



COLLEGE OF PHARMACISTS OF MANITOBA NEWSLETTER

Winter 2018

Safety IQ: Approved

Council's Decision

On October 15, 2018, upon review of the assessment of the Safety IQ pilot by St. Francis Xavier University and recommendations of the College Quality Assurance Committee, Council has approved the implementation of Safety IQ within all community pharmacies in Manitoba.

Council has also directed that an Advisory Committee for Safety IQ be created to develop a plan for implementation, including considerations for different options for reporting technology provider, program requirements, training and education and timelines for provincial roll-out.

Safety IQ is a standardized continuous quality improvement (CQI) program for community pharmacies in Manitoba in which pharmacy staff anonymously report medication incidents and near misses to an independent objective third-party organization for population of a national aggregate database. The purpose of Safety IQ is to improve patient safety through shared learning and quality improvement. Safety IQ incorporates both reactive and proactive tools to improve safety within community pharmacy practice including:

- 1. Anonymous reporting of medication incidents and near misses to a third party** – support shared learning with other pharmacies and healthcare professionals
- 2. Medication Safety Self Assessment** – proactive assessment of pharmacy processes to identify areas of improvement
- 3. Quality improvement meetings** – review of incidents among pharmacy staff to develop improvement plans as well as assess practice changes that have been implemented



Safety.
Improvement.
Quality.

Since September 2017, 20 community pharmacies in Manitoba have participated in the Safety IQ pilot program. The College would like to recognize all the pharmacy staff from the Safety IQ pilot pharmacies for their feedback and their ongoing commitment to using the Safety IQ tools to improve their pharmacy practice.

Over the next several months, the Safety IQ Advisory Committee will bring forward recommendations to Council regarding the reporting platform, standards of practice, and implementation timelines for all community pharmacies in Manitoba. The College will be keeping membership informed through eQuipped: The Safety IQ eNewsletter. eQuipped was initially available through subscription or on the College Safety IQ homepage, but with implementation coming, eQuipped will now be sent to all members, technicians and assistants on the College's email listing. For those not on the College email list, please sign up [here](#) to receive it. Each issue has included Safety IQ statistics on incidents reported, interviews with participants in the program, resources and information on continuous quality improvement, and medication safety and important reminders on different aspects of the pilot program. The next issue will be available in early 2019, but you can learn more about Safety IQ by reviewing the previous eQuipped issues and by visiting the [Safety IQ homepage](#).

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Derrick Sanderson, The Pas
Kurt Schroeder, Selkirk
Dr. John Toole, Public Representative

Susan Balagus, Pharmacy Technician
Katie Peterson, C.S.H.P. (MB Branch)
Dr. Brenna Shearer, Pharmacists Manitoba
Slava Panchenko, Student Representative, College of Pharmacy

Susan Lessard-Friesen, Registrar
Jill Hardy, Deputy Registrar
Rani Chatterjee-Mehta, Assistant Registrar for Quality Assurance
Kathy Hunter, Assistant Registrar for Field Operations
Kim McIntosh, Assistant Registrar for Qualifications and Practice Development
Ronda Eros, Practice Consultant
Rose Lyons, Practice Consultant
Christina Kulbaba, Executive Assistant to the Registrar
Bev Robinson, Registration Officer
Stacey Hjorleifson, Senior Administrative Assistant
Brittany Delaquis, Administrative Assistant
Gus Gottfred, Communications & Quality Assurance Coordinator
Lindsay Henderson, Administrative Assistant

Our mission is to protect the health and well-being of the public by ensuring and promoting safe, patient-centred and progressive pharmacy practice in collaboration with other health-care providers.

President's Message

Dear Members,



As we move into 2019, it has been quite the busy year here at the College of Pharmacists of Manitoba (College). 2018 was the College's 140th year in existence; it was a year of reflection but also a year of progress. In May, we welcomed the 2018-2020 College Council and one of our goals

as a council was to implement a holistic quality assurance strategy that, in turn, would improve patient safety for Manitobans.

With that, we are so excited to begin the process of implementing Safety IQ. On October 15, 2018, Council approved the implementation of the program and an advisory committee is hard at work to develop a plan for community pharmacies to begin their participation in this important program.

The College will keep you updated over the next year on what we need from you to help with a smooth implementation of this program. You will also be given opportunities to share what you need from the College.

I also must thank the pharmacies who have been part of the Safety IQ pilot project. Your contribution to improving patient safety will help us over this next implementation phase.

I would also like to thank all of those who took the time to respond to the consultation on the proposed amendments to The Pharmaceutical Act and Regulation. The constructive feedback is important to making the necessary changes to evolve pharmacy practice in Manitoba.

