86 per cent (six/seven) of reference documents are up to date. During 2021, updates were made in the following areas: Orientation to Practice Guide, Criminal Record Check policy, and the supervision of pharmacy interns to reflect the removal of the conditional license category in July 2021.
- **Documentation, Record Retention and Communication** – 17 per cent (one/6) of reference documents are up to date. In 2021, the summary of record keeping requirements was updated to reflect changes in provincial record retention requirements for COVID-19 vaccinations and Adverse Events Following Immunization reports.
- **Privacy and Consent** – 100 per cent (13/13) of the reference documents were updated in 2021 to ensure that pharmacy professionals have current information on the impact of privacy legislation on pharmacy practice.

Field Operations

Quality Improvement Reviews (QIRs)

With the implementation of the Community Pharmacy Professionals Advancing Safety in Saskatchewan (COMPASS) Continuous Quality Improvement Program in December 2017, a QIR process was developed for practice reviews.

The review process is safety-focused and allows the field officers to coach and assist pharmacy staff in their quality improvement efforts. The QIR process is intended to help achieve the desired culture of safety within Saskatchewan pharmacies.

The review centres on safety activities within community pharmacies, including reviewing medication incident reporting for completeness and maturity by utilizing the Medication Safety Cultural Indicator Matrix (MedSCIM), reviewing the Medication Safety Self-Assessment (MSSA), reviewing the Continuous Quality Improvement (CQI) plan, and reviewing practice related procedures within the pharmacy.

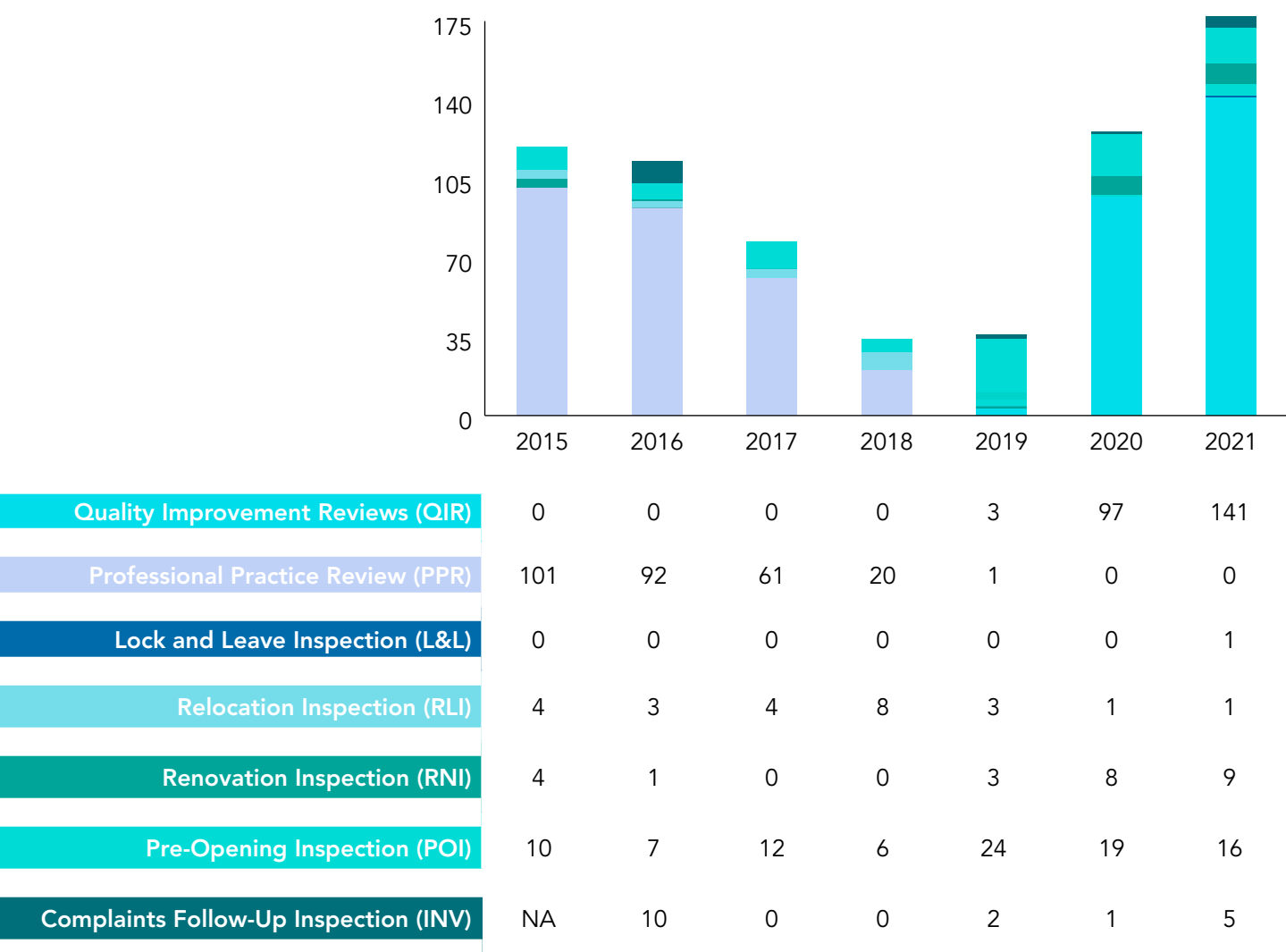
The goal of the QIRs is to ensure all pharmacy staff are actively looking for ways to decrease incidents and ensure medication safety is continually reviewed and addressed. The QIR process is initiated through the pharmacy manager Pharmacy Self-Assessment. The QIR is then scheduled and completed, with a report provided at the end summarizing any recommendations and follow-up issues.

Virtual Pharmacy Visits

Currently, most QIRs are being performed virtually via an internet application (ConnectWise™). However, there are a few situations that have required an on-site visit, specifically; if another inspection is planned to occur at the same time as the QIR (e.g., compounding inspection, renovation inspection, etc.), or if the pharmacy is unable to utilize the ConnectWise application.

During the virtual visit, the field officer is allowed by the pharmacy manager to view the community pharmacy's computer to review safety-related tools. The field officer requests that the pharmacy manager or Quality Improvement (QI) coordinator go to the Community Pharmacy Incident Reporting (CPhIR) website to assess the safety work completed. The objective is to review the narrative of incidents to assist pharmacy staff in improving the completeness and maturity of their reporting and in

Field Operations Activities as of Dec. 31, 2021



doing so helping them better identify the root cause of the incidents. The MSSA graphics and CQI plan are also reviewed.

During the pharmacy virtual pharmacy visit, pharmacy practice-related procedures are also reviewed. These include, but are not limited to, prescriptive authority procedures, advanced method (injections) procedures, CDSA procedures, PIP privacy and accuracy procedures, and specialty services procedures.

Once the review is complete, the pharmacy manager is provided with a PDF report of the review that includes recommendations for improvement and potential resources that can help the pharmacy staff with quality improvement efforts.

Field Operations Summary

QIRs officially commenced in January 2020. From then until the end of 2021, there have been 238 QIRs completed, with 141 of the QIRs completed in 2021. Regular activities are summarized in the accompanying chart. SSCP is on track to complete all pharmacies by quarter two of 2022 and will then begin to build the future process, including how often a QIR occurs and who will receive in-person site visits, using a risk based approach.

Summary

The process for completing pre-opening, renovation, and relocation inspections virtually via Skype ended in September 2021 with the integration of Skype into Microsoft Teams. Virtual inspections are now completed via Microsoft Teams. Most inspections were completed virtually in 2021; however, there were some completed in person.

Utilizing virtual inspections had many advantages this year, including allowing inspections to be completed while still allowing field officers to socially distance, as well as reducing costs for travelling and expenses. Virtual inspections for pre-opening, renovation and relocation will continue to be the primary way these types of inspections are completed. However, when required, some inspections will be completed in person.

Other Field Operation Activities

- Jeannette Sandiford, Assistant Registrar – Field Operations and Quality Assurance, participated in the National Association of Pharmacy Regulatory Authorities (NAPRA) MIR (Medication Incident Reporting) Working Group, the Institute for Safe Medication Practices (ISMP) Canada Advisory Panel to develop a new MSSA for High-Risk Situations in Community Pharmacies, and the ISMP Canada Working Group to revise the current Community/Ambulatory Care MSSA. Jeannette also sits on the Competency Assurance Program (CAP) Task Force, provides support to the COMPASS Committee, and collaborates with counterparts in other provinces when appropriate.

In-Person	Virtual
7 pre-opening inspections	9 pre-opening inspections
3 renovation inspections	6 renovation inspections
1 relocation inspection	0 relocation inspections

- Brittany Sharkey, Certified Compounding Inspector – Field Officer, participated in two NAPRA Working Groups – Sterile Compounding and Non-Sterile Compounding. She also participated in the NAPRA Review Committee for the development of Compounding Competencies. She is a staff resource for compounding on the Professional Practice Committee and continues to be involved in leading the work for the Compounding Excellence (CompEX) implementation of the NAPRA Compounding Standards.

This work involved the publication of two CompEX editions of MicroSCOPE, compounding lectures to first- and fourth-year University of Saskatchewan (U of S) pharmacy students, an environmental scan survey during 2021, and presenting on the NAPRA compounding standards at the Pharmacy Association of Saskatchewan (PAS) virtual conference.

- Jennifer Koskie, Field Officer, participated in development of the Phar 112: Pharmacy Law course, and will be involved with presenting it to the pharmacy students at the U of S in term two of the 2021/22 school year. Jennifer also attended an ISMP Canada MSSA Advisory Panel meeting, to provide feedback on the new MSSA, as well as participating in preparing articles for SSCP's newsletters.
- Steve Yakiwchuk, Field Officer, participated in development and facilitation of the Phar 112: Pharmacy Law course and will be involved with presenting it to the pharmacy students at the U of S in term two of the 2021/22 school year. Steven also attended an ISMP Canada MSSA Advisory Panel meeting, to provide feedback on the new MSSA, as well as participating in preparing articles for SSCP's newsletters.
- All field officers have been involved with answering member inquiries and questions.

