



PATIENT
FOCUSED
PHARMACY PRACTICE

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It is with great pleasure we present the 2018 Annual Report for the Newfoundland and Labrador Pharmacy Board (NLPB). We had a productive year of activities in each of our four business lines: registration and licensing, quality assurance, professional practice, and complaints and discipline.

Throughout the year we conducted business as usual keeping our core values top of mind while working to advance pharmacy care for a safe and healthy community. Our goals and objectives are strategically developed in advance of the year ahead so that we are accountable to the people of the province. Our annual outlook is aligned to best ensure our registrants are providing safe and quality pharmacy care in accordance with the *Pharmacy Act, 2012*, its Regulations, By-Laws and the Code of Ethics.

It is significant to mention how our goals and objectives come to be on an annual basis. They result from a great deal of collaboration from Board committee members, NLPB staff, registrants and stakeholders. Goals are developed while keeping a close eye on our pharmacy practice provincially and nationally. There is a lot to learn and we are knowledgeable of the ever-evolving practice and look for ways to innovatively contribute to self-regulation of pharmacy practice. Currently, we develop a three-year living document that acts as our strategic course of action and focus that guides the activities the NLPB staff carries out annually.

Based on our strategic course of action for 2017-2019, we are on track for achieving the Board approved goals and objectives. In April 2018, we celebrated the integration of pharmacy technicians into the practice here in the province. During our first New Registrant Reception, we celebrated approximately 130 newly registered technicians and we are happy to report our committees now include several technician representatives. We look forward to continuing to advance pharmacy care in collaboration with our registrants.

In 2018, great strides were made in the development of new and updated standards and policies to guide our registrants in optimization of patient-focused pharmacy care. In response to the increased government action taken to reduce and prevent opioid related harms we further enriched our direction, education and resources for pharmacy professionals on the importance of providing Opioid Agonist Maintenance Treatment. Other new additions include an interpretation guide on Ending the Pharmacist-Patient Relationship, and a practice policy on Registrant Use of Social Media.

As the scope of pharmacy practice continues to grow, the regulatory processes to ensure safe and quality practice increase also. In saying that, we are prepared to meet the challenge. We have been allocating the appropriate resources to be able to achieve the workload associated with development, implementation, maintenance and enforcement of practice standards.

This report highlights and informs the many activities and initiatives that we actioned throughout 2018. All that we do is based upon what is in the best interest for the public in order to meet our mission of governing pharmacy practice to ensure quality and ethical care. Thank you for taking the time to read the 2018 Annual Report and allowing us the opportunity to share our story of working towards enhancing pharmacy care for Newfoundlanders and Labradorians.



Colleen Squires, Board Chair



Margot Priddle, Registrar

Colleen Squires, Board Chair

Margot Priddle, Registrar



**ESTABLISHED BY
LEGISLATION IN 1910**

The Newfoundland and Labrador Pharmacy Board is the regulatory body for the profession of pharmacy within the province. We serve to protect the public and hold registrants accountable to the established Code of Ethics, Standards of Practice, legislation, policies and guidelines that are relevant to pharmacy practice. We work to ensure pharmacies within the province meet the required standards of operation so that the public receives the high quality pharmacy care they deserve.



OUR MISSION

To protect the people of the province by governing the profession of pharmacy to ensure quality and ethical care.



OUR VISION

Advancing pharmacy care for a safe and healthy community.



OUR VALUES

Our activities and decisions are based on accountability, collaboration, integrity and transparency.

ACCOUNTABILITY

COLLABORATION

INTEGRITY

TRANSPARENCY



LEGAL POWERS AND AUTHORITY

As a regulated healthcare profession, pharmacy is governed through a number of provincial and federal pieces of legislation. The legal powers and the duties of the Newfoundland and Labrador Pharmacy Board are set out in the *Pharmacy Act, 2012*, and the accompanying Regulations.



Keith Bailey

Keith Bailey has been a pharmacist for twenty three years. He graduated from Memorial University in 1996 with a B.Sc. Pharmacy, and went on to complete his MBA in 2007.

He has been an active member of the profession taking on many roles including former Chair of the Newfoundland and Labrador Pharmacy Board (NLPB), President of the Pharmacists' Association of Newfoundland and Labrador (PANL) and has served on the Board of the Canadian Pharmacists' Association. Keith also lectured at Memorial University's School of Pharmacy and currently owns a Shoppers Drug Mart in Conception Bay South.

In addition, he has served on the Newfoundland and Labrador Interchangeable Formulary Committee and was Chair of PANL's Public and Professional Relations Committee.

Outside of his career he can be seen chasing his two young sons; Simon and Isaac. He's doing his best to be a great role model and to teach them how to enjoy nature.

His passion is for the pharmacy profession and hopes to further expand the scope of practice for pharmacists in both hospital and community pharmacy settings.



Dr. Shawn Bugden

Dr. Shawn Bugden trained as a pharmacist and completed post-graduate work at the University of Manitoba, with additional post-graduate studies at the University of Washington and the University of Oxford. For over a decade, he worked in hospital pharmacy management with a special interest in pharmacy practice in rural and remote Canada, where he has worked in both hospital and community sectors. His research is focused on the optimal use of medications. His work in evidence-based medicine and pharmacoepidemiology helps clinicians make the best possible decisions on medication use.

His research interests include pharmacoepidemiology, pharmacoeconomics, drug utilization, medication safety, opioid stewardship, health policy, and pharmacy practice.



Mark Sheppard

Mark Sheppard is originally from Harbour Grace. He is a lawyer currently residing in St. John's. He received a Bachelor of Music (Honours) from Memorial University of Newfoundland and Labrador, and has a Juris Doctor from the University of Ottawa. Mark was called to the bar in Newfoundland and Labrador in 2014. His practice primarily focuses in the areas of civil litigation and indigenous law. Mark is also a member of the Newman Sound Men's Choir. He looks forward to the important role of representing the public interest on the Newfoundland and Labrador Pharmacy Board.