If you or someone you know deserves some recognition for their contributions to the pharmacy profession, submit a nomination or application for a College of Pharmacists of Manitoba Award or a Young Leader Award. Turn to Pages 20 and 21 for more information. These awards will be presented at the 141st Annual General Meeting on May 4, 2019. More information on this event will be available in future College communications.

We hope to build on the strides we have made and make 2019 another successful year for pharmacy practice in Manitoba.

On behalf of the College, I would like to wish you happy holidays and all the best in the New Year. Stay warm...

Kevin Hamilton, President

[eQuipped Vol. 1](#)

An Interview with the Pharmacy Manager at Broadway Pharmacy, Floyd Lee

"Reporting is anonymous, so don't be afraid to report something because in the end this is going to help us all." – Floyd Lee

Lee oversees a team of seven pharmacists and nine assistants and provides a well-rounded review of how his pharmacy adjusted to the pilot project.

Q and A: Errors on Prescriptions – to Report or Not to Report?

This article includes a recommendation from The Institute for Safe Medications Practices Canada (ISMP Canada) on reporting errors on prescriptions.

[eQuipped Vol. 2](#)

An Interview with the Pharmacy Manager at Ashern Pharmacy, Doug Thidrickson

"Now that we have a systemic process and everybody is communicating and is aware of these errors occurring, we're able to act on it as a group." – Doug Thidrickson

Thidrickson provides how Safety IQ has been implemented and discusses how important completing the Medication Safety Self-Assessment (MSSA) was for his pharmacy and staff.

Q and A: Conducting CQI Meetings – How Can Our Team Enhance CQI Meetings?

What are CQI Meetings?

At least once every quarter, teams within each Safety IQ pharmacy including pharmacy managers, staff pharmacists, pharmacy technicians and pharmacy assistants are required to meet to discuss and analyze the previous quarter's medication incidents, develop strategies to prevent recurrence and assess the effectiveness of their improvement plans.

SMART Medication Safety Agendas

This resource is published quarterly by ISMP Canada and focuses on sharing learnings and continuous quality improvement and can help guide staff discussions on improving medication safety. The Medication Safety Agendas review medication incidents related to a specific drug, dispensing practice or other issues that may lead to medication errors.

Past Safety Agendas:

[Warfarin](#)

[Drug Shortage](#)

[Fentanyl](#)

[eQuipped Vol. 3](#)

Comments from Pharmacy Technician Leslie Fernandes

"I can administer the program when the pharmacists should be checking and counselling. This is exactly the kind of high-level things a technician should be doing. It's been great for me... It's given me a lot of learning opportunities." – Flin Flon Pharmasave Pharmacy Technician, Leslie Fernandes

[eQuipped Vol. 4](#)

An Interview with the Pharmacy Manager at Mountain Park Pharmacy, Dustin Hunt

"Safety IQ has reemphasized for us that we're an important last safety net and when the team is working together well, it does work to prevent incidents from happening." – Dustin Hunt

A Discussion on Psychological Safety with ISMP Canada

Psychological safety in a workplace is necessary for pharmacy staff to feel comfortable in reporting and discussing errors. The article considers different factors that can improve an employee's perception of the work environment.

Professional Development

New Independent Study Accreditation Package

A [Professional Development Independent Study Accreditation Package](#) has been developed to provide pharmacists and pharmacy technicians with more direction on the types of learning and requirements to qualify for accreditation of an independent study. It is the responsibility of the member to ensure that the activity meets the criteria outlined in the package and that the learning experience is applicable to pharmacy practice.

As of January 1, 2019, pharmacists and technicians wanting to apply for accreditation of independent studies must follow the new criteria and submit a completed application form as found in the document.

The Professional Development Independent Study Accreditation Package can be found on the College website on the Program Accreditation page, under "Information for Pharmacists."

For more information or questions, please email the College at accreditation@cphm.ca or call 204-233-1411.