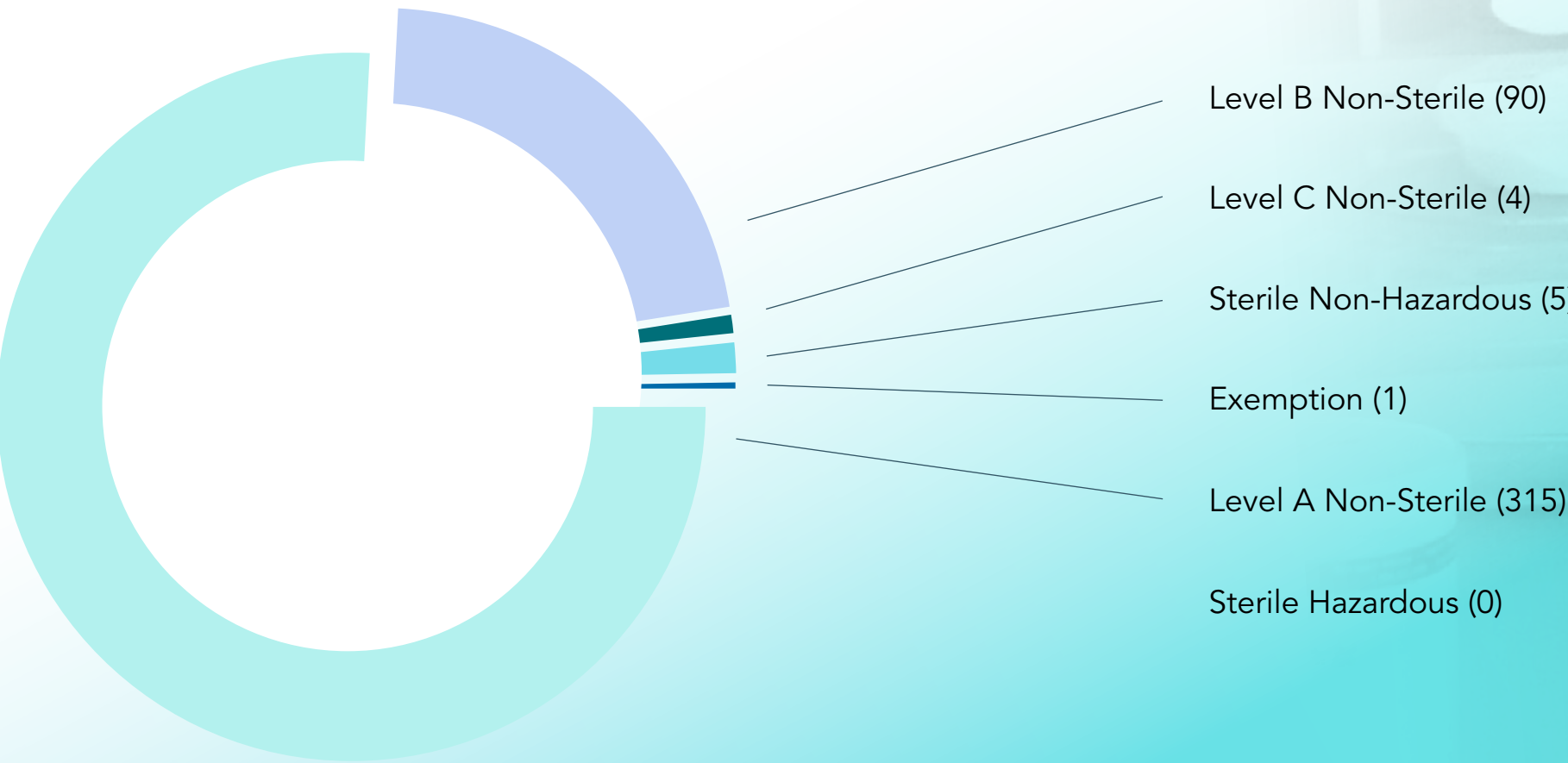
CompEX – Compounding Report

In January, SCPP sent out a survey to all pharmacy managers to obtain an environmental scan of the implementation progress of the NAPRA Model Standards for Pharmacy Compounding in Saskatchewan pharmacies. 131 pharmacy managers responded to the survey. More than half of respondents identified that their pharmacy was on target to meet the compliance deadline of Dec. 31, 2021. Being mindful of the additional workload to come in pharmacies with the roll-out of COVID-19 immunizations, Council approved a deadline extension to Aug. 31, 2022.

One-on-one consultations continued with pharmacy managers who reached out for additional guidance on meeting facility compliance within their pharmacy. The compounding inspector continued to review photos of dispensaries and schedule video calls to provide feedback and guidance on how to meet compliance.

Six in-person visits were also conducted specifically to assist pharmacy managers in assessments of their facilities. Additional visits were also completed in conjunction with other SCPP Field Operations-related business where the compounding inspector was already on site.

In December, the compounding inspector provided a year-end report to Council outlining an assessment plan for the Field Operations team to assess compliance following the Aug. 31, 2022, deadline.





The Community Pharmacy Professionals Advancing Safety in Saskatchewan (COMPASS) Continuous Quality Improvement (CQI) program became mandatory in Saskatchewan community pharmacies on Dec. 1, 2017. Since this implementation date, there have been almost 36,000 medication incidents reported into the CPhIR system.

On average, 147 pharmacies are reporting each month.

Standardized Continuous Quality Improvement Tools for COMPASS

The standardized Continuous Quality Improvement tools used for COMPASS were developed by the Institute for Safe Medication Practices (ISMP) Canada. They include:

- CPhIR system (www.cphir.ca) for reporting medication errors and near misses (medication incidents).
- MSSA (Medication Safety Self-Assessment) tool (mssa@ismp-canada.org) for proactively identifying any potential safety issues.
- CQI tool for both developing the agenda for CQI meetings and developing and monitoring the pharmacy improvement plan.

Each pharmacy was surcharged for the cost of subscribing to the ISMP resources to meet the CQI bylaw requirements. The surcharge also includes an administrative fee for the program.

Breakdown of surcharge:

- CPhIR subscription \$340.00
- Administration fee \$160.00

Month	Incidents Reported	Users	MSSAs (started or completed since inception)	CQI Meetings
January	528	171	388	43
February	455	146	391	38
March	661	159	393	25
April	477	139	393	25
May	368	123	393	19
June	433	130	393	27
July	433	152	393	37
August	461	146	399	33
September	386	136	404	33
October	376	137	415	49
November	488	158	417	34
December	487	163	416	30
Total	5553	1760	4795	393

- Total COMPASS surcharge \$500.00

Number of Participating Pharmacies

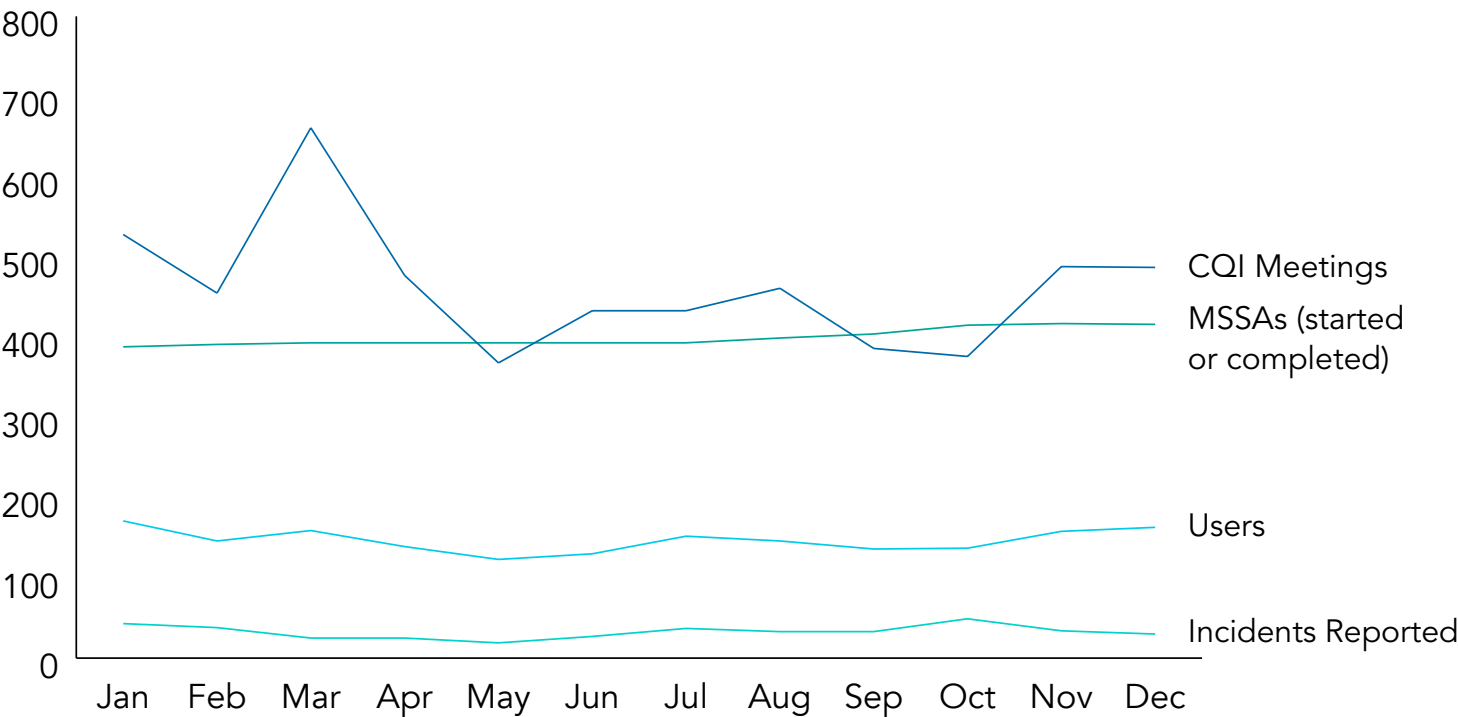
As of Dec. 31, 2021, there were a total of 424 community pharmacies that met the bylaw requirements for participation in COMPASS.

Training

Online training for the COMPASS program is currently available through the Continuing Professional Development for Pharmacy Professionals (CPDPP). The training goal is to provide information on medication safety, as well as training on the online COMPASS tools, for the Quality Improvement (QI) Coordinators to meet their regulatory obligations. There were 172 individuals that took the online training in 2021. This included 86 pharmacists/pharmacy technicians and 86 students. It is mandatory for the second year PharmD students to take the COMPASS training.

COMPASS Statistics

Number of incidents, users, and COMPASS activities for 2021



Communication

To ensure pharmacy staff members were well-informed about emerging trends, standards of practice and requirements of the COMPASS program communications were provided throughout 2021, by email and via newsletter articles in SCOPE, SMART Medication Safety Agendas, and the [directions] newsletters.

To facilitate communication between SCPP and the COMPASS pharmacies, the [directions] newsletter was developed in 2015. The newsletter is intended to provide pharmacies with information about using the COMPASS tools, relevant safety information, education opportunities around safety, other initiatives (e.g., Pharmaceutical Information Program’s Quality Improvement Program (PIP QIP)), and any “good catches.”

Four editions of the [directions] newsletter were published and distributed in 2021.

Pharmacy Safety Resources

To assist pharmacy staff with education for the COMPASS program, several online resources are available on the College website.

- Resources added to the COMPASS tab on the website include:
 - ▶ [Continuous Quality Improvement \(CQI\) Plan Cheat Sheet](#)
 - ▶ NAPRA [Model Standards of Practice for Continuous Quality Improvement and Medication Incident reporting by Pharmacy Professionals Adapted](#)
- Resources revised on the COMPASS tab on the website include:
 - ▶ [COMPASS Quality Improvement Coordinator Manual](#).

Statistics

Statistics for incident reporting in the CPhIR system from September 2013 (Phase I) until the end of December 2021:

- Total number of incidents reported: 35,974
- Total number of pharmacies that have entered at least one incident: 429
- The top five types of incidents:
 - ▶ Incorrect dose/frequency: 8,403
 - ▶ Incorrect quantity: 6,012
 - ▶ Incorrect drug: 6,044
 - ▶ Incorrect strength/concentration: 3,817
 - ▶ Incorrect patient: 3,362
- Outcomes of reported incidents:
 - ▶ No error: 20,753
 - ▶ No harm: 14,125
 - ▶ Harm: 1,078

As of the end of 2021, the total number of pharmacies since Phase 1 that have started or completed their MSSA was 416. In addition, the total number of CQI meetings held during that time was 1,114.

COMPASS Activities

The above chart shows that the number of pharmacies (users) submitting incidents has remained steady over the year. On average there were 147 pharmacies reporting each month to the CPhIR program. The highest number of users was seen in January with 171, which corresponds with the second highest number of incidents reported (528). The highest number of incidents reported was in March with 661, from 159 users. Other than January and March, there was a relatively steady number of incidents reported monthly in 2021. The lowest number of incidents reported, and the lowest number of users was seen in May, which corresponded with the month that pharmacies started providing COVID-19 vaccines.

