



**2021 Annual General Meeting Minutes
Vancouver, British Columbia
November 18, 2021**

CALL TO ORDER

College Chair Ishoy called the 130th Annual General Meeting of the College of Pharmacists of British Columbia to order at 6:00pm. Chair Ishoy welcomed attendees to the meeting and introduced herself as the outgoing Chair.

Chair Ishoy acknowledged and thanked the Syilx Okanagan people on whose unceded traditional territories the meeting is chaired from. As we are meeting virtually with Board members in different locations across BC, she also acknowledged that the Indigenous Peoples are the traditional stewards of the lands and waters from where each of us is attending the meeting this evening.

She encouraged everyone to learn about the First Peoples on whose unceded territory you live and work. Acknowledging territory allows us each to recognize the important relationship between land and people. Take a moment to reflect and appreciate the meaning behind the land acknowledgement and its importance to you individually.

OPENING WORDS FROM ELDER SULKSUN

Elder Sulksun from the Musqueam Nation is a Knowledge Keeper and Elder with strong Indigenous worldviews, ancestral knowledge and traditional teachings, who is widely respected and acknowledged for his work and energy and commitment to his community. Elder Sulksun has been sharing his wisdom with our Board over the past year as we continue our journey in learning about the experiences of Indigenous peoples in BC and how we can help shape a better health care system.

Elder Sulksun led the group with an opening prayer and song.

On behalf of the Board, Chair Ishoy sincerely thanked Elder Sulksun for his continued hope for health care and all the effort he has put into helping create a healthcare system that can provide thoughtful care for First Nations people.

Our College is committed to improving BC pharmacy professionals' work with Indigenous Peoples, and we recognize there is still much to do. We will all need to reflect on his words.

BOARD INTRODUCTIONS

Chair Ishoy introduced Board members in attendance, College Registrar and CEO Bob Nakagawa, and other College staff in attendance.



Chair Ishoy noted that notice of the AGM was sent out on October 28, 2021 thus meeting the three week bylaw requirement. She also confirmed that the required quorum of 25 registrants had been met, and the meeting was duly convened.

MINUTES OF PREVIOUS MEETING – NOVEMBER 19, 2020

Seeing that there were no comments, Chair Ishoy announced that the November 19, 2020 Annual General Meeting minutes are approved, as circulated.

FINANCIAL STATEMENTS AND AUDITOR'S REPORT

Chair Ishoy reminded registrants that the audited and Board approved financial statements were available for review on the College website. Chair Ishoy noted the financial statements will be placed on file.

CHAIR'S REPORT

Chair Ishoy provided the following report:

Introduction

Before I begin, I'd like to acknowledge those communities that have been devastated by the flooding and landslides caused by the extreme weather event we experienced earlier this week. We recognize the unfortunate toll this has taken on all British Columbians, and the thousands of people that have been forced from their homes or are stranded due to road closures.

On behalf of the College, I'd like to express our deepest gratitude to the pharmacy professionals, emergency service professionals and volunteers who are working to ensure the health and safety of the individuals and communities that have been affected by this catastrophic event.

We want all British Columbians to know that we are continuing to work with the Ministry of Health to support continuity of care for patients during this emergency, and we encourage all of BC's pharmacy professionals to reach out to us with any questions you may have or support you may need during this challenging time.

I'd like to start by thanking my fellow Board members, as well as all the College staff for their hard work that enables us to continue to fulfill our mandate in protecting the public through the regulation of pharmacy practice.

I'm proud of everything the College has accomplished this past fiscal year, which ran from March of 2020 through February of 2021.

From responding to the sudden onset of the COVID-19 pandemic, to continuing to help combat the opioid overdose crisis and working toward dismantling Indigenous-specific racism in BC's healthcare system.



The College has been hard at work striving for better health and pharmacy care in British Columbia.

I recognize that this time has been an immensely challenging time for all health care workers including pharmacists and pharmacy technicians.

While our role as a regulator is to ensure that all pharmacy professionals are practicing safely, I'd like to thank all the registrants joining us here today for their tireless work in continuing to ensure British Columbian's can safely access the pharmacy care they need.