Aspetic Compounding of Sterile Preparations: Hand Hygiene

Aseptic technique is defined as having defined practices and procedures to prevent contamination from microorganisms. Compounding personnel must develop work habits that minimize the risk of cross-contamination and microbial contamination. The NAPRA Model Standards for Pharmacy Compounding of Sterile Preparations specifies that all activities related to the completion of the final sterile preparation are part of the aseptic compounding process. These include:

- Performing hand hygiene
- Garbing of personnel
- Disinfecting and introducing products and equipment into the clean room
- Disinfecting the Primary Engineering Control (PEC)
- Disinfecting and introducing products and equipment into the PEC
- Using aseptic techniques to compound sterile preparations in the PEC
- Verifying labelling and packaging final compounded sterile preparations

Hand and Forearm Hygiene:

Hand and forearm hygiene must be performed before sterile compounding, regardless of whether a Biologic Safety Cabinet (BSC), a Laminar Air Flow Workbench (LAFW) or a Compounding Aseptic Isolator (CAI) is used. Hand and forearm hygiene

is performed after donning bonnets, shoe covers and facemasks. It is performed before donning the gown and gloves. In accordance with the NAPRA Model Standards for Pharmacy Compounding of Sterile Preparations, hand and forearm hygiene must be performed in the following sequence:

- Under warm running water, use a nail pick to remove debris from underneath fingernails.
- Wash hands and forearms up to the elbows with soap and water, for at least 30 seconds. Do not use brushes.
- Rinse with water.
- Dry hands and forearms with disposable, lint-free towel.
- Dispense Alcohol Based Hand Rub (ABHR) with persistent activity onto one palm.
- Immerse fingertips of the other hand into the ABHR.
- Cover the forearm of the other hand with ABHR until the ABHR evaporates.
- Repeat with other hand and other forearm.
- Don gown.
- Enter the clean room.
- Dispense ABHR onto palm of one hand. Rub both hands with ABHR, making sure that all surfaces of the hands are covered. Continue to rub until the ABHR has evaporated.

- Allow hands to dry.
- Don sterile gloves. The gloves must cover the cuffs of the non-shedding gown.
- For compounding hazardous preparations, don two pairs of gloves. The first (inner) pair of gloves goes under the sleeves of the gown, while the second (outer) pair must be pulled up over the gown cuffs. The outer gloves must be sterile.

Hand and forearm hygiene is required for all personnel entering the clean room. Only personnel who are authorized and trained to be in the

controlled environment of the clean room should be accessing it.

Best practices:

- Use only sterile 70% isopropyl alcohol to sanitize sterile gloved hands.
- Avoid touching your face and garb during compounding. Sanitizing your hands with sterile 70% isopropyl alcohol may not remove all microorganisms and may not cause your gloves to become sterile again.
- Be aware of what your gloved hands are touching. If they move outside the ISO 5 environment of the PEC, sanitize sterile gloved hands with sterile 70% isopropyl alcohol.

Position Statements Update

The College has added a Position Statements page on the website under the “News & Events” tab.

Council approved position statements included in this section are:

[College of Pharmacists of Manitoba Position Statement on Non-Medical \(Recreational\) Cannabis](#)

[College of Pharmacists of Manitoba Position Statement on Injection of Neuromodulators and Dermal Fillers](#)

The College will update this page when new position statements are established.

If you have any questions regarding the position statements, please contact the College at 204-233-

Sterile Compounding Deadlines

In 2017, the College Council approved the implementation schedule for the NAPRA Model Standards for Pharmacy Compounding.

The first implementation deadline for pharmacies engaged in hazardous and non-hazardous sterile compounding is January 1, 2019.

Following this initial phase, staff involved in hazardous and non-hazardous sterile compounding are required to be educated and validated in accordance with Section 6.5 and 6.6 of the National Association of Pharmacy Regulatory Authorities (NAPRA) Sterile Hazardous and Non-Hazardous Model Standards by June 1, 2019.

If you have any questions, please contact the College at 204-233-1411.

Pharmacy Technicians

Important Deadlines for Pharmacy Assistants and Pharmacy Technician Program Graduates

There are two pathways for individuals who wish to become pharmacy technicians in Manitoba:

Option A: Individuals who have graduated from a Canadian Council for Accreditation of Pharmacy Programs (CCAPP)-accredited pharmacy technician program.

Option B: Pharmacy assistants who have worked at least 2000 hours as a member of a pharmacy team within the last three years.

Each of these pathways have important upcoming deadlines.

Option A Deadlines

Students of a CCAPP-accredited pharmacy technician program who graduated before January 1, 2014, must be listed as a pharmacy technician with the College by January 1, 2019.

Students who graduated from a CCAPP-accredited pharmacy technician program after January 1, 2014, have five years immediately following their graduation to complete all of the steps required to be listed with the College as a pharmacy technician.

Within these timeframes, the graduate must successfully complete the following:

- Pharmacy technician-in-training application;
- Structured Practical Training Program (SPT);
- Jurisprudence Examination (JP exam);
- PEBC Qualifying Examination Parts I and II; and
- Submit an application to be listed as a pharmacy technician with the College.