There was a large increase of MSSAs completed or started over the last quarter of the year. This was due to the new permit requirement in 2021/2022 that every pharmacy needed to have completed an MSSA within the last two years as per the regulatory bylaws. Many pharmacies have either completed a second MSSA or are in the process of completing their second MSSA. Going forward, pharmacies will be monitored through QIRs and the permit renewal process to ensure they are completing an MSSA every two years as per the regulatory bylaws.

CQI meetings held each month remained relatively steady. The highest number of CQI meetings were held in October, with 49 meetings, and the lowest number of meetings were held in May, with 19. Again, the lower number of meetings held in May may be due to pharmacies starting to provide COVID-19 vaccines.

Monitoring Effectiveness of COMPASS

COMPASS Committee

To monitor the effectiveness of the COMPASS program and identify areas for improvement, the COMPASS Committee was created in 2018. The Committee had two meetings in 2021, in September and November.

The committee is comprised primarily of Quality Improvement (QI) Coordinators, but also includes hospital representation and academia.

Safety Attitudes Questionnaire (SAQ)

To measure improvement in the safety culture within all Saskatchewan pharmacies, a second Safety Attitudes Questionnaire (SAQ) was administered and overseen by ISMP Canada in February 2021. The first SAQ was administered in 2018. Pharmacists and pharmacy technicians were asked to participate.

The final report showed improvement in five of the six safety culture domains. The domains that showed improvement (i.e., an increase in the weighted average score) were Teamwork, Safety Culture, Perception of Management, Working Conditions, and Job Satisfaction. The one domain where there was a decrease in the weighted average score was Stress Recognition. The final report of this survey is available on the [SCPP website for review](#).

Quality Improvement Reviews (QIRs)

Monitoring quality improvement activities in pharmacies during the QIRs commenced in January 2020. There were 141 QIRs completed in 2021, to bring the total of QIRs completed since January 2020 to 238. QIRs are completed virtually by the field officers using the ConnectWise™ program. Some QIRs were completed in-person in 2021, due to either the pharmacy not being able to connect using Connectwise™ or another inspection being completed in conjunction with the QIR. It is anticipated that every pharmacy will have had a QIR by the end of June 2022.

MedSCIM

The Medication Safety Cultural Indicator Matrix (MedSCIM) tool is one of the assessment tools that is used during the QIR process.

The MedSCIM tool measures the completeness of the medication incident reporting and the maturity of the safety culture within a pharmacy. A comparison of the MedSCIM results for 2020 and 2021 show an improvement in both completeness of the report and the maturity of the safety culture within community pharmacies.

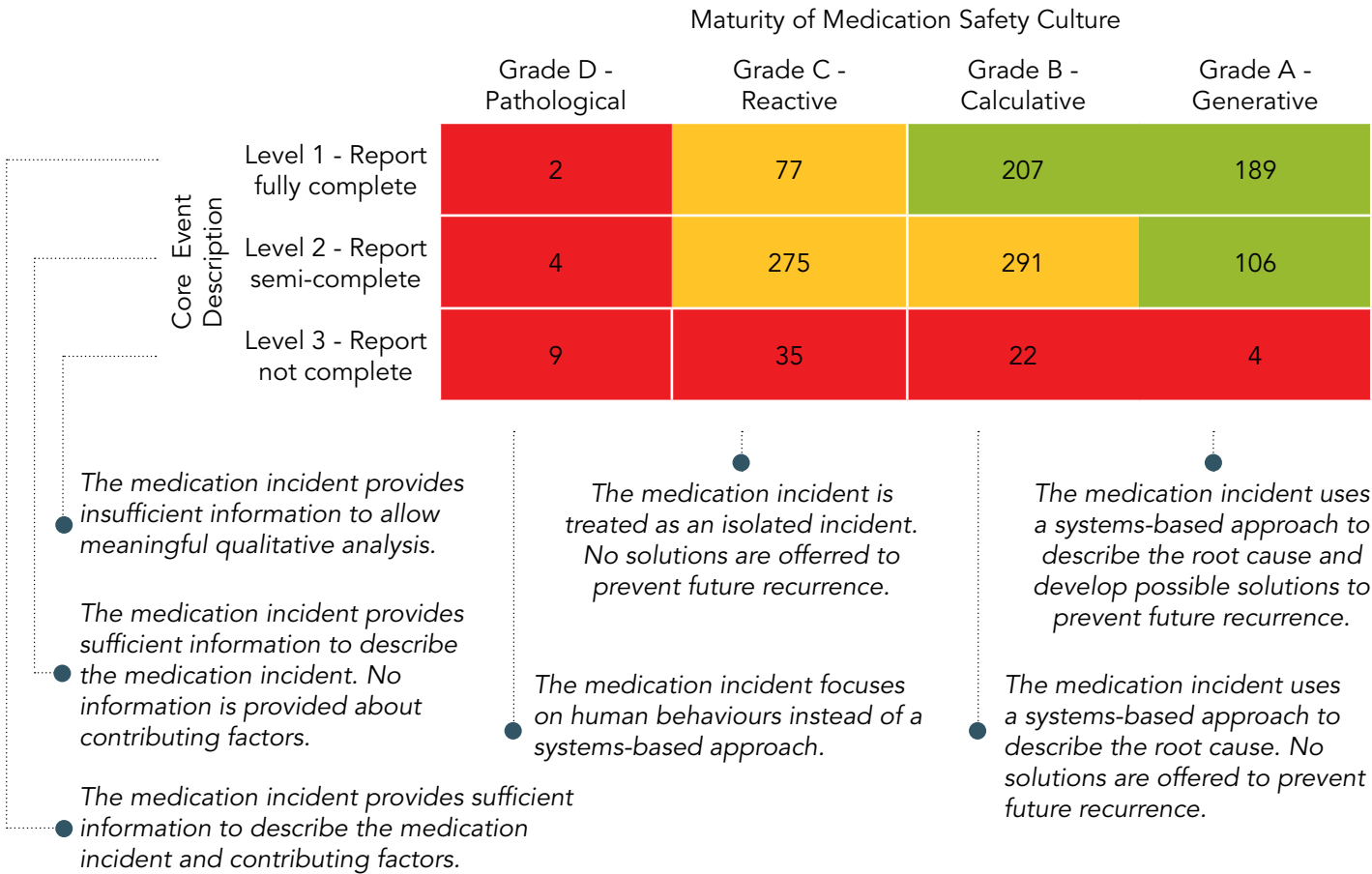
The charts to the right show a shift in the percentage of incidents assessed in the red toward more incidents being assessed in the yellow and the green from 2020 to 2021. This again indicates an improvement in completeness and maturity of culture of Saskatchewan pharmacies incident reporting and thus a move to an improvement in overall safety culture in pharmacies.

In addition to utilizing the MedSCIM tool during the QIRs, SCPP again engaged ISMP Canada to perform a MedSCIM assessment on medication incidents that have caused patient harm. The first review was completed on medication incidents from Dec. 1, 2017, to Jan. 31, 2019.

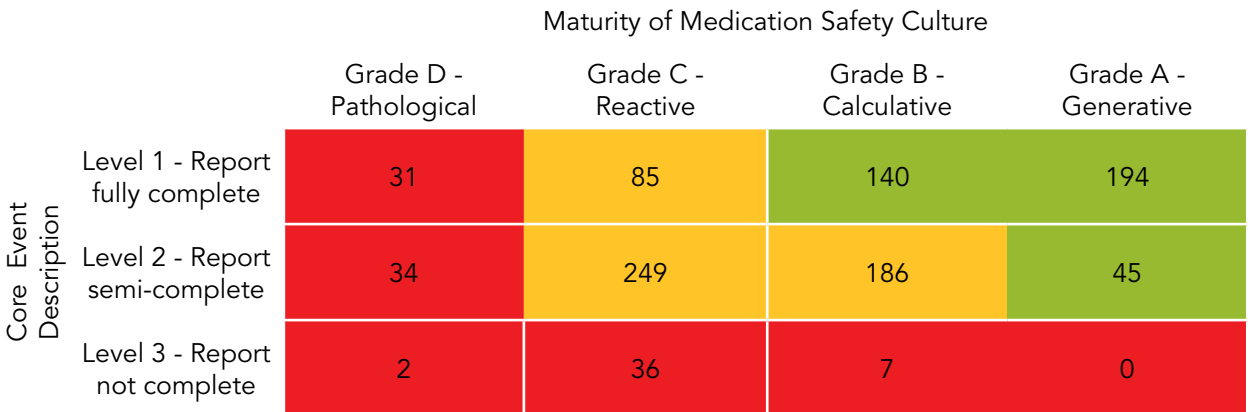
The most recent review completed by ISMP Canada was on medication incidents for the period of Feb. 1, 2019, to Aug. 30, 2020. The results of this assessment were reviewed and presented to Council in February 2021.

The overall conclusion from the second review of medication incidents causing patient harm was that COMPASS pharmacies continue to demonstrate many areas of strength with respect to their patient safety culture. Most incidents associated with patient harm were reported with a sufficient level of detail to describe what medication incident occurred as well as to specify potential contributing factors to the incidents. The full report can be found at [COMPASS Harm Incidents MedSCIM Assessment 2020](#).

MedSCIM Results (Jan. 1 – Dec. 31, 2021)



Compare (Jan. 1 – Dec. 31, 2020)



Complaints and Discipline

The Complaints Committee operates as a Committee of the College pursuant to *The Pharmacy and Pharmacy Disciplines Act* and derives its authority through legislation, including section 28 of the Act:

Investigation

28. (1) Where the complaints committee is requested by the council to consider a complaint or is in receipt of a written complaint alleging that a member is guilty of professional misconduct or professional incompetence, or that a proprietor is guilty of proprietary misconduct, the committee shall:

a. review the complaint; and

b. investigate the complaint by taking any steps it considers necessary, including summoning before it the member or proprietor whose conduct is the subject of the complaint.

(2) On completion of its investigation, the complaints committee shall make a written report to the discipline committee recommending:

a. that the discipline committee hear and determine the formal complaint set out in the written report; or

b. that no further action be taken with respect to the matter under investigation.

(3) The formal complaint set out in a written report made pursuant to clause (2)(a) may relate to any matter disclosed in the complaint received pursuant to subsection (1) or the investigation conducted pursuant to subsection (1).

(4) The complaints committee shall provide, or cause the registrar to provide, a copy of a written report made pursuant to clause (2)(b) to:

a. the council;

b. the person, if any, who made the complaint; and

Complaints Summary	2015	2016	2017	2018	2019	2020	2021
New files	37	38	33	51	40	51	73
Closed files	32	32	33	26	21	33	57
Files referred to Discipline Committee	2	5	7	7	6	5	4
Files referred to Alternative Dispute Resolution Process (ADR)	4	3	6	4	4	10	5
Files open for investigation	7	12	14	14	9	3	7

c. the member or proprietor whose conduct is the subject of the complaint.

Complaint Committee Activities

In 2021, the Complaints Committee met virtually on eight occasions to review files.