BOARD MEMBERS

The Board is comprised of seven elected pharmacists, one elected pharmacy technician, two government appointed public representatives, two Board appointed public representatives, and the Dean of Memorial University School of Pharmacy.

The Board's primary goal is to ensure the interests of the public are protected and preserved. It is the policy-making group—providing leadership and guidance for the profession in terms of delivering pharmacy services to the public.

Zone Breakdown: Newfoundland & Labrador Pharmacy Board Bylaws

For the purposes of electing members of the Board, Newfoundland and Labrador is divided into seven zones. One member of the Board is elected from each of the electoral zones, with the exception of Zone 7, from which two members of the Board are elected. The seven zones are as follows:

ZONE 1 - metropolitan St. John's area, Conception Bay South to Holyrood, and Southern Shore to Trepassey;

ZONE 2 - the Conception Bay North/Trinity South peninsula, beginning at Avondale and extending west to Port Blandford, including Placentia and the Cape Shore to (but not including) Trepassey, the Burin peninsula, the Trinity North/Bonavista South Peninsula;

ZONE 3 - west of Port Blandford to the Hampden junction, and that part of the South Coast that does not include Burgeo and Ramea;

ZONE 4 - west of the Hampden junction including White Bay, Northern Peninsula, Labrador, West Coast extending to Port-aux-Basques, and that part of the South Coast that includes Burgeo and Ramea;

ZONE 5 - pharmacists employed the majority of their time in a hospital;

ZONE 6 - pharmacy technicians; and

ZONE 7 - "at large"

ELECTED MEMBERS

ZONE 1

Keith Bailey

ZONE 2

Ray Gulliver

ZONE 3

Shawn Vallis

ZONE 4

Henry White

ZONE 5

Brittany Churchill

ZONE 6

Colleen Squires

ZONE 7

Taggart Norris

Chad Parsons

PUBLIC REPRESENTATIVES

BOARD APPOINTED

Mark Sheppard

Shirlene Murphy

GOVERNMENT APPOINTED

Ruby Chaytor

Gerri Thompson

DEAN OF MEMORIAL UNIVERSITY SCHOOL OF PHARMACY

Shawn Bugden



BOARD COMMITTEES

Statutory and standing committees support the work of the Newfoundland and Labrador Pharmacy Board. They are vital to ensuring our goals and activities are realized. The committees are comprised of elected members, public representatives and registrants. Here's a look at our eight active committees and their 2018 members.

Executive Committee

The Executive Committee (EC) considers and takes action on matters delegated by the Board. If immediate matters need attention between board meetings then the EC steps in to address them.

- Collen Squires
Chair
- Gerri Thompson
Vice-Chair
- Taggart Norris
Past Chair
- Henry White
Executive Member

Disciplinary Panel

The Disciplinary Panel is responsible for considering complaints referred by the Complaints Authorization Committee.

- Mike Batt
- Janice Chalker
- Barry Downey
- Walter Fleming
- Jeff Fost
- Stephen Gillingham
- Denise O'Brien
- Ron M. Pomeroy
- Jeremy Reid
- Heather Seeley
- Ron Sheppard
Public Representative
- Wanda Spurrell
- Robert Williams
Public Representative
- Yvonne Young
Public Representative

Complaints Authorization Committee

The Complaints Authorization Committee (CAC) is responsible for reviewing allegations relating to professional practice that have been referred by the Registrar. The CAC is assembled when required and consists of no less than three Board members—at least one of whom is appointed to represent public interest.

- Current Board Members
(See page 4)

Professional Development Review Committee

The Professional Development Review Committee supports continued competency and encourages advancement of professional development for registrants.

- Barbara Thomas
Chair
- Scott Dawe
- Jason Druken
- Debbie Kelly
- Jason Kielly
- Derek Long
- Jeremy Parsons (served for half of 2018 and was replaced by Shawn Bugden)
- Jody Pomeroy
- Jeremy Reid
- Jason Ryan
- Christina Tulk
- Lois Battcock
- Jillian Thorne
- Colleen Squires

Finance and Audit Committee

The Finance and Audit Committee oversees, reviews, and develops recommendations for the Board and Registrar regarding the financial operations of the business.

- Taggarty Norris
Chair
- Ray Gulliver
- Shirlene Murphy
- Chad Parsons
- Colleen Squires

Joint Committee On Structured Practice Experience

This committee makes recommendations to the Board and the Council of the School of Pharmacy regarding matters concerning the structured practice experience program including the placement of students, appointment and orientation of preceptors, educational materials, and methods of evaluation to be used during practice experience periods.

- Pamela Carter
- Ray Gulliver
- Evelena Verge

Expanded Practice Advisory Committee

The Expanded Practice Advisory Committee develops, reviews, and recommends standards for expanding pharmacy practice. This committee helps the Board meet its goal of protecting the public, and assists in optimizing the use of pharmacy professionals skills.

- Sheldon Baines
- Richard Coombs
- Debbie Kelly
- Pamela King-Jesso
Association of Registered Nurses of NL
- H. Russell Lake
College of Physicians and Surgeons of NL
- Susanna O’Grady
- Gerri Thompson
Public Representative

Quality Assurance Committee

The Quality Assurance Committee investigates concerns related to quality assurance issues in pharmacy practice that have been referred by the Registrar, the Complaints Authorization Committee, or one that the committee itself has recognized.

- Susan Gladney-Martin
- Helen McNally
- Karen Mercer
- Kelda Newport
- Linda Power
- Andrew Sweetapple

Our Quality Assurance (QA) framework guides the program’s development and ongoing activities. The program is multi-dimensional and supports registrants in meeting the standards for safe and quality pharmacy practice.

