



# STRATEGIC PLAN 2022/23 - 2027/28

## COMMITMENT STATEMENT

We are committed to being an inclusive and collaborative regulator, dedicated to regulating pharmacies and pharmacy professionals in support of public safety, optimal health, and culturally-safe, equitable care – free from Indigenous-specific and other forms of racism.

### GUIDING PRINCIPLE

**Regulatory Excellence**  
To regulate with intention in all aspects of our work

### GOALS

**Continuous Quality Improvement**  
To ensure College requirements enhance public care and safety

**Indigenous Cultural Safety and Humility**  
To take actions that address Indigenous-specific racism

**Partnership and Collaboration**  
Enhance existing, and develop new, partnerships & collaborative initiatives

## KEY ACTIONS

### GUIDING PRINCIPLE

- A. Develop expectations of pharmacy care poster that increases the transparency and awareness of what the public can expect from pharmacy professionals
- B. Develop and implement Medication Incident Reporting to identify trends in incidents across the province and to identify opportunities to learn and improve practice and health outcomes
- C. Modernize the Health Professions Act (HPA) Standards of Practice and other supporting bylaws and requirements, as applicable
- D. Review and assess the impact of business metrics on patient safety and address as necessary

- A. Develop a cultural safety and humility practice standard
- B. Implement applicable recommendations from the In Plain Sight Report
- C. Conduct an external review of the complaints process and implement recommendations to make the process culturally safe and accessible for Indigenous Peoples
- D. Conduct an audit of College bylaws, policies and practices to identify and address Indigenous-specific racism
- E. Enrich the College environment with a stronger Indigenous presence
- F. Recruit Indigenous individuals into key leadership and staff positions

- A. Conduct meaningful engagement of public in support of actions across all strategic focus areas
- B. Engage with relevant partners to ensure successful transition to new Health Professions and Occupations Act
- C. Engage with and build strong, mutually respectful relationships with Indigenous Peoples, advisors, and other key partners

## ACCOUNTABILITY

**We value the importance of our work and take responsibility for our decisions, words and actions.**

We commit to the following actions:

1. Speaking up and addressing any potential risks to the wellbeing of the public, our staff, and our registrants, including Indigenous-specific and other forms of discrimination and racism.
2. Engaging in open discussions and focusing on finding practical solutions to achieve intended outcomes.
3. Committing to decisions while remaining agile to respond to change.
4. Continuing to assess and learn from our decisions and their impacts, both intended and unintended.
5. Inspiring our staff, and the pharmacy professionals we regulate, to engage in continued learning for the purpose of understanding and accepting the uncomfortable truths and historic trauma experienced by Indigenous peoples and marginalized communities.

## INTEGRITY

**We act ethically, honestly and in good faith.**

We commit to the following actions:

1. Recognizing our privilege and embracing service and selflessness as leaders in healthcare.
2. Doing the right thing in the context of our Values and Commitment statement, even if it is uncomfortable or unpopular.
3. Upholding the trust and confidence of the public.
4. Following through on our respective and reciprocal commitments.

## INDIGENOUS CULTURAL SAFETY AND HUMILITY

**We help to ensure that Indigenous Peoples have access to a culturally safe healthcare system, free from Indigenous-specific racism.**

We commit to the following actions:

1. Refusing to engage in denial of the uncomfortable truths and historic trauma that continue to impact Indigenous Peoples' experiences within the healthcare settings we regulate.
2. Humbly listening to the feedback and concerns of Indigenous clients and communities about the work that we do.
3. Understanding, respecting and promoting awareness of the rights and interests of Indigenous Peoples in relation to accessing health services.
4. Seeking guidance from Indigenous Cultural Experts, Knowledge Keepers and Elders on matters related to the health and well-being of Indigenous Clients.
5. Continuing to actively pursue inclusion of Indigenous ways of knowing into our policies and practices.

## RESPECT

**We value the feelings, culture and preferences of others and recognize that they are as important as our own.**

We commit to the following actions:

1. Creating and fostering a culturally safe environment.
2. Treating all people with dignity and kindness.
3. Embracing diversity in culture, ideas, perspectives and experiences.
4. Practicing active listening, empathy and professionalism.
5. Striving to achieve a shared understanding with the public, our registrants, and our partners.
6. Being open and available to listen and to collaborate.
7. Enriching our working environment with a greater Indigenous cultural presence.