The Committee, upon review of the file, will motion one of the following:

- close the file with no further action
- close the file and request that the member send a letter of apology to the complainant(s)
- close the file with a letter of caution to the member which is retained in the member's file
- refer the file to an Alternative Dispute Resolution (ADR) Process
- refer the file to the Fitness to Practise Committee
- refer the file to a Discipline Hearing

Disposition of files during the year was as follows:

- Reviewed 1 file which remained open from 2017:
 - ▶ One file remains open for investigation
- Reviewed 5 files from 2020:
 - ▶ Two files closed with an apology
 - ▶ One file was referred to ADR
 - ▶ Two files were referred to the Discipline Committee
- Reviewed 73 files from 2021, closing 59 files:
 - ▶ 16 files closed with no further action
 - ▶ 27 files closed with an apology
 - ▶ 16 files closed with cautionary letters to the member(s)
 - ▶ Seven files remain open for investigation
 - ▶ Three files were referred to ADR
 - ▶ Four files were referred to the Discipline Committee
 - ▶ Of the 73 files received in 2021, six files were initiated by SCPP while 67 files were submitted by members of the public

Consensual Complaints Resolution Agreements (CCRA)

Consensual Complaints Resolution Agreements arise through the Alternative Dispute Resolution process and require monitoring and follow-up with the member and/or proprietor involved for the duration of the agreement which in many cases can be up to five years in duration. At the end of 2021, SCPP had 12 active CCRA's to manage.

Discipline Hearings

- One file referred to a Discipline Hearing in 2019 was heard in 2021.
- Four files referred to a Discipline Hearing in 2020 were heard in 2021.

Type of Complaint by Allegation	2015	2016	2017	2018	2019	2020	2021
Advertising	0	0	2	1	1	0	0
Alcohol/Drug Abuse	2	1	2	1	1	1	1
Communication/Unprofessional Behavior	24	26	30	23	25	17	54
Medication Errors	11	12	17	14	22	10	15
Record Keeping	1	4	1	5	1	1	6
Bylaws/Standards/Guideline/Ethical Infractions	7	11	9	16	6	16	40
Prescription Transfers	2	0	0	0	2	2	12
Billing Irregularities/Overcharging	4	2	1	11	9	1	8
Inappropriate Product Selection	1	0	0	1	0	0	0
Unsupervised Assistant	4	2	0	1	0	0	2
Prescription Short Fills	4	0	2	1	1	1	3
Pharmacist Not on Duty	1	0	0	3	0	3	2
Dispensing Without Authority	2	2	2	3	1	4	7
Breach of Confidentiality/Privacy	6	7	7	3	6	5	11
Adverse Drug Reaction (otc)	0	2	0	3	0	2	3
Refusal to Fill	4	3	3	3	1	2	11
Patient's Right to Choose Pharmacy	6	2	0	1	2	1	8
Privacy/Pharmacy Assistant	4	8	0	0	1	1	1
Miscellaneous/Other	12	16	29	5	24	22	27
Proprietary				8	0	5	10
Injection				5	1	3	11
TOTAL	95	98	105	108	104	97	232

Note: One complaint may have more than one type of allegation.

- Two files referred to a Discipline Hearing in 2021 were heard in 2021.
- There are four files remaining to have a Discipline Hearing in 2022.

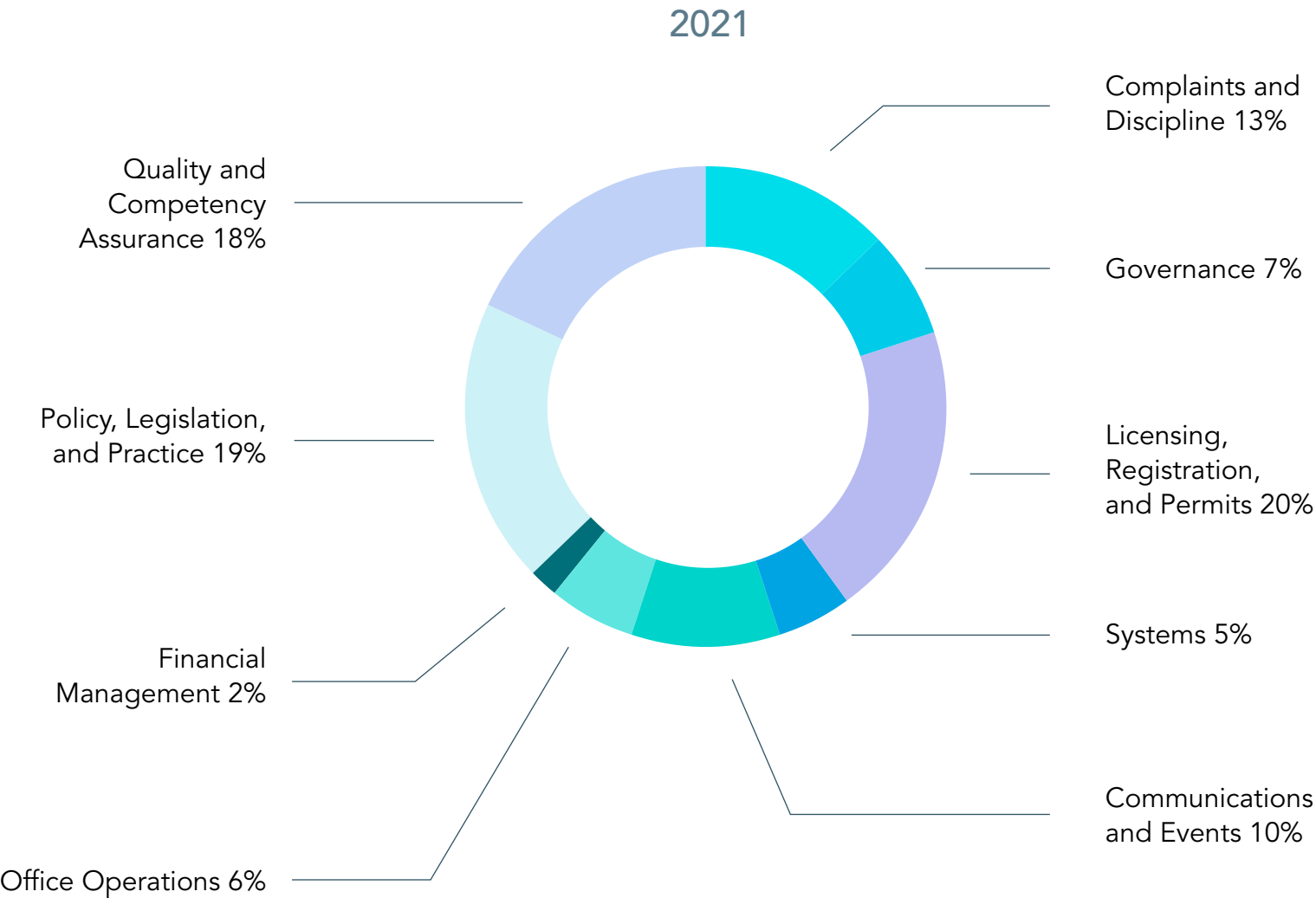
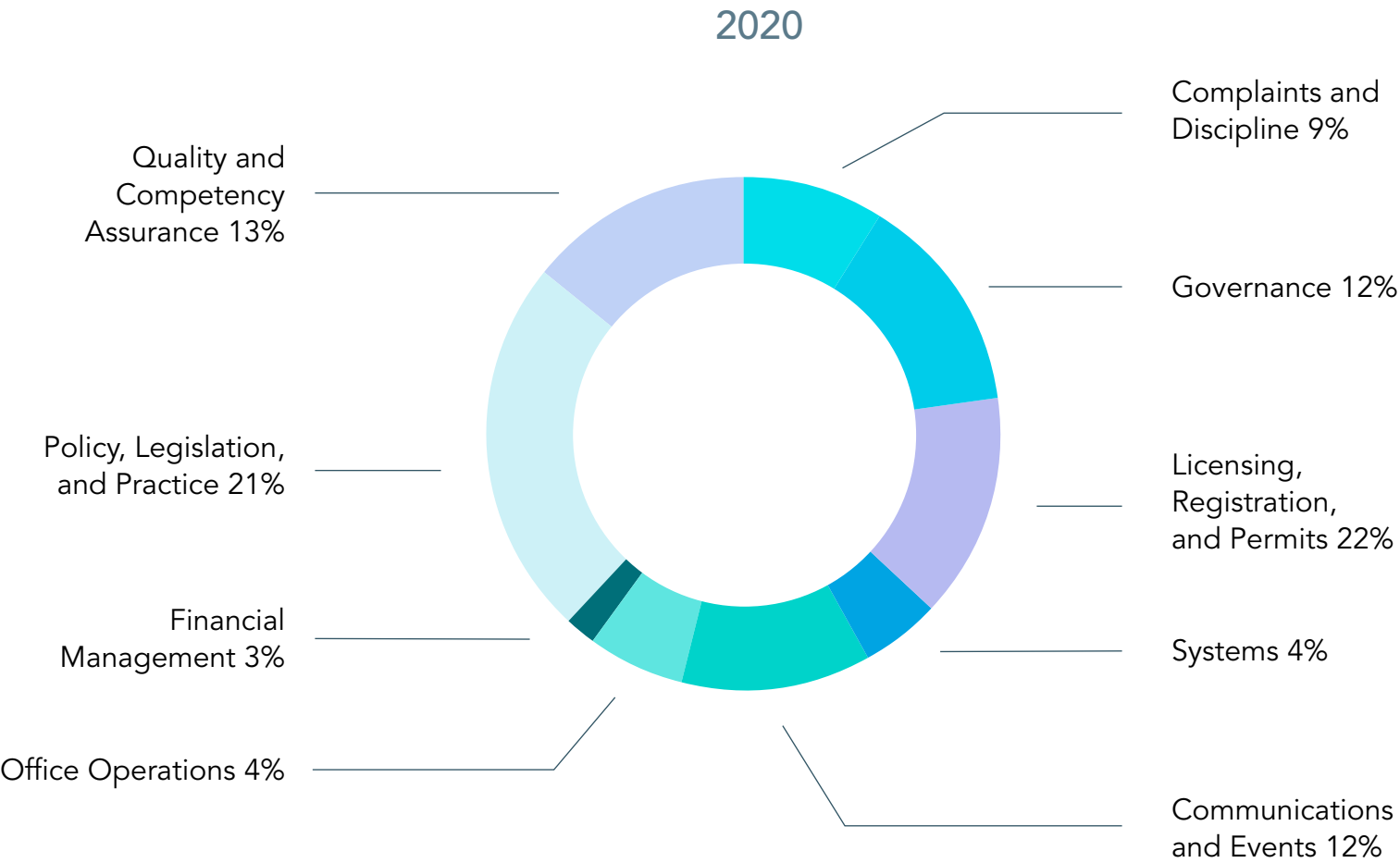
More information regarding discipline decisions and orders can be found on the SCPP website under Complaints and Discipline, the CanLII website, and summaries are published in the SCOPe newsletter.

The Committee wishes to thank all members who received correspondence throughout 2021 for your cooperation in responding to the Committee.



Other Activities of the Registrar's Office

As part of the 2020-2024 strategic plan, staff responsibilities were defined within functional units to measure and ensure resources were being aligned to priorities. The results below reflect 2020 and 2021, respectively.