REGISTRANT-BASED QA ACTIVITIES

- Oversight of professional development requirements for pharmacists and pharmacy technicians (including the annual professional development audit)
- Audits of self-declarations that are required for registration renewal based on legislation and applicable standards of practice

PRACTICE SITE-BASED QA ACTIVITIES

- Community Pharmacy Assessments
- Hospital Pharmacy Assessments

SUPPORT TOOLS

- Self-assessments
- Documentation templates
- Orientation programs

LEGISLATIVE & REGULATORY SUPPORT

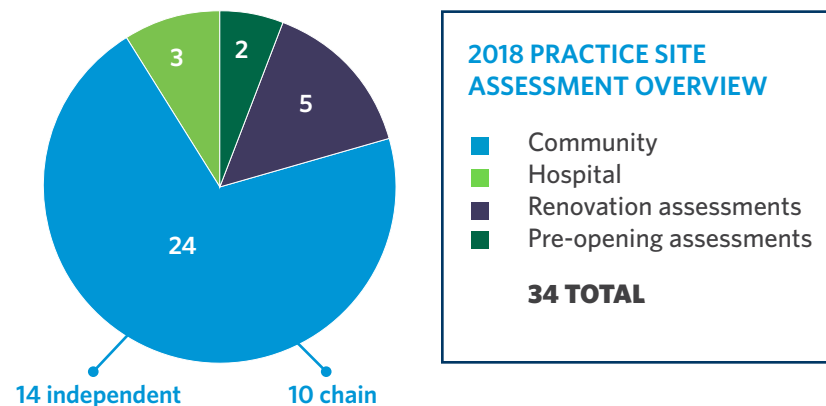
- Legislation, standards, and guidelines that support safe and quality pharmacy practice

QUALITY ASSURANCE FRAMEWORK



PRACTICE SITE ASSESSMENTS

We conduct various types of practice site assessments to support registrants in meeting operational and practice standards. The assessment process involves a direct communication with a pharmacist-in-charge (PIC) regarding the regulatory standards applicable to their site. The PIC first completes a self-assessment and then the Newfoundland and Labrador Pharmacy Board site assessors complete an onsite assessment. The assessors also review documentation processes for dispensing medication and providing patient care. The goal of these assessments is to help the PIC identify standards that are not being met and to share information about best practices to promote quality improvement.



COMMUNITY PHARMACY PRACTICE SITE ASSESSMENT PROGRAM

Approximately 60% of community pharmacy practice sites have been assessed under the new practice site assessment program.

KEY AREAS OF FOCUS FOR COMMUNITY PHARMACY ASSESSMENTS

- Standards of Pharmacy Operation
 - Validation of physical requirements and pharmacy security
 - Security and accountability procedures for Narcotics, Controlled Drugs, Benzodiazepines, and Targeted Substances
 - General pharmacy practice requirements
- Error prevention, incident reporting, and root-cause analysis
- Revised Standards for provision of opioid agonist maintenance treatment services
- New non-sterile compounding standards

HOSPITAL PHARMACY PRACTICE SITE ASSESSMENT PROGRAM

In fall 2017, we launched a pilot of the hospital pharmacy practice site assessment program, the goal being to conduct a baseline assessment of each pharmacy to introduce the QA program, build relationships with hospital pharmacy personnel, and gain an overall understanding of the current hospital pharmacy practice environment.

As of year-end 2018, approximately 40% of pilot hospital pharmacy assessments were completed. Keeping in line with our core value of collaboration, upon evaluating the assessments it was determined that improvements to this specific process were necessary. We are continuing to work towards completing baseline assessments of all hospital pharmacies by identifying key areas to direct quality improvement efforts and practice support.

KEY AREAS OF FOCUS FOR HOSPITAL PHARMACY ASSESSMENTS

- Implementation of the new Standards of Pharmacy Operation - Hospital Pharmacy, which came into effect January 1, 2018.
- Implementation of Standards for Pharmacy Compounding of Hazardous Sterile Preparations and Standards for Pharmacy Compounding of Non-Hazardous Sterile Preparations.

REGISTRANT BASED ACTIVITIES

PROFESSIONAL DEVELOPMENT AUDITS

We are accountable to the people of the province to ensure our registrants are meeting all requirements outlined in the *Pharmacy Act, 2012*. In accordance with Section 52 of the Act, we are responsible for ensuring pharmacists and pharmacy technicians:

- Complete a minimum of 15 continuing education units per calendar year of which at least half shall be from accredited programs;
- Submit a professional development log containing information required by the Board; and,
- Maintain a learning portfolio that contains the information required by the Board.

Each year, 10% of registrants are randomly selected to have their learning portfolios audited by our Professional Development (PD) Review Committee (see page 5). Registrants might also be re-audited based on results from the previous year, or be identified for audit through other QA processes.

REASONS FOR NON-COMPLIANCE

- Incorrect credit assignment
- Missing supporting documentation
- Incomplete documentation in the learning portfolio (learning objectives, take-home messages and/or relevance to practice)

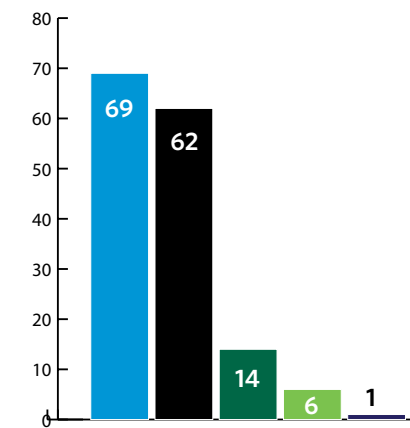
SELF-DECLARATION AUDITS (ESTABLISHED IN 2015)

Each year during registration renewal, registrants are asked to respond to a number of self-declared statements to affirm their compliance with registration requirements. In order to provide assurance to the public that pharmacy practitioners are upholding their ethical and legal obligations for registration we complete a variety of self-declaration audits such as: professional liability insurance audit, practice hours audit, and First Aid/ CPR audit.