As the situation regarding COVID-19 continues to evolve here in BC, Canada and other jurisdictions in the world, the College will continue to work closely with the Ministry of Health and other partners to support the response to the pandemic as part BC's health system.

COVID-19 Pandemic

The COVID-19 pandemic has brought many challenges to respond to, challenges which will continue to evolve in the coming years.

Since the onset of the COVID-19 public health emergency, the pharmacists, pharmacy technicians and pharmacies we regulate have been vital in ensuring British Columbians continue to receive the medications and the knowledge they need to manage, prevent and treat a multitude of diseases and symptoms.

In order to support the response to the pandemic, and its impact on the ongoing opioid overdose crisis, the College worked closely with the Provincial Health Officer, Ministry of Health, Ministry of Mental Health and Addictions and other partners to share vital information and enact practice changes for pharmacy professionals intended to reduce unnecessary practice strain and provide broader flexibility to continue to ensure adequate continuity of care.

Most recently, those authorized to provide injections through the College's Drug Administration Certification and Standards, Limits and Conditions for Drug Administration by Injection and Intranasal Route, were able to contribute to our province's COVID-19 immunization campaign and help protect British Columbians from COVID-19.

I am grateful for the availability of COVID-19 vaccines for health care workers, and all British Columbians this past year.

The vaccine is instrumental in allowing those in our health system to protect our patients from harm and preserve our ability to safely deliver health services.

Thank you to everyone who has contributed to British Columbia's COVID-19 immunization efforts, from safely providing immunizations, to sharing evidence-based information about the new vaccines with your patients.



Cultural Humility and Safety

The College recognizes that cultural safety and humility for Indigenous Peoples in BC, is vital for the provision of fair and equal health services, as well as the creation of a healthcare environment free of racism and discrimination, where individuals feel safe and respected.

Cultural Safety is an outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in the healthcare system.

Cultural Humility is a process of self-reflection to understand personal and systemic conditioned biases, and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a life-long learner when it comes to understanding another's experience.

In June of 2020, BC's Minister of Health, Adrian Dix, announced an investigation into disturbing allegations of racism in BC's health system.

We were also appalled to learn of the discovery of the remains of 215 children on the site of the former Kamloops Indian Residential School.

We stand with the Tk'emlúps te Secwépemc, and Ktunaxa First Nations and all Indigenous People in BC as they continue to process this news.

The College, along with BC's Health Regulators were in full support of the investigation, led by Dr. Mary Ellen Turpel-Lafond (Aki-Kwe), and the culminating report, released in December 2020, "In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in B.C Health Care."

The report found that the majority of Indigenous People in BC have encountered racism and discrimination within our health care system, whether as a patient or a health care worker.

Based on consultations with almost 9,000 Indigenous peoples and health care workers, the report's findings illustrated how our current health-care system continues to limit access to medical treatment and negatively affects the health and wellness of Indigenous peoples.

In response to the report, the College has been working with Indigenous experts and other health regulators in BC to take immediate action toward dismantling Indigenous-specific racism within BC's health care system, and to lead a culture of anti-racism among the professionals we regulate.

We encourage all health professionals to review the report and reflect on its findings, and to continue to practice vigilant cultural humility and safety. To learn about and understand the impacts of residential schools on First Nations Communities in Canada; to acknowledge and reflect on the social issues faced by Indigenous Peoples; and to understand the historical contexts from which these issues originate.



I'd also like to remind our registrants that any racist behaviour among regulated health professionals is unprofessional, harmful to patients and unacceptable. It contravenes the professional conduct standards to which health professionals are held and constitutes a danger to the public.

Further to this, as health professionals, we have a collective Duty to Report this behaviour to the appropriate authorities and/or regulatory Colleges.

Anti-Racism Initiative

In addition to the findings in the In Plain Sight Report, 2020 also highlighted a number of social issues that required deeper consideration of our role as a health regulator in BC.

We mourned with Black communities and allies across the US, Canada and abroad, for the deaths of George Floyd, Ahmaud Arbery, Breonna Taylor, Tony McDade and countless others, at the hands of police brutality and a culture of systemic racism and violence.

We were disturbed to learn about the surge in anti-Asian hate crimes in Vancouver during the pandemic.