Analysis Between 2020 and 2021:

- Quality and Competency Assurance increased from 14 per cent in 2020 to 18 per cent in 2021. In the second quarter of 2021, SCPP on-boarded two new field officers, one being a new full-time position.
- SCPP field officers and certified compounding inspector continue to increase the number of pharmacies they are reviewing to achieve the target of every pharmacy by the end of quarter two of 2022.
- Policy, Legislation and Practice went from 24 per cent to 19 per cent in 2021. This does not reflect that there was less work produced from the Unit as there was one full-time staff member on parental leave.
 - Fiscal management, systems, and office operations continued to be consistent between 2020 and 2021.
 - Communication and events remained consistent over 2020 with a slight decrease. The amount of communication due to COVID continued to be heavy in 2021; however, the slight reduction in percentage would be driven through efficiency as our new Communications Coordinator on-boarded in March of 2020 and we had some overlap in training in 2020.
 - Licensing, registration, and permits increased over 2020 as there was a significant amount of work done to update the licensing and registration process, update the jurisprudence exams, and re-launch the appraisal and assessment program for international pharmacist graduates.
 - Governance decreased in 2021 as a significant amount of work was completed on the Council restructuring that took place between 2019 and 2020.

- Complaints and discipline increased over 2020 and in the second quarter, SCPP hired a contracted part time complaints investigator to support the increase in volume of complaints.

Other Activities of the Registrar's Office included:

- Published four regular editions of SCOPE, our e-newsletter, plus three editions of MicroSCOPE and two editions of CompEX MicroSCOPE. In addition to this communication, the College published and maintained a significant amount of COVID-19 information and publications on our website to ensure up-to-the-minute information was being provided.
- Planned and successfully completed our 110th Annual General Meeting using a virtual platform.
- Continued collaboration with the College of Pharmacy and Nutrition to partner in professional development activities for members; in particular, continued updating of the minor ailments documents, updated and modernized the Level 1 Prescriptive Authority and Minor Ailments Basics education programs, researched and collaborated on an education program for Equity, Diversity and Inclusion and Cultural Awareness, created a pharmacy technician and pharmacy student advanced method training and education program to support emergency immunizers to deliver COVID-19 and influenza immunizations, and completed and submitted the pharmacy manager training program to Canadian Council on Continuing Education in Pharmacy (CCCEP) for full accreditation.
- Continued electronic data collection and submission to the Canadian Institute for Health Information (CIHI).
- Continued to electronically submit member and pharmacy

data to the Provider Registry System (PRS) of the Saskatchewan Ministry of Health.

- Remained actively involved in the Pharmaceutical Information Program (PIP) Quality Improvement Project and continued quarterly meetings with eHealth and the Ministry of Health.

As part of the QIR process, the field officers are actively working with pharmacy managers to ensure compliance with and proper management of the PIP data to support quality data for the safety of Saskatchewan patients.

- Continued to participate in collaborative initiatives like the Network of Interprofessional Regulatory Organizations (NIRO) and the Prescription Review Program (PRP). NIRO consists of representatives from the governing bodies for all health professionals in Saskatchewan and meets twice per year to share information and discuss issues of mutual interest.

A successful governance training session was offered in the fall for all board and council members.

- Staff continues our strong relationship and liaison with the College of Pharmacy and Nutrition and Saskatchewan Polytechnic.

We continue to deliver the laws class to the pharmacy students and provide guest lectures on several professional topics. This liaison also includes serving on the Advisory Board of medSask Drug Information Service and the Continuing Professional Development for Pharmacy Professional (CPDPP) Unit.

- Policy development and issues management required considerable staff involvement with respect to researching, coordinating, and drafting documents.

- We continued our work on improving our IT and systems and moved to a managed services agreement with plans to migrate to the cloud in 2022. This offers improved productivity and security and cost savings in the future.
- Continue to work with the funding partners of the Prescription Review Program (PRP) to discuss legislative changes and mutual issues and concerns.
- Provided administrative support to Council, the Nominating, Audit, and Finance Committees.
- An active member for the provincial working group for Medical Assistance in Dying in Saskatchewan, meetings did not occur in 2021 due to COVID priorities.
- Continue to sit on the Provider Advisory Committee for MySaskHealthRecord for Saskatchewan.
- Continue to regularly meet with Opioid Health Stakeholders to collaborate on initiatives to address the opioid crisis.
- Continue to work with Health Canada on initiatives such as Commercial Compounding and modernizing of federal regulations.
- Continue to meet monthly with the College of Physicians and Surgeons of Saskatchewan (CPSS) to discuss and collaborate on initiatives and areas of mutual interest.
- Virtually attended the National Association of Boards of Pharmacy/American Association of Colleges of Pharmacy (NABP/AACP) District V Annual Meeting in August.

- Officers of Council and the Executive Leadership team attended a full day virtual Quad-Provincial meeting between British Columbia, Alberta, Saskatchewan, and Manitoba. The meeting was hosted by Saskatchewan.
- Attended weekly meetings with the Ministry of Health, the Saskatchewan Health Authority, the Pharmacy Association of Saskatchewan, and Indigenous Services Canada to discuss rapidly evolving COVID-19 issues.
- Chair of NAPRA from May 2021 to May of 2022, Chair of the NAPRA Finance and Risk Committee and member of the NAPRA Governance and Nominating Committee.
- Completion of the first full year of a performance management system within the College.

Conclusion

On behalf of all staff, I extend our sincere appreciation to President Rod Amaya and members of Council and all committees and appointees for your vision, leadership, loyalty, and dedication.

We sincerely appreciate the sacrifices you have made to serve the College in a very challenging year. Your contributions have been substantial, and we are honoured to work with such dedicated volunteers.

Sincere thank you to our stakeholders for their cooperation, time and involvement on issues of mutual interest, and to SCPP staff who worked so hard for us during the year (Roberta Becker, David Chou, Joanne Deibert, Peleshia Dubidad, Pat Guillemin,

Kathleen Handford, Marlon Hector, Fatima Khan, Darlene King, Jennifer Koskie, Chantal Lambert, Christina McPherson, Shayna Murray, Heather Neirinck, Lori Postnikoff, Natalie Rediger, Kim Samoila, Jeannette Sandiford, Tami Schwebius, Brittany Sharkey, Audrey Solie, Emily Thompson-Golding, Meaghan Underwood, Ingrid Wakefield, Melissa Weger, Steve Yakiwchuk, and Caroline Zareba) for your commitment and dedication.

The College is fortunate to have such gifted staff.

Respectfully submitted,

Jeana Wendel, BSc., BSc. Pharm., MHA., CHE.
Registrar – Treasurer 2021

Saskatchewan College of Pharmacy Professionals

SCPP Council 2021 – 2022

7(1) The council shall manage, govern and regulate the affairs and business of the college.

from
The Pharmacy and
Pharmacy Disciplines Act.



Rod Amaya
President



Amy Wiebe
President Elect and Division 8



Stephanie Scott
Past President



Tania Horkoff
Rural/Remote Pharmacist



Kyla Jackson
Division 2



Shauna Nowakowski
Division 4



Brandon Krahn
Division 6



Tracy Martens
Hospital Pharmacy Technician



Roxanne Bagnall
Rural/Remote Pharmacist



Sarah Kozusko
Urban Pharmacist



Dr. Jane Alcorn
Ex-Officio



Dr. Yvonne Shevchuk
Designate Ex-Officio



Bonnie Caven
Public Member



Mark Hawkins
Public Member



Michael Lummerding
Public Member



Maya Rattanavong
Student Representative



Celynn Elder
Student Representative



Jeana Wendel
Registrar



Ingrid Wakefield
Admin. Support

Committees

Audit*

Stephanie Scott, President
 Marilyn Younghans, Past-President
 Rod Amaya, President-Elect
 Amy Wiebe, Vice President
 Bonnie Caven, Public Rep.
 Jeana Wendel, Registrar
 Ingrid Wakefield, Admin Support

Competency Assurance Task Force

Louisa Chan, Voting Member
 Robyn Federko, Voting Member
 Sue Mack-Klinger, (Louisa's delegate)
 Dawn Rietdijk, Voting Member
 Blair Seifert, Voting Member
 Maria Sherring, Voting Member
 Erin Yakiwchuk, Voting Member
 Danielle Larocque, Contract Advisor
 Nancy Winslade, Chair
 Lori Postnikoff, Advisory Member
 Jeannette Sandiford, Advisory Member
 Christina McPherson, Admin. Support
 Rizza Pardillo, Voting Member, retired May 17, 2021

COMPASS

Bevin Akister, Voting Member
 Darsh Brahmabhatt, Voting Member
 Ian Fleck, Voting Member
 Sue Mack-Klinger, Voting Member
 Stephanie Scott, Voting Member
 Matt Lyons, Voting Member
 Jeannette Sandiford, Advisory Member
 Emily Thompson-Golding, Admin. Support

Complaints

Lori Friesen, Voting Member
 Michael Hewitt, Chair
 Bill Gerla, Voting Member
 Ian Rea, Public Member
 Erin Cardwell, Voting Member
 Leah Perrault, Voting Member
 April Wesling, Voting Member
 Marilyn Younghans, Voting Member
 Michaela Selinger, Voting Member
 Chantal Lambert, Advisory Member
 Joanne Deibert, Advisory Member
 Tami Schwebius, Admin. Support
 Manan Patel, Voting Member, retired Jan. 21, 2021
 Jenna Warrington (Soehn), Voting Member, retired Sept. 27, 2021

Discipline

Mike Davis, Chair
 Marshall Salloum, Voting Member
 Cheryl Lalonde, Voting Member
 Eric Pederson, Voting Member
 Michael Lummerding, Public Rep.
 Justin Kosar, Voting Member
 Mark Hawkins, Public Rep.
 Bonnie Caven, Public Rep.
 Lyndsay Brakstad, Voting Member
 Cailee Bell, Voting Member
 Tracy Price, Voting Member
 Danielle Guy, Voting Member
 Leanne Wong, Voting Member
 Cameron Bird, Voting Member
 Jeana Wendel, Advisory Member
 Tami Schwebius, Admin. Support
 Ingrid Wakefield, Admin. Support
 Spiro Kolitsas, Voting Member, retired March 30, 2021
 Margaret Wheaton, Voting Member, retired March 19, 2021
 Lyle Brandt, Voting Member, retired June 30, 2021

Finance*

Stephanie Scott, President
Rod Amaya, President-Elect
Amy Wiebe, Vice President
Jeana Wendel, Registrar
Ingrid Wakefield, Admin Support

Fitness to Practise

Melanie McLeod, Chair
Shannan Neubauer, Voting Member
Caitlin Peterman, Voting Member
Robin Sander, Voting Member
Cara Sogz, Voting Member
Kelly Vinge, Voting Member
Lori Postnikoff, Advisory Member
Christina McPherson, Admin. Support

Nominating

Rod Amaya, President
Stephanie Scott, Past-President
Lyndsay Brakstad, Past Practising Member
Marilyn Younghans, Past Practising Member
Bonnie Caven, Public Rep.
Jeana Wendel, Registrar
Ingrid Wakefield, Admin. Support

Professional Practice

Kyla Jackson, SCPP Council Rep./Chair
Nicole Bootsman, Voting Member
Kelly Kizlyk, medSask Rep./Voting Member
Tamara Lange, Voting Member
Sue Mack-Klinger, Sask Polytech Rep./Voting Member
Lindsey McComas, Voting Member
Colleen Thurber, Voting Member
Darshan Brahmbhatt, Advisory Member
Lyndsay Brakstad, Advisory Member
Nancy Dyck, Advisory Member
Bindu Shebi George, Advisory Member
Kathleen Handford, Advisory Member
Brittany Sharkey, Advisory Member
Lori Postnikoff, Advisory Member
Christina McPherson, Admin. Support

Registration and Licensing Policies

Maitrik Patel, Chair
Ginger Beal, Voting Member
Amanda Deis, Voting Member
Danielle Larocque, Voting Member
Andrea Lockwood, Voting Member
Dhvani Thakkar, Voting Member
Lori Postnikoff, Advisory Member
Christina McPherson, Admin. Support