Due to the public risk that exists if registrants are practicing without the required insurance, we conduct a professional liability insurance audit each year.

Practice hours audit and First Aid/ CPR audits are conducted on a rotating basis and were not conducted in 2018.

2018 PROFESSIONAL DEVELOPMENT AUDIT OVERVIEW



- pharmacists randomly selected
- compliant on first review
- non-compliant on first review
- flagged for re-audit based on last year's results
- technicians selected

To date, the QA Committee has not been called upon to assess individual pharmacist or pharmacy technician practice. The Board has nothing to report under Section 9 (2) of the *Pharmacy Act, 2012*, which requires reporting the frequency and circumstances of access to patient records without patient consent under Section 54.

FALL 2018 LIABILITY INSURANCE AUDIT OVERVIEW

10% of registrants were audited for professional liability insurance coverage (including students, interns, pharmacists, and pharmacy technicians)

112 registrants selected for audit

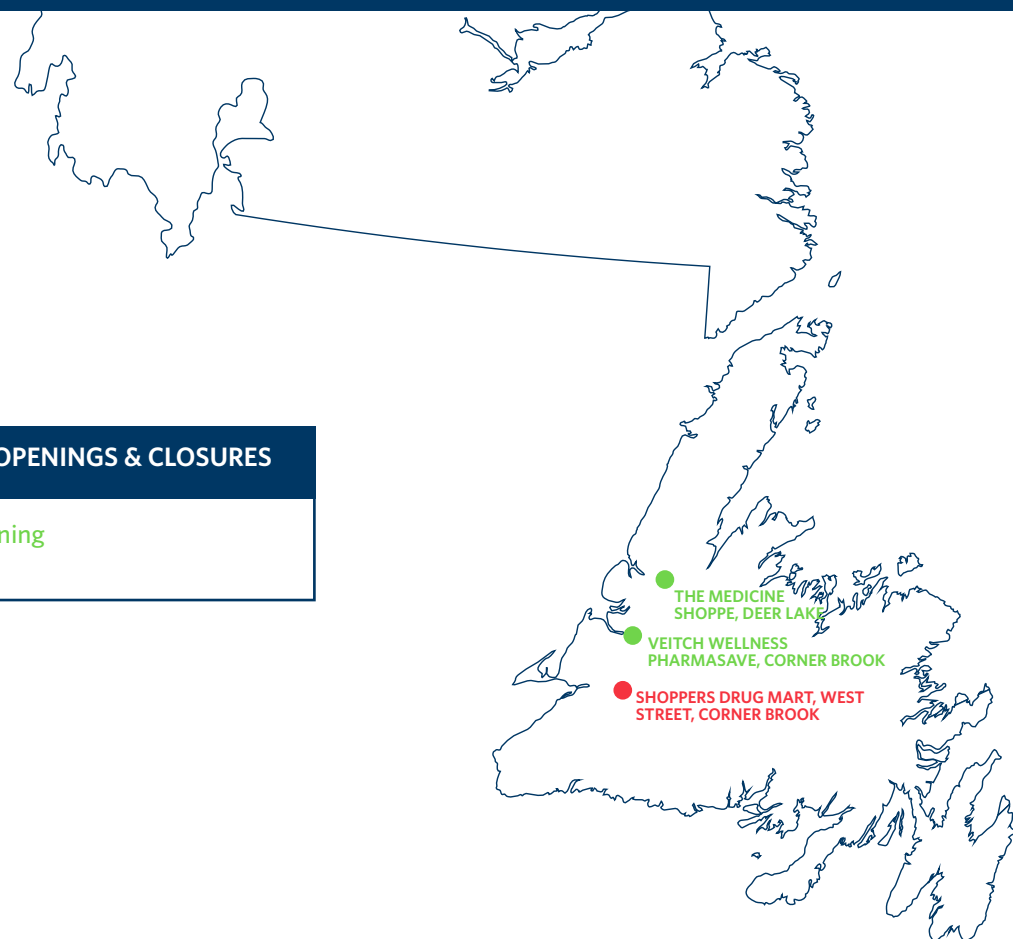
16 non-compliant with the Board's professional liability insurance requirements

REASONS FOR NON-COMPLIANCE

- Gaps in coverage due to failure to renew or employment changes
- Coverage did not meet the specifications of the Board's policy for minimum coverage

LICENSING & REGISTRATION

	2014	2015	2016	2017	2018
Pharmacy Technicians	N/A	3	10	139	174
TOTAL PRACTICING TECHNICIANS	N/A	3	10	139	174 (↑35)
Community Pharmacists	528	524	538	565	566
Hospital Pharmacists	111	107	114	125	127
Administrative Pharmacists	40	41	47	34	33
TOTAL PRACTICING PHARMACISTS	679	672	699	724	726 (↑2)
Community Pharmacies	196	192	192	195	196
Hospital Pharmacies	15	16	17	17	17
TOTAL PHARMACIES	211	208	209	212	213 (↑1)



2018 PHARMACY OPENINGS & CLOSURES

- New pharmacy opening
- Pharmacy closure

ADDRESSING PRACTICE CONCERNS

Our complaints and discipline line of business is where we address concerns that are raised relating to the practice of a registrant. We address circumstances in which it is alleged that a registrant has engaged in conduct deserving of sanction – that may occur when a registrant violates any legislation, bylaws, standards, or ethical provisions they are required to comply with.

Allegations can come from the public, other registrants and healthcare professionals, or they can come from the Registrar. Registrants, and other healthcare professionals, have a duty to report knowledge they have concerning potential conduct deserving of sanction on the part of another registrant.