These events prompted us to recognize and acknowledge the internal biases we may not realize we hold, and to ask ourselves how we may be contributing to the systemic racism and discrimination present throughout North America, and here in British Columbia.

As a regulator, the College governs over 9,000 registered pharmacists and pharmacy technicians in British Columbia, and it is our duty to ensure that the health professionals we regulate provide safe and ethical care to all British Columbians.

As part of this duty, the College acknowledges that we, as an organization and regulator, need to step up and lead the charge for systemic change with the goal of eliminating the everyday impacts of discrimination and racism within BC's health system.

As health professionals, the most important thing we can do is to show our country's Black, Indigenous and other People of Colour our unending support and remind patients in these communities that we are in this together.

While we are encouraged by the progress made leaders and organizations over the past year, we must continue to combat the racism faced by BIPOC and other marginalized communities in BC.

I will let our Registrar, Bob Nakagawa go into more detail about the ways in which the College, as an organization, has worked to address racism within our health system.

Opioid Crisis

The opioid overdose crisis continues to be a top priority for us and other public health organizations across the province.



As you know, we are facing dual public health emergencies with both the opioid overdose crisis the Covid-19 pandemic.

COVID-19 continues to have a significant impact on the opioid overdose crisis.

Following the onset of the pandemic, the BC Coroners Services has detected a sustained increase of illicit drug toxicity deaths.

In total, 1,716 people died of illicit drug overdoses in 2020, a 74% increase in deaths over 2019.

This increase is continuing into 2021 with 1,534 suspected illicit drug toxicity deaths between January and September 2021 – the highest ever recorded in the first nine months of a calendar year and a 24% increase over the number of deaths recorded between January and September 2020.

Much like in recent years, this past year the College continued to work hard to help combat this issue, by implementing a number of policy changes and temporary exemptions across BC to support continuity of care for people with substance use disorders during the COVID-19 pandemic.

The College recognizes there is still so much to be done in this pandemic and continues to reflect on how best to serve the public and those affected by the drug poisoning crisis.

I'll let Registrar Nakagawa speak more in-depth about the various measures taken by the College over the past year in responding to this opioid overdose crisis.

Introduction of the Registrar and CEO

I would now like to introduce the College's Registrar, Bob Nakagawa, who will speak in greater detail about some of the key projects and initiatives undertaken by the College over the past year.

I would also like to acknowledge this is the last AGM that Registrar Nakagawa will be attending in his current position.

I would like to thank Bob for his many years of service to the public of BC in regulating pharmacy practice

Bob has steered this organization through much growth including developing the practice review program, pharmacy manager training and the introduction of time-delay safes to protect the public and pharmacies alike.

Bob has been a calm and steady leader throughout the Covid-19 crisis and has addressed indigenous specific racism with sincerity and integrity as you will hear about in the next portion of the meeting. We are so grateful for Bob's legacy at the College and in the profession of pharmacy.



REGISTRAR'S REPORT

Registrar Nakagawa acknowledged that he is joining today from the unceded Aboriginal territories of the Coast Salish Peoples, and in particular, the Kwikwetlem First Nation. Kwikwetlem refers to the unique sockeye salmon that once ran abundant in Coquitlam River and Coquitlam Lake, sustaining the community for thousands of years.

He noted that it has been an honor to serve as the College's Registrar for the past fiscal year, which ran from March 2020 through to February 2021.

College staff continued to work hard to ensure we are fulfilling our important mandate in protecting the public, both through our ongoing operations as well as through progress on strategic initiatives.

He recognized Chair Ishoy for her efforts as Board Chair over the past year and thanked her for her service.

Registrar Nakagawa provided the following report:

Registration Numbers

To start, I'm pleased to report increases in registration numbers across the Board this past year.

To provide you with a brief snapshot, in the 2020/2021 fiscal year, we had:

- 6477 Full Pharmacists
- 891 Student Pharmacists
- 1687 Pharmacy Technicians
- 5 Student Temporary Pharmacists
- 41 Limited Temporary Pharmacists
- 44 Temporary Pharmacists
- 3 Temporary Pharmacy Technicians
- 1404 Licenced Community Pharmacies
- 73 Hospital Pharmacies

COVID-19 Pandemic

2020 was an unforgettable year. It's now been well over a year and a half since the first cases of COVID-19 were identified, and all our lives were upended as we came together and did our part to help control its spread.