Appointees

Danielle Larocque, Canadian Council on Continuing Education in Pharmacy (CCCEP)
Suzanne Gulka, Pharmacy Examining Board of Canada (PEBC)
Christine Hrudka, University of Saskatchewan Senate, retired June 30, 2021
Rod Amaya, University of Saskatchewan Senate, July 1, 2021
Linda Sulz, University of Regina Senate
Jeana Wendel, National Association of Pharmacy Regulatory Authorities (NAPRA)

**Note: The Audit and Finance Committees are held in April and January respectively and as such, reflect the 2020/2021 Officers of Council.*

Staff

Executive

Jeana Wendel, Registrar
Lori Postnikoff, Deputy Registrar

Executive Assistance

Ingrid Wakefield, Executive Assistant to the Registrar
Christina McPherson, Administrative Assistant to the Deputy Registrar

Administrative Support

Darlene King, Reception and Office Operations Coordinator

Registration, Licensing, Permits

Caroline Zareba, Manager, Pharmacy Permits and Pharmacy Relations
Meaghan Underwood, Manager, Database and Systems – Member Relations Administrator
Melissa Weger, Registration Administrator – Member Relations, term March 29, 2021 – March 31, 2022
Peleshia Dubidad, Administrator – Member Relations, Systems and Communication Support
Roberta Becker, Registration Administrator – Pharmacy and Member Relations
Shayna Murray, Registration Administrator – Member Relations
Heather Neirinck, Registration and Systems Administrator, up to Jan. 14, 2021
Audrey Solie, Registration Administrator, Member Relations – Pharmacists, up to July 16, 2021

Pat Guillemine, Pharmacy Permits and Systems Manager, up to Jan. 29, 2021

Field Operations, Professional Practice, COMPASS

Jeannette Sandiford, Assistant Registrar – Field Operations and Quality Assurance
Jennifer Koskie, Field Officer
Brittany Sharkey, Certified Compounding Inspector – Field Officer
Emily Thompson-Golding, Administrative Coordinator for Field Operations and Quality Assurance
Steve Yakiwchuk, Field Officer
Fatima Khan, Field Officer, up to Feb. 19, 2021

Complaints and Discipline

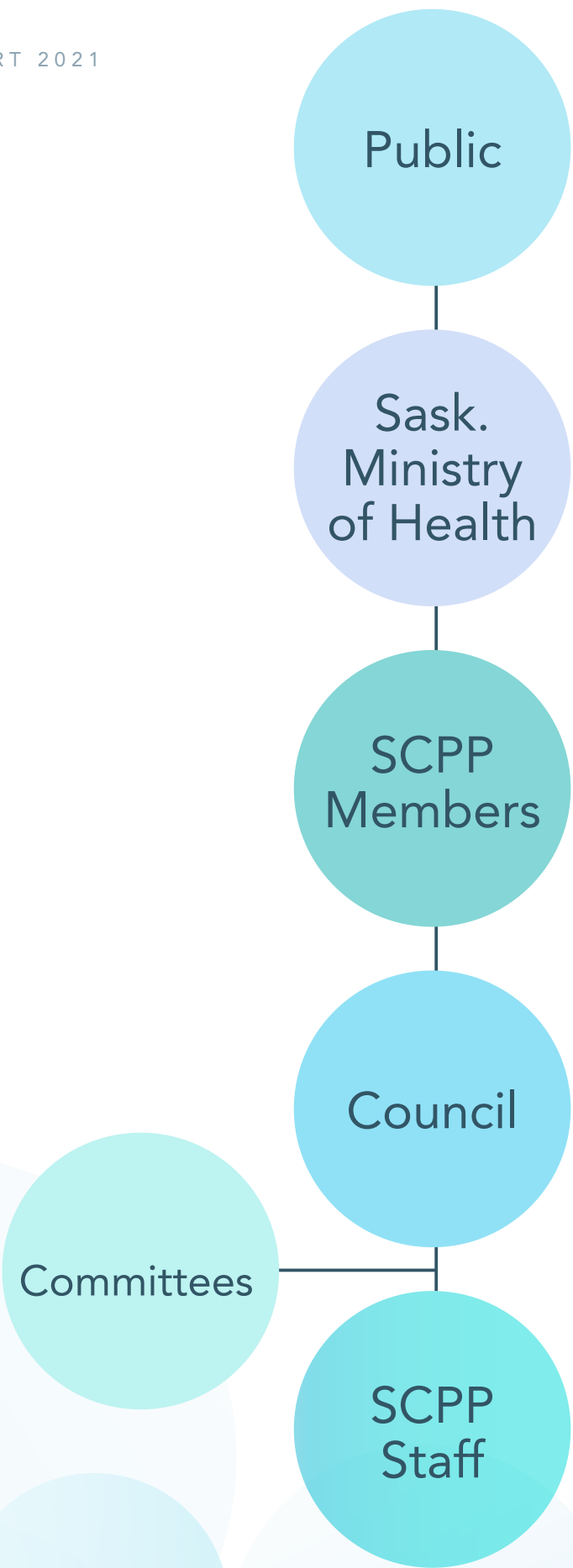
Chantal Lambert, Assistant Registrar – Complaints Director
Tami Schwebius, Complaints Manager
Joanne Deibert, Complaints Investigator – Contract

Policy and Legislation

Kathleen Handford, Director of Policy and Legislation
David Chou, Pharmacy Policy and Practice Consultant
Natalie Rediger, Pharmacy Policy and Practice Consultant
Kim Samoila, Policy Analyst

Communications

Marlon Hector, Communications Coordinator



Minutes of the 110th Annual General Meeting

June 9, 2021

Virtual

Chairperson – Past President Marilyn Younghans

Registrar: Jeana Wendel

1. Past President's Welcome – Marilyn Younghans at 3:33pm.

Chairman Younghans called the meeting to order and welcomed those members present to the 110th Annual General Meeting of the Saskatchewan College of Pharmacy Professionals (SCPP).

2. SCPP Council Introduction – Marilyn Younghans

Chairman Younghans of Lloydminster introduced the Council members:

Officers: President, Stephanie Scott, Weyburn (regrets); President-Elect, Rod Amaya, Saskatoon; Vice-President/ Division 8, Amy Wiebe, Saskatoon; Marilyn Younghans, Past-President, Lloydminster

Councillors: Division 2, Kyla Jackson, Hudson Bay; Division 3, Jashvant Patel, Prince Albert; Division 4, Shauna Nowakowski, Saskatoon; Division 5, Scott Szabo, Regina; Division 6, Brandon Krah, Swift Current; Division 7, Tania Horkoff, Warman

Ex-Officio: Dean Dr. Jane Alcorn (regrets)

Designate Ex-Officio: Dr. Yvonne Shevchuk, Saskatoon

Public Reps: Mark Hawkins, Regina (regrets); Michael Lummerding, St. Brieux (regrets); Bonnie Caven, Regina

Pharmacy Technician Observers: Lyndsay Brakstad, Tisdale; Michelle Miller, Saskatoon

Senior Stick: Kelly Hu, Saskatoon



3. Adoption of the Annual General Meeting Minutes – Marilyn Younghans

MOTION: Y. Shevchuk/S. Kary

CARRIED

THAT the Minutes of the 109th Annual General Meeting of Saskatchewan College of Pharmacy Professionals, held on Wednesday, September 23, 2020, via Webex, be adopted as printed in the 2020 Annual Report.

4. SCPP Council Elections – Marilyn Younghans

Chairman Marilyn Younghans explained the changes from electoral divisions (1-8) to electoral categories (1-Hospital Pharmacist, 1-Hospital Pharmacy Technician, 1-Community Pharmacy Technician, 2-Urban Pharmacists, and 2-Rural/Remote Pharmacists). In upcoming transitional year, the newly elected members are:

- ▶ Tracy Martens – Hospital Pharmacy Technician (by acclamation – three-year term)

- ▶ Tania Horkoff – Rural/Remote Pharmacist 1 (three-year term)
- ▶ Roxanne Bagnall – Rural/Remote Pharmacist 2 (two-year term)
- ▶ Sarah Kozusko – Urban Pharmacist 2 (two-year term)

Vice-President and Division 1, 3, 5 and 7 will be removed from the Council structure on June 30, 2021.

Chairman Younghans welcomed the new Councillors to the Council table for July 1, 2021.

5. Other Officials – Marilyn Younghans

Appointee to:

- ▶ Canadian Council on Continuing Education in Pharmacy: Danielle Larocque
- ▶ National Association of Pharmacy Regulatory Authorities: Jeana Wendel
- ▶ Pharmacy Examining Board of Canada: Suzanne Gulka
- ▶ University of Saskatchewan Senate: Christine Hrudka
- ▶ University of Regina Senate: Linda Sulz

6. Memorial to Deceased Members – Marilyn Younghans

James Doerksen
Garry Reynolds

7. Reports

7.1 President's Annual Report – Marilyn Younghans presenting on behalf of Stephanie Scott

Past President, Marilyn Younghans referred members to President Scott's published report beginning on page 5 of the printed Annual Report which summarizes the activities of the College and demonstrates how we monitor and evaluate performance according to the strategic goals.

Past President Younghans invited questions from the floor arising from the President's report. There were no questions.

7.2 Registrar's Report and Auditor's Report/Report of the Finance and Audit Committee – Jeana Wendel

Chairman Younghans invited the Registrar, Jeana Wendel, to present her report.

Ms. Wendel referred to her printed report beginning on page 7 of the Annual Report, which includes statistical information and projections.

Ms. Wendel referred to the financials beginning on page 43 of the Annual Report.

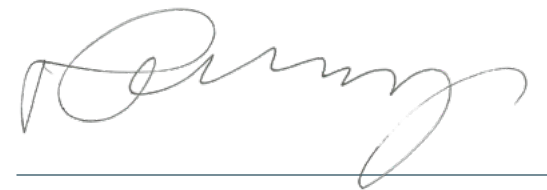
Ms. Wendel invited questions from the floor arising from her published report and the financial report. There were no questions.

7.3 Consideration of Annual Report as Emailed to Members on May 5, 2021 – Marilyn Younghans. There were no questions.

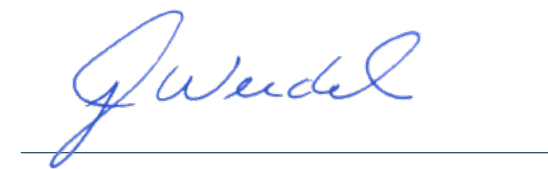
8. New Business – Marilyn Younghans

There were no questions.

9. Adjournment – Chairman Younghans declared the meeting adjourned at 3:57pm.



Marilyn Younghans, Past President



Jeana Wendel, Registrar

Appendix A

Detailed Member and Pharmacy Statistics

As of December 31	2015	2016	2017	2018	2019	2020	2021
PHARMACIST							
Practising							
Community	1097	1128	1154	1174	1174	1151	1220
Hospital	264	274	286	312	346	344	341
Other	201	217	217	218	224	203	210
Conditional*	6	10	6	9	12	7	0
Total Practising	1568	1629	1663	1713	1756	1705	1771
Non Practising	43	46	51	51	53	54	41
Retired	104	102	106	108	95	97	94
Associate	47	44	41	37	30	27	27
Suspended				1	2	3	1
PHARMACY TECHNICIAN**							
Practising							
Community	3	24	55	85	144	147	140
Hospital	3	45	117	167	194	205	216
Other	0	13	23	22	35	23	23
Total Practising	6	82	195	274	373	375	379
Non Practising	0	0	2	1	5	7	2
Retired	0	0	0	0	0	0	0
Associate	0	0	0	0	0	0	0
TOTAL MEMBERS	1768	1903	2058	2185	2314	2268	2313

* The Conditional membership category ended in 2020.