Once an allegation is received, we review the matter and begin working through the complaints and discipline process. There are a number of ways that an allegation may be resolved. See below:

Conduct deserving of sanction may occur when a registrant violates any legislation, bylaws, standards, or ethical provisions that they are required to comply with

A LOOK AT OUR COMPLAINTS & DISCIPLINE PROCESS



BREAKDOWN OF ALLEGATIONS IN 2018

- 43** total allegations made via calls, emails and letters (Note: this does not include allegations made by the Registrar, and official complaints must be made in writing)
- 23** resulted from a Pharmacist Association of Newfoundland & Labrador Membership Audit, all of which were resolved through Alternative Dispute Resolution (ADR)
- 10** resulted from a Professional Liability Insurance Audit, 9 of which were resolved through ADR, and 1 was referred to the Complaints Authorization Committee (CAC)
- 7** resolved via the CAC
- 3** allegations carried over from 2017: 2 cases and 1 matter of appeal in the Supreme Court of NL that resulted from an Adjudication Tribunal decision
- 2** additional allegations were resolved via ADR

PROFESSIONAL PRACTICE DEVELOPMENT

Guidelines, policies and standards of practice are developed by the Newfoundland and Labrador Pharmacy Board (NLPB) to support our registrants in their practice. They are the foundation for delivering safe and quality care.

INSIGHT INTO WHY GUIDELINES, POLICIES & STANDARDS ARE DEVELOPED

- Identification of a patient safety or practice issue
- Recognition of a practice uncertainty or inconsistency
- National issue or practice change
- To meet any need identified by NLPB or government

The next step in our development process is finding the best type of document to address the need.

WHAT IS THE RIGHT DOCUMENT TO USE?

Here are a few possibilities:

- Guideline
- Policy
- Standard

It is significant to note that each of these above has its own development process and timeline implications.

If for instance we choose to develop a standard, the process may include:

- Jurisdictional review or other research
- Consultation (task force, formal survey, combination of both)
- Development of content
- Board approval

EVALUATION

Currently, our main source of evaluation is registrant feedback in the form of calls, emails and face-to-face discussions during site assessments.

Guidelines, policies and standards arise from the discovery of practice needs, issues or uncertainties

2018

NEW ADDITIONS

- Interpretation Guide: Ending the Pharmacist-Patient Relationship
- Practice Policy: Registrant Use of Social Media

UPDATES

- Standards for the Safe and Effective Provision of Opioid Agonist Maintenance Treatment
- The Provision of Pharmaceutical Care to Personal Care Homes

A great deal of research and collaboration goes into the development of guidelines, policies and standards. Each medium has its own development process and timeline implications

COMMUNICATIONS

AT A GLANCE: OUR WEBSITE & ONLINE PRESENCE

Here is an approximate breakdown of some of our communications activities that take place annually. In September, we launched the new Learning Portal which allows our registrants to complete professional development courses via nlpb.ca. Keep in mind, the Learning Portal course completions shown below only includes data from September to December of 2018.

1067 Highest nlpb.ca visits on a given day

405 Approximate average number of daily visits on nlpb.ca

52 Completions of Opioid Agonist Maintenance Treatment Course via Learning Portal

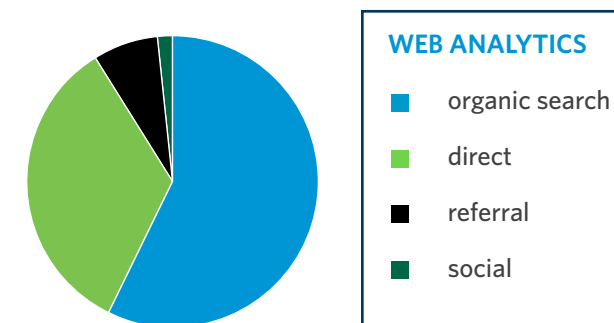
21 Completions of Prescribing Course via Learning Portal

11 PostScripts issued (41-51)

6 Professional practice webinars hosted

3 Apothecary editions

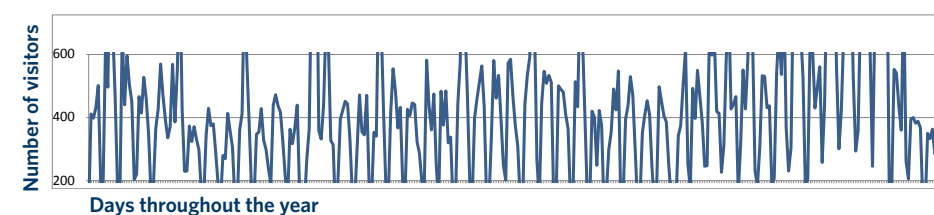
Here's a graph illustrating how nlpb.ca users locate our site during the year:



TERMS DEFINED

- Organic search:** Traffic through un-funded search results
- Direct:** Traffic generated through typing nlpb.ca into address bar
- Referral:** Traffic from user clicking on links from other websites
- Social:** Traffic generated through social media platforms

The graph below illustrates the number of users visiting nlpb.ca on a daily basis throughout the year:



2018 SOCIAL MEDIA

We use Twitter and Facebook as tools to connect with our registrants, stakeholders and the public. On our social platforms you will find information about our business, and we also share our associated partners' updates and pharmacy industry news, too.

TWITTER

749 Followers
49 Tweets & Retweets

FACEBOOK

468 Followers
439 Likes
35 Posts & Shares

MINUTES OF 2018 ANNUAL GENERAL MEETING

1.0 CALL TO ORDER AND ADOPTION OF AGENDA

The 108th Annual General Meeting (AGM) was called to order at 12:05 p.m. Board Chair, Taggart Norris, asked all registrants present to sign the attendance sheet, since this meeting is open to the public. Non-registrants in attendance were asked to stand and identify themselves. Jennifer Collingwood and Ronalda Walsh were the non-registrants in attendance.

