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## Signage Within the Pharmacy (Expectations of Care Poster)

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### Purpose

This Regulatory Statement provides guidance to pharmacies for the display of the Expectations of Care poster (the “Sign”) required to comply with section 23.4 of the bylaws of the College under the *Pharmacy Operations and Drug Scheduling Act* (“PODSA”).

### Background

The Sign was designed to enhance transparency and trust by clearly communicating the standards of care that the public can expect from their pharmacy team.

### Requirements

1. The Sign as set out in Appendix A is provided by the College for the purpose of section 23.4 of the PODSA bylaws.
2. The Sign can be downloaded or printed from the College’s public website.
3. The Sign is to be displayed
  - (a) in colour, with the same colours as appear in Appendix A, and
  - (b) in a minimum size of 8.5 by 11 inches, and with an aspect ratio of 4:3 if displayed in a larger size.

### Legislation

- PODSA s. 21(1)
- PODSA bylaws s. 23.4

### Additional Information

This Regulatory Statement replaces and supersedes Professional Practice Policy-77.

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## APPENDIX A

# What You can Expect from Your Pharmacy Visit

Pharmacists and Pharmacy Technicians in BC are licensed health professionals with a duty to provide safe pharmacy care in an ethical, equitable, and culturally safe manner to help people reach their desired health outcomes.



### **You Will Receive Culturally Safe and Inclusive Care**

Your pharmacy team will provide unbiased care, free from prejudice and discrimination on any basis, respecting the needs of Indigenous, Black, people of colour, 2S/LGBTQINA+ and other communities.



### **Your Medication is Right for You**

Your pharmacy team will take the time to check your health records and make sure your medications are safe, appropriate, and clearly labelled.



### **Your Pharmacist Will Speak With You About Your Medication**

Your pharmacist will take the time to help you understand your medication, how to take it properly, and address any questions you may have.



### **Your Privacy is Respected**

You will receive care in a space where you feel comfortable.



### **Your Health Records Are Correct And Protected**

Your pharmacy team will protect your health records and medication history, ensuring they are accurate, up-to-date, and protected from loss, theft, or misuse.

College of Pharmacists  
of British Columbia



Regulating pharmacies and pharmacy professionals in the public interest.

Questions or concerns? Let us know. 200-1765 West 8th Ave.  
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