** Regulation of pharmacy technicians did not begin until October 2015.

International Pharmacy Graduates (IPGs)

- Approved for Appraisal Training: 3
- Engaged in Appraisal Training: 3
- Completed Appraisal Training: 15
 - ▶ 13 IPGs
 - ▶ 2 Canadian candidates
- Completed Assessment Process: 14
 - ▶ 12 IPGs
 - ▶ 2 Canadian candidates

Pre-registration

- Total applications received: 54
 - ▶ Canadian candidates: 44

Pharmacists

- Total Registration: 148
 - ▶ Saskatchewan BSP graduates: 108
 - ▶ Candidates from other jurisdictions: 40
 - 27 Candidates from other Canadian provinces
 - 13 IPGs
- Reinstatements: 11
- Total Terminations: 120
 - ▶ 63 by non-payment of dues
 - ▶ 54 by request; and

▶ 3 other

- Converted to retired membership: 5

Pharmacy Technicians

- Total Registration: 17
 - ▶ Saskatchewan Polytechnic graduates: 11
 - ▶ Non-CCAPP graduates: 2
 - ▶ CCAPP graduates: 3
 - ▶ Candidates from other jurisdictions: 1
- Reinstatements: 2
- Total Terminations: 18
 - ▶ 15 by non-payment of dues
 - ▶ 3 by request
- Converted to retired membership: 0

Jurisprudence Examinations

- Total exams administered: 132
 - ▶ Jurisprudence examinations administered for pharmacists: 114
 - Canadian candidates: 103
 - IPGs: 11
 - ▶ Jurisprudence examinations administered for pharmacy technicians: 18

Interns

- Pharmacist interns registered: 90

- ▶ From U of S: 89
- ▶ From out of province: 1
- Pharmacy technician interns registered: 28
 - ▶ From Saskatchewan Polytechnic: 25
 - ▶ From out of province: 3

Criminal Record Checks

- Submitted a Criminal Record Check (CRC):
 - ▶ Pharmacists: 1048
 - ▶ Pharmacy technicians: 265
 - ▶ Outstanding CRC: 2

Training

- Prescriptive Authority Level I trained: 31
- Prescriptive Authority Minor Ailments trained: 34
- Pharmacists with Advanced Method Certification (AMC): 134
- Pharmacist Students with AMSC: 211
- Pharmacy Technicians with AMTC: 76
- AMC for Non-Practising, Conditional Practising and Retired: 4
- Members who completed Harm Reduction training: 2150
- Members completed Low-Dose (Exempted) Codeine training: 213

As of Dec. 31, 2021	2015	2016	2017	2018	2019	2020	2021
PHARMACIES							
Total Community Pharmacies	346	351	365	370	390	400	413
Dispensing Physicians	7	7	6	6	6	5	4
Total Satellite Pharmacies	8	9	10	8	8	9	7
TOTAL PHARMACIES	361	367	381	384	404	414	424
Community Chain	221	223	240	248	254	256	258
Community Independent	125	128	125	122	136	144	155
Pharmacy Openings	10	9	16	12	22	16	16
Pharmacy Closings	7	3	2	8	3	5	6
Net New Pharmacies	3	6	14	4	19	11	10
Manager Changes	79	59	65	79	95	77	123
Ownership (Proprietor) Changes	26	24	26	21	13	5	14
Share Purchases	13	7	6	69	12	15	12
Trade Name Changes	17	11	16	9	3	7	3
Pharmacy Relocations	7	6	5	8	3	3	2
Pharmacy Renovations	15	21	15	18	14	11	16
Lock and Leave Permits Issued	5	5	4	5	3	8	4
Lock and Leave Amendments	31	14	14	41	30	123	99
Permit Failure to File Fee*						6	11

* Permit Failure to File Fee introduced April 1, 2019. First Fee was issued May 11, 2020

Appendix B

Financials for the Fiscal Year Ended Dec. 31, 2021

	Actual	Budget	Variance	Comments
REVENUE				
Fees and Licences (Sched. 1)				
Pharmacy permit amendments	36,789	22,265	14,524	Increase in permit amendments.
Non-Practising members	77,969	83,729	(5,760)	
Other fees	124,202	90,155	34,047	Policy is not to budget for some fees in this category which accounts for \$33,400 of the excess revenue.
Pharmacy permits	809,265	769,934	39,331	Increased number of new pharmacies.
Practising members (licences)	2,648,283	2,636,615	11,668	Continued growth of members due to international graduates and Canadian candidates.
COMPASS Surcharge	208,008	210,500	(2,492)	
Registration	76,225	67,740	8,485	Slight increase in registrations from Canadian candidates and international graduates.
Sub-total	3,980,741	3,880,938	99,803	
Sundry (Sched. 2)				
Expense recoveries	33,400	-	33,400	Policy is not to budget for expense recoveries.
Rental Income	41,993	42,641	(648)	
Other	7,803	525,973	(518,170)	Approved to use \$504,273 in reserves to support the strategic plan; however, was not required due to slight increase in revenue and decrease in expenses due to COVID. Thus, only a \$13,897 discrepancy.
Recovery of discipline costs	68,180	-	68,180	Policy is not to budget for Discipline costs or fines.
Sub-total	151,376	568,614	(417,238)	
Investment Income	111,973	90,000	21,973	Market outperformed.
Total	4,244,090	4,539,552	(295,462)	Revenue without the additional reserves of \$504,273 would be \$4,035,279; thus, revenue was actually \$208,811 over budget.

	Actual	Budget	Variance	Comments
EXPENSES				
Administration (Sched. 3)				
Accounting	23,741	22,563	1,178	
Bad Debt	(18,692)	-	(18,692)	This was written off as unpaid Discipline costs in 2020 and eventually recovered in 2021.
Building operations	327,517	354,516	(26,999)	Shows lower due to annual lease inducement plus slight savings in costs.
Employee benefits	231,247	258,312	(27,065)	Does not include \$23,271.70 year end pension accrual, so benefits in line with budget.
Equipment rental and maintenance	114,032	135,529	(21,497)	Less than anticipated equipment leases in 2021.
General office	220,439	226,331	(5,892)	
Postage	11,868	17,965	(6,097)	
Printing and stationery	6,339	12,076	(5,737)	
Travel (staff expenses)	34,289	110,000	(75,711)	Limited travel in 2021 for inspections and investigations due to COVID.
Salaries	2,082,898	2,161,599	(78,701)	Timing of on-boarding staff.
External consultants	50,532	185,000	(134,468)	Delay in on-boarding Director of Competency Assurance and other external consultants not utilized in 2021.
Telephone and fax	42,536	41,073	1,463	
Sub-Total	3,126,746	3,517,973	(391,227)	
Amortization	73,823	60,000	13,823	
Continuing Professional Development	135,073	137,242	(2,169)	
Council	16,096	61,694	(45,598)	All virtual meetings in 2021 due to COVID.
Delegates	-	20,062	(20,062)	No travel due to COVID.
Interest	137	-	137	
Legal and Audit	306,262	256,446	49,816	Increased legal costs due to complaints and policy.
Miscellaneous	4,984	8,205	(3,221)	
Other committees	24,071	74,922	(50,851)	All virtual meetings in 2021 due to COVID.
Public and professional relations	193,667	202,412	(8,745)	
COMPASS	144,826	165,040	(20,214)	Less expenses due to COVID.
Total	4,025,685	4,503,996	(478,311)	
Deficit or Excess of revenues over expenses	218,405	35,556		

Financial Statements

Dec. 31, 2021





Deloitte LLP
2103 11th Avenue
9th Floor
Bank of Montreal Building
Regina SK S4P 3Z8
Canada

Tel: 306-565-5200
Fax: 306-757-4753
www.deloitte.ca

Independent Auditor's Report

Opinion

We have audited the financial statements of the Saskatchewan College of Pharmacy Professionals (the "College"), which comprise the statement of financial position as at December 31, 2021, and the statements of operations and changes in fund balances and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies (collectively referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the College as at December 31, 2021, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards ("Canadian GAAS"). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the College in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the College's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the College or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the College's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian GAAS will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian GAAS, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the College's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the College's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the College to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Chartered Professional Accountants
Regina, Saskatchewan
June 15, 2022

Saskatchewan College of Pharmacy Professionals
Statement of financial position
As at December 31, 2021

	Notes	Operating Fund \$	Capital and Intangible Asset Fund \$	2021 Total \$	2020 Total \$
Assets					
Current assets					
Cash		273,058	—	273,058	841,252
Marketable securities	3	3,507,199	14,195	3,521,394	2,538,960
Accounts receivable		29,600	—	29,600	76,332
Due from the SCP Centennial Scholarship Fund Inc.	9	6,609	—	6,609	6,609
Government remittances receivable		5,908	—	5,908	9,506
Prepaid expenses		167,721	—	167,721	158,805
		3,990,095	14,195	4,004,290	3,631,464
Capital and intangible assets					
	4	—	936,701	936,701	1,010,524
		3,990,095	950,896	4,940,991	4,641,988
Liabilities					
Current liabilities					
Accounts payable	5	273,240	—	273,240	272,558
Fees and licenses collected in advance		2,291,204	—	2,291,204	2,192,210
Current portion of deferred lease incentive		19,077	—	19,077	19,077
		2,583,521	—	2,583,521	2,483,845
Deferred lease incentive					
		127,182	—	127,182	146,260
		2,710,703	—	2,710,703	2,630,105
Commitments					
	8	—	—	—	—
Fund balances					
Invested in capital and intangible assets		—	936,701	936,701	1,010,524
Externally restricted for building development		—	14,195	14,195	13,409
Unrestricted		1,279,392	—	1,279,392	987,950
		1,279,392	950,896	2,230,288	2,011,883
		3,990,095	950,896	4,940,991	4,641,988

The accompanying notes are an integral part of the financial statements.

Approved by Council

_____, Councillor

_____, Councillor

Saskatchewan College of Pharmacy Professionals
Statement of operations and changes in fund balances
Year ended December 31, 2021

	Notes and schedules	Operating Fund 2021 \$	Operating Fund 2020 \$	Capital and intangible Asset Fund 2021 \$	Capital and intangible Asset Fund 2020 \$	Total 2021 \$	Total 2020 \$
Revenues							
Fees and licences	Schedule 1	3,980,741	3,747,861	—	—	3,980,741	3,747,861
Sundry	Schedule 2	151,376	223,013	—	—	151,376	223,013
Investment income		111,050	212,555	923	1,194	111,973	213,749
		4,243,167	4,183,429	923	1,194	4,244,090	4,184,623
Expenses							
Administration	Schedule 3	3,126,746	2,901,983	—	—	3,126,746	2,901,983
Amortization		—	—	73,823	76,861	73,823	76,861
COMPASS subscription		144,826	140,505	—	—	144,826	140,505
Continuing education		135,073	134,360	—	—	135,073	134,360
Council		16,096	26,349	—	—	16,096	26,349
Delegates		—	587	—	—	—	587
Interest		—	—	137	854	137	854
Legal and audit		306,262	244,374	—	—	306,262	244,374
Miscellaneous		4,984	4,395	—	—	4,984	4,395
Other committees		24,071	42,226	—	—	24,071	42,226
Public and professional relations		193,667	174,389	—	—	193,667	174,389
		3,951,725	3,669,168	73,960	77,715	4,025,685	3,746,883
Excess (deficiency) of revenues over expenses		291,442	514,261	(73,037)	(76,521)	218,405	437,740
Fund balance, beginning of year		987,950	504,487	1,023,933	1,069,656	2,011,883	1,574,143
Interfund transfers	6	—	(30,798)	—	30,798	—	—
Fund balance, end of year		1,279,392	987,950	950,896	1,023,933	2,230,288	2,011,883

The accompanying notes are an integral part of the financial statements.