I'd like to start by recognizing all of BC's pharmacy professionals for your unwavering commitment to the people of British Columbia.

For providing continuity of care, embracing additional safety measures within your pharmacies and upholding the highest standards of safe and ethical pharmacy practice.



As Chair Ishoy mentioned, throughout 2020, the College has been working closely with our partners at the Ministry of Health, the Office of the Provincial Health Officer, the BCCDC and other Colleges, to ensure that pharmacy professionals have the tools they need to respond to the growing demands on our healthcare system and provide British Columbians with high quality pharmacy care.

To that end, here are some of the things the College did to support BC's response to the COVID-19 pandemic:

- We provided regular updates and guidance to patients and pharmacy professionals through our dedicated resource page at bcpharmacists.org/COVID-19
- Of particular importance this past year, we shared information on how to access COVID-19 vaccines, and how to help with BC's immunization campaign, including essential steps to protect yourself and your patients from the serious risks COVID-19 presents.

Responding to the pandemic also required us to issue a number of policy amendments to ensure continuity of care for Opioid Agonist Treatment patients.

- We accelerated the implementation of new delivery requirements for Opioid Agonist Treatment to support continuity of care. These requirements allow pharmacists to use their professional judgement to deliver drugs to a patient if they feel it is safe, appropriate and in the best interest of the patient to do so.
- We also amended the PODSA Bylaws and the Community Pharmacy Standards of Practice to permit pharmacists to transfer prescriptions for controlled substances and to accept verbal and faxed prescriptions for controlled substances.

Finally, we also granted a number of exemptions in order to alleviate the added pressure and responsibility placed on BC's pharmacy professionals as a result of COVID-19.

- We granted CE exemptions for the Professional Development and Assessment Program (PDAP) for all registrant renewals between March 2020 and February 2021.
- And we enabled eligible individuals to apply for temporary registration to provide pharmacy services - including COVID-19 vaccinations - during the COVID-19 pandemic, by amending the Health Professions Act Bylaws.

The College was also able to continue to conduct important quality assurance checks through the Practice Review Program by pivoting to virtual Pharmacy Professionals Reviews which began in October 2020.

Indigenous-Specific Racism, Cultural Humility and Safety

As Chair Ishoy mentioned, in December 2020, we were disheartened to read the findings laid out in Dr. Mary-Ellen Turpel-Lafond's In Plain Sight report on Indigenous-specific Racism in BC's Health System.

Indigenous respondents described experiencing stereotyping, unacceptable personal interactions and poorer quality of care, as well as noting that they do not feel safe when accessing health care services and interacting with health providers.



In March 2017, I had the honour of joining the rest of the province's health regulators in signing the "Declaration of Cultural Safety and Humility in Health Services Delivery for First Nations and Aboriginal Peoples in BC."

Through this, the College pledged its commitment to making our health system more culturally safe for First Nations and Aboriginal Peoples.

However, the gravity of the findings in the In Plain Sight Report forced us to take a step back and re-examine our role as health care leaders.

Such unethical and racist behaviour has no place in our society or our health care system, and places extra urgency on us as health regulators to continue to push for a culturally safe health care environment for BC's Indigenous peoples.

This disgraceful behaviour toward individuals who are seeking help within our healthcare system undermines trust in all health care professionals, and we will not tolerate it among our registrants or within our healthcare environments.

Our job is to protect patients and the public by ensuring the professionals we regulate provide safe, ethical and quality care.

And yet, the continued existence of widespread systemic discrimination, and inequitable health outcomes for Indigenous Peoples makes it clear that we have not done enough.

Moving forward, we recognize that working together with the First Nations Health Authority, other health regulators, Indigenous groups, and others will be essential to act on our plan and create a healthcare environment free of racism and discrimination, where individuals feel safe and respected.