NLPB REGISTRANTS IN ATTENDANCE

Lois Battcock	Jeremy Parsons
Brenda Bursey	Noelle Patten
Brittany Churchill	Leslie Phillips
Joan Gaudon	Linda Power
Patrick Gear	Pamela Rudkin
Ray Gulliver	Heather Seeley
Melanie Healey	Colleen Squires
Perry Humphries	Shawn Vallis
Taggart Norris	Henry White
Chad Parsons	Sarah Winsor

MOVED by Ray Gulliver, seconded by Jeremy Parsons to adopt the agenda as presented. **CARRIED**

OBSERVERS

Jennifer Collingwood, PANL
Ronalda Walsh, Nine Island Communication

2.0 INTRODUCTION OF BOARD MEMBERS

Chad Parsons introduced the Board Members and staff present.

BOARD MEMBERS

Zone 1
Jeremy Parsons

Zone 2
Ray Gulliver

Zone 3
Shawn Vallis

Zone 4
Henry White

Zone 5
Brittany Churchill

Zone 6
Colleen Squires

Zone 7 (At Large)
Taggart Norris and Chad Parsons

Public Representatives
Ruby Chaytor, Shirlene Murphy, Gerri Thompson

STAFF

Margot Priddle, Registrar
Melanie Healey, Associate Registrar, Professional Practice
Noelle Patten, Associate Registrar, Quality Assurance
Meghan Handrigan, Office Administrator
Aileen O'Keefe, Registration and Licensing Administrator
Natalie Payne, Legal Counsel

REGRETS

Don Anthony, Public Representative
Shawn Bugden, Memorial University School of Pharmacy Dean

3.0 MINUTE OF SILENCE IN MEMORIAM

A minute of silence was observed in memory of Board registrants (past and present) who have passed away since the last AGM. In particular:

Earl Walters, Registration # 67-117, August 5, 2017
Aubrey Anstey, Registration # 74-389, August 6, 2017
Michelle Costello, Registration # 85-545, September 23, 2017
Leslie Ann Briffett, Registration # 75-926, November 2, 2017
Carson Collins, Registration # 75-926, November 27, 2017
Tara Blackwood, Registration # 94-735, December 27, 2017

4.0 HIGHLIGHTS OF 2017 ANNUAL REPORT

Ms. Norris asked Registrar, Margot Priddle to present the 2017 Annual Report.

The Annual Report for 2017 was approved by the Board at the May 5, 2017 meeting. Copies of the Board's Annual Report for 2017 were provided in the symposium package and are available on line at www.nlpb.ca

The annual report presents information to reflect the Board's fiscal year of January 1 to December 31.

Ms. Priddle took a few moments to highlight some particular areas of the report related to Registration and Licensing, Quality Assurance and Complaints and Discipline. She noted there was a registrant increase of 12% due in part to the Pharmacy Technician Registration. There are currently 149 Technicians on the Register.

5.0 QUESTIONS ON ANNUAL REPORT

There were no questions on the Annual Report.

6.0 ANNOUNCEMENT OF RESULTS ELECTION OF BOARD MEMBERS

Ms. Priddle, as returning officer, announced the results of the 2018 election. They are as follows:

Results Zone 1:

Keith Bailey Elected by tie vote and random draw

Results Zone 4:

Henry White Elected by acclamation

The Registrar congratulated Keith and Henry and welcomed them to the Board.

7.0 NEW BUSINESS

There was no new business.

8.0 APPOINTMENT OF AUDITOR FOR 2017

The Pharmacy Act requires that an auditor be appointed at the Annual Meeting each year to audit the accounts of the Board for the coming year.

MOVED by Colleen Squires, seconded by Ray Gulliver that Harris Ryan Accountants be appointed as Board auditors for 2018. **CARRIED**

9.0 INAUGURATION OF 2017-18 BOARD CHAIR

As out-going Chair of the Newfoundland and Labrador Pharmacy Board, Ms. Norris officiated the inauguration of in-coming Chair, Colleen Squires.

10.0 ADJOURNMENT

The meeting was adjourned at 12:30 p.m. by Jeremy Parsons.

FINANCIAL STATEMENTS YEAR ENDED DECEMBER 31, 2018



INDEPENDENT AUDITOR'S REPORT

To the Directors of Newfoundland and Labrador Pharmacy Board

Opinion

We have audited the financial statements of Newfoundland and Labrador Pharmacy Board (the Board), which comprise the statement of financial position as at December 31, 2018, and the statements of changes in net assets, revenues and expenditures and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Board as at December 31, 2018, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Board in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with those requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Board's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Board or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Board's financial reporting process.

(continues)

Harris Ryan Professional Corporation
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Phone: (709) 726-8324 Fax: (709) 726-4525

Independent Auditor's Report to the Directors of Newfoundland and Labrador Pharmacy Board
(continued)

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Board's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Board's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Board to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

St. John's, Newfoundland and Labrador
April 15, 2019

CHARTERED PROFESSIONAL ACCOUNTANTS

FINANCIAL STATEMENTS YEAR ENDED DECEMBER 31, 2018

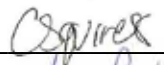
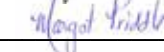
NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

