



## AP 10: Mandatory Pharmacy Manager Training Program – Consequences of Failure to Comply

<b>Policy Type:</b> Administration of the Act		<b>Policy No:</b> AP10
<b>Effective Date:</b> February 26, 2026	<b>Last Approval/Revision Date:</b> February 26, 2026	<b>Policy Review Frequency:</b> Every Five Years

### Purpose

To ensure pharmacy managers understand their role, professional obligations and duties pertaining to the operation of a pharmacy in Manitoba, the College of Pharmacists of Manitoba (CPhM) requires all pharmacy managers to complete the Mandatory Pharmacy Manager Training Program (MPMTP).

This policy serves to outline the assessment of a fee for those who have not completed the program within the specified timeframe.

### Definitions

**Pharmacy Manager:** is the person designated and approved by the CPhM to operate the pharmacy.

**Business day:** is any day from Monday through Friday, excluding public holidays and weekends.

**Reminder notice:** is an automated email sent to the registrant by the CPhM registration department advising the pharmacy manager of the impending deadline for completion of the program.

**Completion of the MPMTP:** is defined as successful completion of all the program modules and the required survey resulting in a statement of completion issued by the Canadian Council on Continuing Education in Pharmacy (CCCEP)

### Background

The MPMTP is a self-directed, CCCEP approved program consisting of 9 modules valued at 25 CEUs. Developed by CPhM in collaboration with Manitoba subject matter experts and the University of Saskatchewan's Continuing Pharmacy Education (USask CPE), it is delivered virtually via USask CPE's online learning platform. Upon completion of the program and the program survey, the pharmacy manager is provided with a statement of completion.

All existing pharmacy managers at the time of the implementation of the MPMTP on January 30, 2025, are to complete the program within one year, by February 1, 2026. Those who are newly designated as the pharmacy manager after February 1, 2025, must complete the training within one year from their designation and CPhM approval as a pharmacy manager.

## Policy

Those pharmacy managers who fail to complete the MPMTTP within the specified timeframe will be assessed a fee of \$100/business day, up to a maximum of \$10,000 in fees.

## Procedure / Process

1. No exceptions to this policy are provided for existing pharmacy managers or those who have previous pharmacy manager experience
2. Completion of pharmacy manager training programs in a different jurisdiction are not transferable to Manitoba; the pharmacy manager must take the Manitoba pharmacy manager training program
3. Those who are designated as pharmacy manager of a pharmacy with CPhM are subject to this policy.
4. The start date for the one-year period begins on the date CPhM approves the pharmacist as the designated pharmacy manager of the pharmacy. One year is calculated as 365 days from this date.
5. It is the responsibility of the pharmacy manager to pay and register for the online training program with the [University of Saskatchewan Continuing Pharmacy Education](#) (USask CPE)
6. CPhM will serve the pharmacy manager with email reminders 90, 30, 7 and one day prior to the required completion date to the email contact provided by the manager to CPhM. However, it ultimately remains the responsibility of the pharmacy manager to track this date and complete the program within the one-year period.
7. The pharmacy manager will receive notification on the day that the one-year period has expired if not completed.
8. Commencement of the failure to complete by time ordered fee will start 7 business days after the deadline
9. Should a pharmacy manager cease managing a pharmacy prior to the one-year completion date, but assume a manager position at another pharmacy, they are given credit for the time spent as pharmacy manager of the first pharmacy; it does not reset to one year if moving to a manager position at a new pharmacy.

*Note: Any questions regarding this policy, please direct to [info@cphm.ca](mailto:info@cphm.ca).*