While not technically part of the 2020/2021 fiscal year, as an essential first step, in May 2021, the College, along with the Colleges of Nurses & Midwives, Dental Surgeons and Physicians & Surgeons, issued a formal apology to the Indigenous people and communities in BC who have experienced racism while engaging with us and with the health professionals we regulate.

As part of this apology, we committed to a number of concrete actions to uphold Indigenous rights and eliminate racism within the health-care system.

These actions included:

- Becoming anti-racist leaders who will foster a speak-up culture, where stereotypes, discrimination and racism are called out and eliminated
- Establishing clear accountabilities for cultural safety and humility within our leadership teams
- Drawing on Indigenous Knowledge Keepers and professionals to guide our work
- Providing education and developing practice standards to ensure Indigenous people receive culturally safe health care

- Investing in supports and removing barriers to ensure that Indigenous people do not feel isolated or unsafe when filing a complaint
- Ensuring board, staff, and committee members are trained in cultural safety and humility, anti-racism, unconscious bias, and, as appropriate, trauma-informed care
- Broadening Indigenous participation on our boards and committees and staff teams
- Promoting anti-racism and Indigenous cultural safety and humility as core competencies for current and future health-care providers
- Building partnerships with Indigenous-led organizations to promote system change and dismantle racism
- Working with our fellow provincial health regulators to implement the recommendations of the In Plain Sight report, and
- Identifying and supporting changes in legislation and bylaws to deconstruct colonialism, value Indigenous ways of knowing, and eliminate harm for Indigenous people.

To that end, we have established a Dismantling Indigenous-specific Racism Oversight Group at the College, tasked with taking decisive actions to eradicate racism from our health system.

We are committed to taking action to dismantle Indigenous-specific racism and will continue this important work over the coming years.

We encourage all of BC's health professionals to review the In Plain Sight Report and learn more about how to improve cultural safety and humility within your practice.

Addressing Racism and Discrimination in our Health System

In addition to the work continuing to improve Cultural Safety and Humility for Indigenous Peoples, we also recognize that much work still needs to be done to address other forms of racism and discrimination in both our healthcare environments and society as a whole.

Chair Ishoy spoke about the numerous events that occurred over the past year and a half that serve to remind us of how much work we still need to do toward dismantling systemic racism and discrimination from our society and health system.

Racism impacts the care people receive in our healthcare system and we all need to do our part to understand its extent and its effects to help create a healthcare environment free of racism and discrimination, where all individuals feel safe and respected.

Black Lives Matter

It is a common and unfortunate misconception that BC, and Canada are somehow exempt from the racism, discrimination and stigma faced by our neighbours to the south. This misconception, I believe, is at the core of what we need to change as stewards of public health and safety.

The College has pledged its commitment to developing a plan to raise awareness of, and actively combat, the racism faced by Black People in BC.



To help enact this change, we established a Black Lives Matter Working Group focused on identifying ways that the College, as both an organization and regulator, can take action and reinforce the fact that Black Lives Matter, and that racism, in any form, has no place in our health system.

I also recognize the discrimination faced by our Indigenous and Asian Communities, and People of Colour, and want to re-assure members of those communities that we also need to address the injustices and inequalities you face.

Over the coming year, the Black Lives Matter Working Group will continue to develop an Anti-Racism Framework to guide our organization as we work to dismantle systemic racism and eliminate discrimination based on race, ethnicity, culture, gender, and sexual orientation from both our health system and our own policies as an employer.

Additionally, all College staff have already begun to participate in anti-oppression training sessions and will continue with further training over the coming fiscal year.

These sessions are intended to empower and enable staff to view and approach the world, and their work at the College, through an anti-oppressive lens.

This training is an important component of the College's organizational strategy toward holding ourselves accountable as an anti-racist organization, and ensuring that unconscious bias does not impact the work we do as a regulator.

Opioid Overdose Crisis and Opioid Agonist Treatment

As Chair Ishoy mentioned, we are facing dual health emergencies, with the COVID-19 pandemic compounding and escalating the existing opioid overdose crisis, which was declared a public health emergency in April 2016.

Acknowledging the marked increase in overdose deaths following the onset of the COVID-19 pandemic, the College worked closely with the Ministry of Health, Ministry of Mental Health and Addictions, and BC Center on Substance Use to respond.