If a graduate does not complete all of the components under Option A in the timeframe provided above, they will be required to complete a CCAPP-accredited pharmacy technician program a second time in order to pursue listing as a pharmacy technician in Manitoba.

It is important that graduates review all of the information for the Option A requirements as there are multiple obligations and deadlines to manage.



Option B Deadlines

Across Canada, pharmacy regulatory bodies have set deadlines for pharmacy assistants to become registered as pharmacy technicians through the PEBC Evaluating Exam and NAPRA National Pharmacy Technician Bridging Education Program (Option B pathway). On November 27, 2017, College Council set a deadline for the Option B pathway of December 31, 2019, with the following motion:

THAT Council approves December 31, 2019, as the deadline for individuals currently working as a pharmacy assistant to complete and submit all requirements for listing as a pharmacy technician in Manitoba. After December 31, 2019, all applicants wishing to become pharmacy technicians would be required to have graduated from an accredited pharmacy technician education program.

This means that by the end of 2019, a pharmacy assistant in Manitoba who wants to become listed as a pharmacy technician through this transition pathway must successfully complete the following:

- **PEBC Evaluating Examination*;**

***The last administration of the PEBC Evaluating Exam was October 13, 2018. Pharmacy assistants who have not successfully completed the PEBC Evaluating Exam will be required to complete a CCAPP accredited pharmacy technician program (Option A pathway). Please visit the CCAPP website for more information on CCAP accredited pharmacy technician programs.**

- **NAPRA National Pharmacy Technician Bridging Education Program*;**

***Please note that the PEBC Evaluating Exam and NAPRA Bridging courses must be completed before an assistant can undertake the**

Structured Practical Training and Jurisprudence Exam. Therefore, the NAPRA Bridging courses should be completed in the first half of 2019 in order to provide sufficient time to complete the remaining requirements (SPT and JP exam) prior to the December 31, 2019 deadline. Bridging courses are available online through Selkirk College.

- Pharmacy technician-in-training application;
- Structured Practical Training Program;
- Jurisprudence Examination;
- PEBC Qualifying Examination Parts I and II; and
- Application to be listed as a pharmacy technician with the College.

It is important that Option B candidates review all of the information for the Option B requirements as there are multiple obligations and deadlines to manage. For more information, please visit the College [website](#).



Pharmacy Technicians

Pharmacy Technician Q&A

Technician-In-Training Application

What documents need to be notarized?

Several of the required documents must be notarized and an asterisk (*) will indicate which documents must be notarized. Please review the [application](#) for the list of documents. Declarations do not need to be notarized.

What is the approximate processing time for the technician in training application?

A complete application will be processed within 10-14 business days.

Is it acceptable to scan and submit the application via email with the hard copies to follow in the mail to expedite the process?

The application can be submitted by fax or email with the originals to follow in the mail. However, the application will only be approved once the originals are received and reviewed by College staff.

Would it be acceptable to forward high school transcripts directly from the high school to the College?

Yes, high school transcripts can be sent directly to the College from the high school the applicant attended.

Jurisprudence (JP) Exam

What is the process to register for the Jurisprudence exam and how often are the exam sessions available?

Once an applicant's technician-in-training application is approved, they can then undertake the Jurisprudence exam. The Jurisprudence exam is offered once a month at the College office. For information on available dates and to register, please contact [Brittany Delaquis](#) at the College.

What is the structure of the technician JP exam?

The exam consists of multiple choice, true or false, and long answer questions. Jurisprudence Study materials can be found on the College website.

Structured Practical Training (SPT)

Can the Structured Practical Training Notification Form be submitted along with the technician-in training application?

Yes, the Structured Practical Training Notification Form can be submitted with the application, if the applicant has found a practice site and supervisor for the SPT program.

Can the SPT be completed outside of Manitoba?

No, the SPT must be completed in a licensed community or hospital pharmacy in Manitoba.

Will the College help find an approved practice site to complete my SPT?

No, the applicant is required to find their own practice site and SPT supervisor. The pharmacy must be a patient care setting where all the requirements of the SPT program can be effectively completed.

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When can the Structured Practical Training program begin?

The SPT program can begin once the SPT practice site has been approved by the college. The SPT supervisor and technician-in-training are required to provide an expected start date on the SPT Notification Form. If College approval is received past the expected start, then the approval date would be used as the new start date or the pharmacy must notify the College of a new start date.

Can a listed pharmacy technician act as a SPT Supervisor?