Statement of Financial Position

December 31, 2018

	2018	2017
ASSETS		
CURRENT		
Cash	\$ 1,786,872	\$ 1,426,390
Guaranteed investment certificates	253,437	200,458
Accounts receivable	14,555	7,224
Prepaid expenses	7,411	6,738
Due from Apothecary Hall Trust (Note 8)	7,667	-
	2,069,942	1,640,810
CAPITAL ASSETS (Note 3)	204,849	218,587
GUARANTEED INVESTMENT CERTIFICATES	258,712	255,303
	\$ 2,533,503	\$ 2,114,700
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable (Note 4)	\$ 100,670	\$ 92,389
Harmonized sales tax payable	168,685	128,653
Employee deductions payable	10,897	10,989
Fees and licenses collected in advance (Note 5)	1,161,999	873,730
	1,442,251	1,105,761
NET ASSETS		
Invested in capital assets	204,849	218,588
Internally restricted discipline legal (Note 7)	253,436	200,457
Unrestricted	632,967	589,894
	1,091,252	1,008,939
	\$ 2,533,503	\$ 2,114,700

ON BEHALF OF THE BOARD

 Director
 Director

See notes to financial statements

NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

Statement of Changes in Net Assets

Year Ended December 31, 2018

	Invested in Capital assets	Internally restricted Discipline legal	Unrestricted	2018	2017
NET ASSETS - BEGINNING OF YEAR					
	\$ 218,588	\$ 200,457	\$ 589,894	\$ 1,008,939	\$ 922,873
EXCESS OF REVENUES OVER EXPENSES					
	(15,739)	-	98,052	82,313	86,066
Capital assets purchased					
	2,000	-	(2,000)	-	-
Transfer to discipline legal					
	-	52,979	(52,979)	-	-
NET ASSETS - END OF YEAR					
	\$ 204,849	\$ 253,436	\$ 632,967	\$ 1,091,252	\$ 1,008,939

See notes to financial statements

FINANCIAL STATEMENTS

YEAR ENDED DECEMBER 31, 2018

NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

Statement of Revenues and Expenditures

Year Ended December 31, 2018

	2018	2017
REVENUES		
Pharmacist licenses	\$ 577,369	\$ 547,848
Business licenses	275,283	270,038
Pharmacy technicians licenses	82,698	47,151
Other	47,553	66,610
Student registration	23,498	17,898
Prescribing for minor ailments	5,075	4,400
Discipline recoveries	5,000	12,917
Administering injections	4,263	5,000
Conditional licenses	-	30,593
Grant revenue	4,031	5,754
	1,024,770	1,008,209
OTHER REVENUES		
Interest	17,928	12,796
EXPENSES		
Schedule of expenditures (Schedule 1)	273,460	265,878
Schedule of building expenditures (Schedule 2)	55,562	62,269
	329,022	328,147
EXCESS OF REVENUES OVER EXPENSES FROM OPERATIONS	713,676	692,858
ADMINISTRATIVE EXPENSES		
Salary replacement costs	2,398	11,141
Salaries and benefits	574,077	525,120
Travel expenses	42,278	53,038
Board honorarium	1,500	1,500
Miscellaneous	11,110	15,993
	631,363	606,792
EXCESS OF REVENUES OVER EXPENSES	\$ 82,313	\$ 86,066

See notes to financial statements

NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

Statement of Cash Flows

Year Ended December 31, 2018

	2018	2017
OPERATING ACTIVITIES		
Excess of revenues over expenses	\$ 82,313	\$ 86,066
Item not affecting cash:		
Amortization of capital assets	15,739	16,898
	98,052	102,964
Changes in non-cash working capital:		
Accounts receivable	(7,331)	3,734
Accounts payable	8,281	30,776
Fees and licenses collected in advance	288,269	119,892
Prepaid expenses	(673)	(191)
Harmonized sales tax payable	40,032	7,598
Employee deductions payable	(92)	6,572
	328,486	168,381
Cash flow from operating activities	426,538	271,345
INVESTING ACTIVITIES		
Purchase of capital assets	(2,000)	(12,556)
Purchase of short term investments	(56,389)	(40,305)
Cash flow used by investing activities	(58,389)	(52,861)
FINANCING ACTIVITIES		
Advances to related parties	(7,667)	-
Repayment of obligations under capital lease	-	(1,628)
Cash flow used by financing activities	(7,667)	(1,628)
INCREASE IN CASH FLOW	360,482	216,856
Cash - beginning of year	1,426,389	1,209,533
CASH - END OF YEAR	\$ 1,786,871	\$ 1,426,389
CASH CONSISTS OF:		
Petty cash	\$ 100	\$ 100
Scotia Bank - current	32,101	100,958
Scotia Bank savings	1,754,670	1,325,331
	\$ 1,786,871	\$ 1,426,389

See notes to financial statements

FINANCIAL STATEMENTS

YEAR ENDED DECEMBER 31, 2018

NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

Notes to Financial Statements

Year Ended December 31, 2018

1. PURPOSE OF THE BOARD

The Newfoundland and Labrador Pharmacy Board (the "board") is the statutory governing and self-regulatory body for the pharmacy profession in Newfoundland and Labrador. It supports and protects the health and well-being of the public and promotes excellence in the practice of pharmacy by setting and enforcing high standards of practice, competency and ethical conduct. The board is a not-for-profit organization and as such, is not subject to either federal or provincial income taxes.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of presentation

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNFPO).

Capital assets

Capital assets are stated at cost or deemed cost less accumulated amortization. Capital assets are amortized over their estimated useful lives on a declining balance basis at the following rates and methods:

Land		non-depreciable
Buildings	4%	declining balance method
Telephone equipment	20%	declining balance method
Computer equipment	30%	declining balance method
Furniture and fixtures	20%	declining balance method

The board regularly reviews its capital assets to eliminate obsolete items. Government grants are treated as a reduction of capital assets cost.

Capital assets acquired during the year but not placed into use are not amortized until they are placed into use.

Long term investments

Long term investments consist of non-redeemable guaranteed investment certificates which are recorded at their fair value.

Financial instruments policy

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial instruments are reported at amortized cost, and tested for impairment at each reporting date.

Financial assets measured at amortized cost include cash, guaranteed investment certificates and accounts receivable.