Saskatchewan College of Pharmacy Professionals**Statement of cash flows**

Year ended December 31, 2021

	Note	2021 \$	2020 \$
Operating activities			
Excess of revenues over expenses		218,405	437,740
Items not affecting cash			
Amortization		73,823	76,861
Unrealized gain on marketable securities		(62,434)	(176,230)
Net change in non-cash working capital balances	7	122,012	7,969
		351,806	346,340
Investing activities			
Capital asset purchases		—	(5,157)
Purchase of marketable securities		(2,420,000)	(1,800,000)
Redemption of marketable securities		1,500,000	1,700,000
		(920,000)	(105,157)
Financing activities			
Capital lease principal payments		—	(24,923)
(Decrease) increase in cash during the year		(568,194)	216,260
Cash, beginning of year		841,252	624,992
Cash, end of year		273,058	841,252

The accompanying notes are an integral part of the financial statements.

Saskatchewan College of Pharmacy Professionals

Notes to the financial statements

December 31, 2021

1. Purpose of the College

Saskatchewan College of Pharmacy Professionals (the "College") is the statutory governing and self-regulating body for the pharmacy profession in Saskatchewan. It is incorporated under the Pharmacy Act as a not-for-profit organization and is exempt from income tax under Section 149 of the Income Tax Act.

2. Significant accounting policies

These financial statements have been prepared in accordance with Canadian accounting standards for not-for profit organizations. The following accounting policies are considered to be significant:

Fund accounting

The College follows the restricted fund method of accounting for contributions. The accounts of the College are maintained in accordance with the principles of fund accounting in order that limitations and restrictions placed on the use of available resources are observed. Under fund accounting, resources are classified for accounting and reporting purposes into funds with activities or objectives specified. For financial reporting purposes, the accounts have been classified into the following funds:

(i) Operating Fund

The Operating Fund consists of the general operations of the College.

(ii) Capital and Intangible Asset Fund

The Capital and Intangible Asset Fund has been established for the purpose of funding capital acquisitions and is an accumulation of direct contributions and that portion of the operating fund, which has been allocated to the fund at the discretion of the College's Council. The fund is increased by investment income earned on the investment of contributions and is reduced by amortization and interest on related lease obligations.

Use of estimates

The preparation of financial statements requires management to make estimates and assumptions that affect reported amounts of assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Actual results could differ from those estimates.

Presentation of the controlled fund

SCP Centennial Scholarship Fund Inc., which is controlled by the College is not consolidated into College's financial statements.

Cash

Cash consists of cash on hand, balances with banks and bank overdraft.

Revenue recognition

Fees are recorded as revenue over the applicable membership period or when the fee is fixed or determinable and collectability is reasonably assured. Fees and licenses received in advance are recorded as fees and licenses collected in advance and recognized into revenue during the appropriate period.

Saskatchewan College of Pharmacy Professionals

Notes to the financial statements

December 31, 2021

2. Significant accounting policies (continued)

Revenue recognition (continued)

Fees and licenses collected in advance at December 31, 2021 relate to the membership year July 1, 2021 through June 30, 2022 and to the license year December 1, 2021 through November 30, 2022.

Financial instruments

The College initially measures its financial assets and financial liabilities at fair value. The College subsequently measures all its financial assets and financial liabilities at amortized cost, except for marketable securities that are quoted in an active market (money market pool funds, bonds and equities) which are measured at fair value. Changes in fair value are recognized in the statement of operations and changes in fund balances.

Transaction costs, except for those assets measured at fair value, are added to the carrying value of the asset or netted against the carrying value of the liability and are then recognized using the effective interest method. Any premium or discount related to an instrument measured at amortized cost is amortized over the expected life using the effective interest method and recognized in net earnings as investment income or interest expense.

With respect to financial assets measured at cost or amortized cost, the College recognizes in net earnings an impairment loss, if any, when it determines that a significant adverse change has occurred during the period in the expected timing or amount of future cash flows. When the extent of impairment of a previously written-down asset decreases and the decrease can be related to an event occurring after the impairment was recognized, the previously recognized impairment loss shall be reversed in net earnings in the period the reversal occurs.

Capital assets

Capital assets are recorded at cost. When capital assets are sold or retired, the related costs and accumulated amortization are removed from the respective accounts and any gain or loss is reflected in the statement of operations and changes in fund balances. Expenditures for repairs and maintenance are charged to operations as incurred.

Capital assets are amortized over their estimated useful lives using the following methods and rates:

Buildings	Straight-line	Over 30 years
Equipment	Declining balance	33%
Equipment under capital lease	Straight-line	Over 3 to 4 years
Furniture and fixtures	Declining balance	20%
Leasehold improvements	Straight-line	Over the term of lease, including planned extensions

Intangible assets

Intangible assets consist of software and are accounted for at cost. The software is amortized over its useful life of 5 years using the straight line method.

Impairment of long-lived assets

When conditions indicate that a tangible capital asset is impaired, the net carrying amount of the tangible capital asset is written down to the asset's fair value or replacement cost. The write-down of tangible capital assets is recognized as an expense in the statement of operations and changes in fund balances. A write-down should not be reversed.

Saskatchewan College of Pharmacy Professionals**Notes to the financial statements**

December 31, 2021

3. Marketable securities

Marketable securities consist of Canadian and International Bonds and Canadian, US, International and Global Equities. The fair values which represent the carrying values are as follows:

	2021 \$	2020 \$
Operating Fund		
Fixed income	2,615,180	1,909,933
Equities	892,019	615,618
	3,507,199	2,525,551
Capital and intangible asset fund		
Fixed income	8,391	8,005
Equities	5,804	5,404
	14,195	13,409
Total		
Fixed income	2,623,571	1,917,938
Equities	897,823	621,022
	3,521,394	2,538,960

4. Capital and intangible assets

	Cost \$	Accumulated amortization \$	2021 Net book value \$	2020 Net Book Value \$
Land	15,000	—	15,000	15,000
Building	336,039	329,817	6,222	17,423
Equipment	255,764	254,648	1,116	1,666
Equipment under capital lease	14,704	14,704	—	—
Furniture and fixtures	212,106	165,769	46,337	57,921
Leasehold improvements	1,009,757	141,731	868,026	918,514
Software	99,150	99,150	—	—
	1,942,520	1,005,819	936,701	1,010,524

5. Accounts payable

	2021 \$	2020 \$
Trade	248,576	247,894
Funds held in trust	24,664	24,664
	273,240	272,558

Funds held in trust are held on behalf of the Integrated Primary Health Care Working Group ("IPHCWG"). The College is responsible to ensure all funds are expended exclusively on primary health services workshops and education. Any unused funds may remain with the College for use by the IPHCWG and documentation regarding the actual costs will be submitted to Saskatchewan Health upon request.

Saskatchewan College of Pharmacy Professionals**Notes to the financial statements**

December 31, 2021

6. Interfund transfers

Amounts transferred from the Operating Fund of nil (\$30,798 in 2020) to the Capital and Intangible Asset Fund were made in order to fund the cash outlays for capital asset acquisitions and the obligations under capital leases.

7. Net change in non-cash working capital balances

	2021 \$	2020 \$
Decrease (increase) in assets		
Accounts receivable	46,732	90,833
Due from the SCP Centennial Scholarship Fund Inc.	—	4,000
Government remittances receivable	3,598	23,419
Prepaid expenses	(8,916)	7,014
Increase (decrease) in liabilities		
Accounts payable	682	(107,591)
Fees and licences collected in advance	98,994	14,510
Deferred lease incentive	(19,078)	(24,216)
	122,012	7,969

8. Commitments

The College is committed under an operating agreement relating to system support as long as the system remains in operation or until the contract is terminated. The annual aggregate commitment is \$11,600.

In September 2019, the College entered into a ten-year office lease agreement. The contractual annual rent payments for the next five years are:

	\$
2022	101,920
2023	101,920
2024	101,920
2025	109,760
2026	109,760

In addition to basic rent, the College is also responsible for paying a share of realty taxes, operating costs, and management fees that are related to the office rental.

9. Related party transactions

The College and the SCP Centennial Scholarship Fund Inc. are common control organizations since they have the same board of directors.

All transactions were carried out in the normal course of operations and are recorded at the exchange value. This value corresponds to the consideration agreed upon by the parties and is determined based on the costs incurred.

Saskatchewan College of Pharmacy Professionals**Notes to the financial statements**December 31, 2021

10. Financial instruments*Credit risk*

The College's principal financial assets are cash, marketable securities and accounts receivable, which are subject to credit risk. The carrying amounts of financial assets on the statement of financial position represent the College's maximum credit exposure at the statement of financial position date.

The credit risk on cash and marketable securities is limited because the counterparties are chartered banks with high credit-ratings assigned by national credit-rating agencies and fixed term investments of a high credit quality. The College also limits its exposure by ensuring that it has invested in a diversified portfolio and that there is no large exposure to any one issuer.

Liquidity risk

Liquidity risk is the risk of being unable to meet cash requirements or to fund obligations as they become due.

The College manages its liquidity risk by constantly monitoring forecasted and actual cash flows and financial liability maturities, and by holding assets that can be readily converted into cash.

Accounts payable are generally repaid within 30 days.

Interest rate risk

The College is exposed to interest rate risk on its fixed rate financial instruments. Fixed-rate instruments subject the College to a fair value risk. The College is exposed to this type of risk as a result of investments in money market pool funds and bonds.

Other price risk

Other price risk associated with investments on equities is the risk that their fair value will fluctuate because of changes in market prices. The College mitigates the risk by regularly rebalancing its portfolio.

Saskatchewan College of Pharmacy Professionals**Schedule 1 – Schedule of fees and licences**

Year ended December 31, 2021

	2021 \$	2020 \$
Amendments	36,789	22,736
COMPASS Surcharge	208,008	212,292
Non-practising members	77,969	82,695
Other fees	124,202	75,152
Pharmacy (permits)	809,265	769,313
Practising members (licences)	2,648,283	2,541,500
Registration	76,225	44,173
	3,980,741	3,747,861

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Saskatchewan College of Pharmacy Professionals**Schedule 2 – Schedule of sundry revenue**

Year ended December 31, 2021

	2021 \$	2020 \$
Expense recoveries	33,400	10,969
Rental income	41,993	40,788
Other	7,803	13,065
Recovery of discipline costs	68,180	158,191
	151,376	223,013

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Saskatchewan College of Pharmacy Professionals
Schedule 3 – Schedule of administrative expenditures
 Year ended December 31, 2021

	2021 \$	2020 \$
Accounting	23,741	23,137
Bad debt (recovery) expense	(18,692)	18,692
Building operations	327,517	299,886
Employee benefits	231,247	213,134
Equipment rental and maintenance	114,032	98,973
External consultants	50,532	15,250
General office	220,439	188,566
Postage	11,868	18,539
Printing and stationary	6,339	14,160
Salaries	2,082,898	1,921,412
Telephone and fax	42,536	39,326
Travel	34,289	50,908
	3,126,746	2,901,983



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