Yes, a pharmacy technician can act as supervisor as long as they meet one of the following requirements:

- Has been listed for a minimum of 2 years if he/she is a graduate of a CCAPP accredited pharmacy technician program, OR
- Has been listed for a minimum of 1 year if he/she qualified through the “transition stream” (qualified for the PEBC Evaluating Exam through prior work experience).

Is it acceptable to have two SPT Supervisors?

Only one pharmacist or pharmacy technician can act as a supervisor. The primary supervisor (or appropriate pharmacist delegate) must be physically present at the workplace site when the pharmacy technician-in-training is undertaking the SPT program activities. The supervisor collects feedback from other pharmacy staff who have worked with the technician-in-training to identify areas of strength and possible weaknesses in their skills, abilities and knowledge development over the training period.

Once the SPT is complete and the evaluation forms are submitted, can the application for listing be submitted?

The listing application can be submitted once all the qualification requirements are complete including successful completion of the JP exam and PEBC Qualifying Exams. All requirements are found on the [application](#).

Listing

What are my options to become listed as a pharmacy technician in Manitoba?

Option A - Graduates from a CCAPP accredited Pharmacy Technician Program

Option B – Transition stream – Qualified for PEBC Evaluating Exam through prior pharmacy work experience (The last administration of the Evaluating Exam was October 2018)

Mobility Agreement (MA) - Individuals who are currently registered as a Pharmacy Technician in another province of Canada.

Please see the [Pharmacy Technician](#) page on the College website for more details.

Can a pharmacy assistant become listed with the College through work experience?

The last administration of the PEBC Evaluating Exam was October 2018. Individuals who have not completed the PEBC Evaluating Exam by October 2018 are required to become listed through Option A – graduation from a CCAPP accredited pharmacy technician education program.

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Pharmacy Technicians

Pharmacy Technician Q&A (Cont'd)

When submitting the listing application, must all the supporting documents from the technician-in-training application be re-submitted?

No, only the additional supporting documents and declarations must be submitted with the listing application.

Can continuing education completed prior to becoming listed as a pharmacy technician be claimed towards the professional development requirements?

Yes, continuing education programs completed prior to listing can be claimed if they were completed within the same professional development year – May 31st to June 1st, that the technician became listed

Do pharmacy technician certificates need to be displayed?

The Pharmacy Act requires that pharmacists' licences be displayed, however there is no legislative requirement for the displaying of pharmacy technician certificates at this time. In the interest of public transparency, however, the College recommends that pharmacy technician certificates also be displayed.

Once listed as a pharmacy technician, what is required for a technician to perform the final check on prescriptions?

The pharmacy manager must submit a Pharmacy Technician Final Check Application and the application must be approved by the College in order for a pharmacy technician to complete the final check within their pharmacy. Please see

the [Pharmacy Technician Final Check](#) Application section on the College website for further information.

What designation can a listed pharmacy technician in Manitoba use?

Pharmacy technicians in Manitoba may use the following title according to the Pharmacy Examining Board of Canada – "RPEBC-[PT]". For further information regarding the designation for pharmacy technicians in Manitoba please see the Friday Five article [Be Specific: The Pharmacy Technician Designation](#).

As a listed technician in Manitoba, are my qualifications recognized in other provinces?

Although a pharmacy technician in Manitoba is listed rather than registered or licenced, their qualifications align with the requirements in other provinces in Canada. A listed technician in Manitoba would have their qualifications recognized in the other provinces. For further information regarding the regulation and designation for pharmacy technicians in Manitoba please see the link to the Fall 2017 Newsletter article – [Pharmacy Technician Regulation in Manitoba \(page 8\)](#)

Pharmacy Technicians

Professional Development Reminder

Pharmacy technicians in Manitoba are required to meet the professional development (PD) requirement annually, confirmed and documented at a minimum of once every two years by the pharmacy manager or delegate at the pharmacy technician's place of employment.

Pharmacy technicians are required to participate in a minimum of 15 hours of professional development learning activities from June 1st to May 31st of each year. Of the 15 hours, a minimum of 5 hours must be from accredited learning activities (i.e. programs that have been accredited for no less than a total of 5 CEUs) with a balance of 10 hours of participation in either accredited or non-accredited learning activities.

Pharmacy technicians can complete learning activities accredited for pharmacists and claim it

as accredited learning, but must always be mindful of their scope of practice. However, please note that pharmacists cannot claim learning activities accredited only for pharmacy technicians as accredited learning.

For convenience in maintaining professional development records, the College has provided a [Professional Development Log for Pharmacy Technicians template](#) (in Word form) that pharmacy technicians may use.

Pharmacy technicians are invited to visit the [Pharmacy Technician Professional Development page](#) on the College website for information on other professional development programs and resources.



