

About the Alberta College of Pharmacists:

The Alberta College of Pharmacists (ACP) is responsible for quality pharmacy practice in Alberta. This includes investigating and resolving complaints involving pharmacists, pharmacy technicians, and/or pharmacies.

When the investigation of a complaint is complete, the ACP complaints director reviews the investigation report and determines whether to dismiss the complaint, resolve the complaint through education and/or mediation, or refer the complaint to a hearing if the evidence suggests possible unprofessional conduct and/or misconduct.

When a complaint is referred to hearing:

The hearings process is dictated by Alberta's *Health Professions Act* and is managed by the college hearings director. Hearings follow a format that is similar in formality to a trial by judge in provincial court. The "judge" is a panel of impartial peers called a hearing tribunal. The hearing tribunal hears evidence and determines whether the allegations resulting from the complaint investigation are valid and if so, determines if the actions or omissions of the investigated person(s) amounts to unprofessional conduct or misconduct. A hearing tribunal is normally comprised of:

- Three regulated members (pharmacists and/or pharmacy technicians), and
- One public member (appointed by Alberta Health and Wellness).

The hearing process may take more than one day. At the conclusion of the hearing, the hearing tribunal deliberates to make a determination on the allegations. If the allegations are proven to be well founded, the hearing tribunal will decide what penalties, if any, are to be imposed. Its written decision is provided to the parties and published on the ACP website. Both parties have 30 days to request an appeal of the decision to the council of the college.

Hearings are generally open to the public; however, the hearing tribunal may accept a motion or application from either party to close all or part of the hearing.

The schedule of upcoming hearings is posted on the ACP website:

<https://pharmacists.ab.ca/nComplaintsResolution/NoticesofHearings.aspx>

Rules for observers at a hearing:

1. Hearing schedules are subject to change. Check the ACP website for current hearing information.

2. Observers must arrive 15 minutes before the posted start time of the hearing.
3. Observers must register at reception upon arrival and may be asked to wear an Observer name tag. Observers are permitted access to public areas and will have limited access to the hearing room.
4. Observers must not use cameras or recording devices in the hearing room.
5. **ALL** communication devices including cell phones and portable computers must be turned off and remain off while inside the hearing room.
6. No external food or drink is allowed in the hearing room.
7. Observers are not permitted to address the members of the hearing tribunal (in or out of session) and must remain quiet during the proceedings.
8. Observers must leave the hearing room for the duration of every recess, for any portion of a hearing held in private, and when the tribunal deliberates. During these times, observers are restricted to public areas of the building.
9. If an observer needs to leave the hearing room for any reason while the hearing is in session, he/she will not be permitted to return to the room until the end of the next recess.
10. Lunch is provided to the hearing tribunal and the parties involved. Observers must leave the ACP office during the lunch break and during extended recesses.
11. During brief recesses, observers may sit quietly in the ACP reception area, space permitting, but may not discuss the hearing or disrupt the daily work of ACP staff.
12. When an observer leaves the hearing with no intention of returning, he/she must sign out at reception and return the observer name tag to ACP.

How to register to observe a hearing:

Observers must pre-register at least 14 days before the date of the hearing. Space is limited and assigned by reservation on a first-come, first-served basis. Contact the Hearings Director at 780-990-0321, toll free at 1-877-227-3838 or email hearings@pharmacists.ab.ca to pre-register.

Hearings are normally held at: **Alberta College of Pharmacists
College Plaza
1100-8215 112 St. NW
Edmonton, AB**

Check the *Hearing Notices* page on the college website to confirm location, date, and start time.
<https://pharmacists.ab.ca/nComplaintsResolution/NoticesofHearings.aspx>

Media Inquiries:

Please direct all media inquiries to:
Communications Director
780-990-0321 or 1-877-227-3838
communications@pharmacists.ab.ca