Financial liabilities measured at amortized cost include accounts payable.

(continues)

NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

Notes to Financial Statements

Year Ended December 31, 2018

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Revenue recognition

Fees and licenses are due in advance at November 30th of each year for the following calendar year. Fees and licenses are recognized as revenue in the year to which they apply. Student and intern registration fees as well as revenue associated with initial registration, examinations, administering injections, prescribing for minor ailments, late fees, letters of good standing and accreditation fees are recognized when received. Interest revenue is recognized as earned. Cost recoveries resulting from Discipline Committee orders are recognized only when there is an established payment agreement in place with the member and the agreement terms are current, or if, in the opinion of the Board, there is a high probability that the cost will be recovered.

Contributed services

The board and its members benefit from contributed services in the form of volunteer time for various committees. Due to the difficulty in determining their fair value, contributed services are not recognized in the financial statements.

Measurement uncertainty

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates are periodically reviewed and any adjustments necessary are reported in earnings in the period in which they become known. Actual results could differ from these estimates.

3. CAPITAL ASSETS

	Cost	Accumulated amortization	2018 Net book value	2017 Net book value
Land	\$ 26,000	\$ -	\$ 26,000	\$ 26,000
Buildings	484,937	336,195	148,742	154,940
Telephone equipment	8,141	6,221	1,920	2,401
Computer equipment	104,780	91,116	13,664	17,092
Furniture and fixtures	82,176	67,653	14,523	18,154
	\$ 706,034	\$ 501,185	\$ 204,849	\$ 218,587

4. ACCOUNTS PAYABLE

	2018	2017
Trade payables and accrued liabilities	\$ 56,165	\$ 67,999
Salaries, pension and severance	44,507	24,390
	\$ 100,672	\$ 92,389

FINANCIAL STATEMENTS

YEAR ENDED DECEMBER 31, 2018

NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

Notes to Financial Statements

Year Ended December 31, 2018

5. FEES AND LICENSES COLLECTED IN ADVANCE

	2018	2017
Pharmacist	\$ 678,040	\$ 547,058
Business	374,400	266,505
Pharmacy Technicians	109,558	60,167
	\$ 1,161,998	\$ 873,730

6. COMMITMENTS

The board has the following software management fee commitment related to its In1Touch registration software, and to Xerox in relation the photocopier under operating lease

Contractual obligation repayment schedule:

2019	\$ 8,232
2020	8,360
2021	8,491
	\$ 25,083

7. INTERNALLY RESTRICTED FUNDS

The board had previously internally restricted net assets for the Discipline Legal Fund to be used as a contingency against any exceptional litigation fees resulting from disciplinary actions. During the year further funds were transferred to the cashable GIC's being held as internally restricted for Discipline Legal. The remaining balance of \$253,437 in this fund will be reviewed annually and maintained at a level determined by the board.

8. APOTHECARY HALL TRUST

Apothecary Hall Trust is a charitable organization controlled by the Newfoundland and Labrador Pharmacy Board. Apothecary Hall Trust was created to ensure the preservation of the profession of pharmacy in the Province of Newfoundland and Labrador through the maintenance of a Heritage Drugstore located at 488 Water Street, St. John's, Newfoundland and Labrador. The trust has a collection of antiquities and museum artifacts. The trust does not account for the collection in its records. For the year ending December 31, 2018, The Trust owed the Newfoundland and Labrador Pharmacy Board \$7,667. Apothecary Hall Trust held the following assets and liabilities and generated the following revenue and expenditures:

	2018	2017
Assets	\$ 10,525	\$ 5,027
Liabilities and Net Assets	10,525	5,027
Revenues	7,560	5,754
Expenses	9,729	6,235

NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

Notes to Financial Statements

Year Ended December 31, 2018

9. FINANCIAL INSTRUMENTS

The board is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the board's risk exposure and concentration as of December 31, 2018.

(a) Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The board is exposed to this risk mainly in respect of its receipt of funds from its members and accounts payable. The board monitors its cash balances and cash flow from operations to meet its requirements.

(b) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: currency rate risk, interest rate risk and other price risk. The board is mainly exposed to interest rate risk.

(c) Interest rate risk

Interest rate risk is the risk that the value of a financial instrument might be adversely affected by a change in the interest rates. The board has short term investments in guaranteed investment certificates and has no long term debt. The interest bearing investments have limited exposure to interest rate risk due to the fixed rates on these investments.

Unless otherwise noted, it is management's opinion that the board is not exposed to significant other price risks arising from these financial instruments.

FINANCIAL STATEMENTS

YEAR ENDED DECEMBER 31, 2018

NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

Schedule of expenditures

(Schedule 1)

Year Ended December 31, 2018

	2018	2017
Amortization, other	\$ 9,539	\$ 10,440
Audit and accounting	25,368	24,275
Bank charges and fees	31,091	26,717
Computer programming	14,769	16,355
Conference	113	3,911
Consulting fees	48,727	39,651
Awards	460	1,041
Dues, fees, and memberships	5,508	5,919
Insurance	14,714	11,550
Interest and penalties	1,333	7
Legal, discipline	29,346	40,190
Legal, other than discipline	28,270	16,404
Office supplies	22,350	21,229
Per capita assessments	28,636	27,938
Postage and courier	2,703	2,343
Professional development	650	7,388
Telephone	9,083	10,520
Complaints - Investigations	800	-
	\$ 273,460	\$ 265,878

See notes to financial statements

NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

Schedule of building expenditures

(Schedule 2)

Year Ended December 31, 2018

	2018	2017
Amortization	\$ 6,198	\$ 6,456
Municipal taxes	9,634	10,471
Operating expenses	39,730	45,342
	\$ 55,562	\$ 62,269

See notes to financial statements



NEWFOUNDLAND & LABRADOR
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