Practice Advisories

Coming Soon to the Newsletter

Education from the Adult Inquest Review Committee Meetings of the Chief Medical Examiner's Office

The College has begun attending monthly Adult Inquest Review Committee (AIRC) meetings of the Chief Medical Examiner's Office to review deaths, which may have involved prescription drugs, focusing on opioids and other drugs of abuse.

The information collected by the College at these meetings is used for prevention of harm and further education of pharmacists to allow for self-reflection of opioid, benzodiazepine and other drug dispensing practices. The College will be:

- including de-identified case studies from the AIRC meetings in the College's quarterly newsletter starting in Spring 2019,
- writing letters to pharmacy managers at the pharmacies involved in dispensing in cases where a response may be warranted, and
- providing professional development opportunities for pharmacists that review de-identified cases and pertinent statistics from the AIRC meetings that the Office of the Chief Medical Examiner may be able to share.

It is a pharmacist's primary responsibility to ensure patient safety when dispensing prescription medication. This includes reviewing each prescription for appropriateness, dosage and consistency in standards of care. It is hoped that these opportunities for education and reflection will help with prevention of patient harm and improve patient safety.



Focus on Patient Safety

Forgeries

Forgeries are appearing in community pharmacies with increasing frequency. The persons presenting the forgeries can be very resourceful and creative and this can make it very difficult for the pharmacist to recognize and identify a forgery. The difficulty in identifying a forged prescription is also increased due to the improved technology and sophistication of equipment used such as photocopiers. Increasingly, forged prescriptions are computer generated rather than hand written. Many of the computer-generated forgeries are of sufficient quality to make it very difficult to detect the fact that it is a forgery.

“Red Flags” that may indicate a forgery:

- The prescription looks “too good”. If the prescriber doesn’t usually fill out the patient’s full address with postal code, this might be a flag that something is not right.
- Quantity differs from the normal pattern of prescriptions dispensed. For example, the patient might usually get 20 Tylenol #3 and presents a prescription for 120 or 200 tablets by adding a number at the beginning or end of the prescribed quantity.
- Use of a different color ink or the prescribers signature is not written in ink.
- There are spelling errors.
- The font size is different (for electronically generated prescriptions).
- The patient is in a hurry and unable to return later.
- The patient comes at the end of the night, just before close or on the weekend, when it’s difficult to confirm the prescription with the prescriber.
- A new patient that presents prescription for a narcotic or controlled drug and does not have identification.

Steps a pharmacy should take when a forgery is suspected:

- Always verify the prescriber’s signature (if the prescription is computer generated, it is often very well done and the prescriber’s signature is what tips off the forgery).
- Check the patient’s DPIN record.
- Confirm the prescription with the prescriber.

Forgeries (Cont'd)

Steps a pharmacy should take when a forgery is confirmed:

- Keep the prescription if possible. If the patient demands the prescription back, make a photocopy of the prescription and mark the original to alert the next pharmacy the patient may present it.
- Contact the police and file a report.
- Fill out the Health Canada Forgery Report and submit it. Provide a copy to the College of Pharmacists of Manitoba with a copy of the forged prescription.

It is important to fill out the forgery report as soon as possible in order for the College to send out an alert to all pharmacy managers and hopefully prevent another pharmacy from dispensing a forged prescription. When an alert is received, it is the responsibility of the pharmacy manager to know. All staff are made aware of the forgery.

You can find the Health Canada Forgery Report [here](#).



Holiday Safety


The holiday season is a busy time when many homes are filled with gatherings of friends and family. It is also a time when young children may be visiting homes where medication may not be stored as securely and out of reach as in their own homes.

The College reminds all pharmacists to stress the importance of proper medication storage when counselling patients, especially during the holidays.

Please remind your patients to:

- Store medication where children cannot reach it.
- Put medication safely away after each use ensuring holiday safety.
- Make sure safety caps on all medication are locked.
- Teach children about medication safety.
- Follow any special instructions, for medication storage such as those for cancer treatment medicines.
- Be informed about what to do in the event an emergency occurs.

For more information on counselling patients on safe medication storage, please see the College Practice Direction on [Patient Counselling](#).



Medical Assistance in Dying

Starting November 1, 2018, new reporting requirements for health care providers involved in the provision of Medical Assistance in Dying (MAiD) come into effect. Pharmacists who have dispensed a substance in connection with the provision of MAiD are required to report to the Federal Minister of Health within 30 days of dispensing.