The College quickly implemented a number of policy changes and temporary exemptions across British Columbia to support continuity of care for people with substance use disorders during the COVID-19 pandemic.

Changes to the Delivery Requirements for Opioid Agonist Treatment (OAT)

In March 2020, the College Board approved new delivery requirements for Opioid Agonist Treatment, allowing pharmacists to use their professional judgement to deliver the drugs to a patient if they feel it is safe, appropriate and in the best interest of the patient to do so. As a result, prescribers no longer need to authorize delivery for OAT drugs.



Previously, Professional Practice Policy-71 allowed pharmacists working in community pharmacies to deliver methadone for maintenance to a patient's home only if the prescribing physician authorized delivery due to the patient's immobility.

These changes aimed to improve access to OAT for patients whose care may benefit from delivery, while ensuring the safety of both the patient and the pharmacist involved.

Given the onset of the COVID-19 pandemic, the College Board decided to accelerate the implementation of these requirements in order to support continuity of care for BC OAT patients.

Temporary Authorizations for the Delivery of Opioid Agonist Treatment by Non-Pharmacists

Further to these changes to the delivery requirements, in April 2020, the College also implemented temporary amendments to PPP-71 that allow pharmacists to authorize regulated health professionals to deliver OAT.

These temporary amendments also allowed pharmacists to authorize pharmacy employees, including pharmacy technicians and pharmacy assistants, to deliver OAT on a pharmacist's behalf in exceptional circumstances where it is not possible for a pharmacist or other regulated health professional to deliver the OAT drug.

These temporary authorizations align with Health Canada's temporary exemption under the Controlled Drugs and Substances Act (CDSA), to maintain Canadian's access to controlled substances as needed for medical treatments during the COVID-19 pandemic which includes permitting pharmacy employees to deliver prescriptions of controlled substances to patient's homes or other locations where they may be (e.g. self isolating).

Amendments to Training Deadlines for Opioid Agonist Treatment

In November 2020, the College Board approved amendments to Professional Practice Policy 66: Opioid Agonist Treatment (PPP-66) to extend the deadline for transitioning to the Opioid Agonist Treatment Compliance and Management Program for Pharmacy (OAT CAMPP), from March 31, 2021 to September 30, 2021.

PPP-66 initially required that registrants complete the applicable components of OAT-CAMPP by March 30, 2021.

However, in March 2020, the in-person OAT-CAMPP training was suspended due to the sudden onset of the COVID-19 public health emergency.

The BCPhA developed an on-line version of OAT-CAMPP which was accredited by the Canadian Council on Continuing Education in Pharmacy (CCCEP), and the first online OAT training workshops began on November 20, 2020.

The 6-month training deadline extension was made to recognize the impact of COVID-19 and the temporary suspension of the OAT-CAMPP.



As of October 1, 2021, all pharmacy managers, staff pharmacists, relief pharmacists and pharmacy technicians employed in a community pharmacy that provides pharmacy services related to opioid agonist treatment must have completed any applicable components of OAT-CAMPP in order to fulfill the College's OAT training requirements.

Pharmacy technicians only need to have completed the online component of OAT-CAMPP. Registrants who have not completed the required training should do so as soon as possible.

During the ongoing opioid overdose crisis, it is in the public interest to maintain patient OAT treatment wherever possible.

Closing

I would like to close by noting that this is the last AGM that I will be participating in as Registrar and CEO of the College. It has been an honour and a privilege for me to have served the public in this capacity for the past 9 years.

I would like to thank all the hard working and diligent board members whom I have had the pleasure of working with for their dedication and support over the years. In particular, all of the Board Chairs and Vice Chairs. You have been wonderful to work with.

I would also like to acknowledge and thank the amazing staff at the College. You have been a pleasure to work with over these last 9 years.

I know that the Board is close to selecting a new Registrar to take over for me and I am confident that they will thrive in the position and continue to champion patient safety in BC. Thank you.

ADJOURNMENT

Chair Ishoy thanked the assembly for attending and participating in the College of Pharmacists of BC's 130th Annual General Meeting and adjourned the meeting at 6:45pm.