The provision of MAiD requires a collaborative care team. Currently in Manitoba, the provincial MAiD team is responsible for the provision of MAiD throughout the province. There are currently no medications appropriate for self-administration for the provision of MAiD in Manitoba, and as such only a small number of pharmacists will be involved in the provision of Medical Assistance in Dying.

However, it is important that all pharmacists in Manitoba are aware of the legal requirements and processes associated with Medical Assistance in Dying and their professional responsibilities. For more information, please refer to the Manitoba Medical Assistance in Dying Overview for Health-Care Providers (<http://www.wrha.mb.ca/maid/assets/pdf/08-29-2017-MAIDOverview.pdf>)

Please find the Regulations for the Monitoring of Medical Assistance in Dying, as well as the Guidance Document on the Government of Canada website at the following links:

- <http://gazette.gc.ca/rp-pr/p2/2018/2018-08-08/html/sor-dors166-eng.html>
- canada.ca/en/health-canada/services/medical-assistance-dying/guidance-reporting-summary.html

Pharmacists should refer all inquiries from the public, patients or other health professionals, including prescribers writing prescriptions suspected for use in MAiD, to the MAiD Provincial Medical Assistance in Dying Clinical Team at the WRHA by calling 204-926-1380 or email to maid@wrha.mb.ca



The Accessibility Act

The *Accessibility for Manitobans Act* (AMA) became law in Manitoba on December 5, 2013. This legislation aims to improve accessibility and applies to both public and private sector businesses in Manitoba. Effective November 1, 2018, if your business or non-profit organization has at least one employee, compliance with the Accessible Customer Service Standard is required.

The Accessible Customer Service Standard is a regulation under the *Accessibility for Manitobans Act*. It outlines what public and private organizations must do, and by when, to provide goods and services in a fair and respectful manner to all customers, including people disabled by barriers.

This standard does not require organizations to make renovations, but to ensure accessibility features already in place are in good working order and able to be used as intended. For example, this might include keeping existing ramps clear and ensuring automatic doors are functioning properly.

Pharmacists employed by a pharmacy or a regional health authority must comply with the customer service standard policies of their employer.

Pharmacists owning their own pharmacies must ensure they are compliant with the Accessibility Standard for Customer Service.

Pharmacies who are looking for guidance as to

whether or not they have achieved compliance can refer to the compliance [checklist](#) developed by the Disabilities Issues Office.

The Accessibility Standard for Customer Service requires pharmacies to create policies in the following areas:

- Communication needs
- Use of Assistive devices
- Policy on support persons
- Policy on service animals
- Maintenance of accessibility features
- Communication policy regarding situations when accessibility features may be unavailable
- Feedback and response regarding accessibility features
- Training on accessible customer service

The Disabilities Issues Office has developed a [Sample Accessible Customer Service Policy](#) to assist pharmacies and other businesses in developing the policies.

For more information regarding the responsibilities of employers under the Accessibility Standard for Customer Service and how to develop accessibility policies, please see the [Employers' Handbook](#).

News and Events

Two Important New Federal Exemptions Applicable to Opioid Replacement Therapy

The College of Pharmacists of Manitoba (CPhM), the College of Physicians and Surgeons of Manitoba (CPSM), the College of Registered Nurses of Manitoba (CRNM), the College of Registered Psychiatric Nurses of Manitoba (CRPNM), and the College of Licensed Practical Nurses of Manitoba (CLPNM) have been in discussions with Health Canada around changes needed to federal legislation to facilitate access to opioid replacement therapy (ORT) in urban, rural and remote parts of Canada.

Based on input from these discussions and other feedback, two important federal exemptions came into effect on September 5th, 2018. The new exemptions along with helpful supplementary information can be found [here](#).

The new exemptions include “Subsection 56(1) Class Exemption for the Person in Charge of a Hospital and/or a Pharmacist who Supplies Controlled Substances to a Community Health Facility” and “Subsection 56(1) Class Exemption for Nurses providing Health Care at a Community Health Facility”.

Since these exemptions came into effect, the five colleges have had ongoing conversations and correspondence with Health Canada to clarify the intent of the new exemptions and how they will impact current interdisciplinary practice as it relates to opioid replacement therapy.

In a nutshell, these federal exemptions mean the following for Manitoba practitioners, subject to the terms and conditions of the exemptions:

- Persons in charge of a hospital and pharmacists may now supply controlled substances (including methadone and/or buprenorphine) to a community health facility.

This includes individually labelled, patient-specific doses as well as orders for clinic/ward stock.

- All nursing designations in Manitoba (RNs, LPNs and RPNs) may now receive controlled substances (including methadone and/or buprenorphine products) when they are providing health care at a community health facility.
- All nursing designations in Manitoba (RNs, LPNs and RPNs) may now provide and administer controlled substances when providing health care at a community health facility. This includes the witnessed administration of methadone and buprenorphine products used for opioid replacement therapy.
- When clinic stock (including clinic stock of methadone and/or buprenorphine) is ordered by an authorized prescriber at a community health facility, a nurse working at the community health facility and an authorized prescriber or pharmacist must both sign the order for clinic stock. This order may be a separate document accompanied by a valid M3P prescription (duplicate prescription) signed by an authorized prescriber, or the nurse and authorized prescriber may sign the M3P form itself.

Please review the exemptions and supplementary information carefully, noting all terms and conditions that apply to these exemptions.

The CPhM, CPSM, CRNM, CRPNM, and CLPNM are also developing a joint document to address requirements around the prescribing, safety, security and transfer of methadone and buprenorphine-naloxone for opioid replacement therapy to help provide more clarity for health care providers. More information will be provided as it becomes available.

News and Events

2019 College of Pharmacists of Manitoba Awards

The College is now accepting nominations and applications for the following awards:

- Pharmacist of the Year
- Bowl of Hygeia
- Bonnie Schultz Memorial Award for Pharmacy Practice Excellence
- Patient Safety Award
- Honorary Life Members
- Honorary Members
- Centennial Award

If you or a pharmacist you know, has made a noteworthy contribution to patient care and safety or the practice of pharmacy, please consider submitting a nomination or application for one of the awards listed in the College Awards [brochure](#).

The deadline for submitting nominations and applications for the 2019 College Awards is Wednesday, January 16, 2019. The College has created [award submission guidelines](#) for your consideration prior to forwarding your nomination to the College's Awards & Nominating Committee.

Please send all nominations or applications to:

College of Pharmacists of Manitoba

Attention: The Awards & Nominating Committee – CPhM Awards

200 Taché Avenue Winnipeg, MB R2H 1A7

Email: info@cphm.ca with the subject line "Attention: The Awards & Nominating Committee – CPhM Awards"

Awards will be presented during the 2019 Awards Luncheon on Saturday, May 4, 2014, location TBA.



Grazia Prochazka, recipient of the 2017 Pharmacist of the Year

News and Events

2019 Young Leader Awards

The Young Leader Awards celebrate the efforts of up to ten leaders in pharmacy practice. The recipients will receive a plaque to commemorate their contributions to the pharmacy profession and a \$500 cash prize.

The awards are open to recently licensed pharmacists (practicing one to five years post-graduation) and to pharmacy students (interns) in their final year of study who have made a professional contribution to patient care, the pharmacy profession or amongst their colleagues and peers at the University of Manitoba's College of Pharmacy.

If you or someone you know meet these criteria, please submit a nomination or application package including the nominee or applicant's Curriculum Vitae and a summary of their activities and contributions within pharmacy practice or within the University of Manitoba's College of Pharmacy.

The deadline for nominations or applications is **Wednesday, January 16, 2019.**

Please submit all nominations or applications to the College of Pharmacists of Manitoba:

By regular mail or email:

Mail: College of Pharmacists of Manitoba
Attention: The Awards & Nominating Committee – Young Leader Awards

200 Taché Avenue
Winnipeg, MB R2H 1A7

Email: info@cphm.ca with the subject line: Attention: The Awards & Nominating Committee – Young Leader Awards

Awards will be presented during the 2019 Awards Luncheon on Saturday, May 4, 2019, location TBA.



News and Events

Save The Date!

The 2019 Annual General Meeting (AGM) marks the 141st AGM of the College of Pharmacists of Manitoba.

Mark your calendars for **Saturday, May 4, 2019**, location TBA for our 141st AGM and the 2019 Awards Luncheon!



Holiday Hours

The College's hours of operation for the holiday season will be as follows:

Monday, December 24, 2018 – Open 8:30 – 12:00

Tuesday, December 25, 2018 – Closed

Wednesday, December 26, 2018 – Closed

Thursday, December 27, 2018 – Open 8:30 – 4:30

Friday, December 28, 2018 – Open 8:30 – 4:30

Monday, December 31, 2018 – Open 8:30 – 12:00

Tuesday, January 1, 2019 – Closed

Regular hours of operation will resume on Wednesday, January 2, 2019.

Have a safe and happy holiday season and take extra care to lock up medications to protect children when in unfamiliar homes and surroundings.

In Memoriam



Brian Cheung - December 1, 2018

Roy Breed - December 16, 2018