

MINUTES
MEETING OF COUNCIL
ALBERTA COLLEGE OF PHARMACY
June 11 – June 12, 2024
Calgary, Alberta

PART A – Opening Remarks and Constituting Council Meeting

1.1 Call to Order

President Zachar called the meeting to order at 8:07 a.m. He recognized the ancestral lands on which Council gathered, those of Treaty 8 territory. Joining council discussions over the course of two days was Laura Edgar and David Murchison, with the Institute on Governance, Doha Melhem and Rainer Kocsis, with Pivotal Research, Barry Cook and Leslie Dudley, with Western Compensation & Benefits Consultants, Annabritt Chisholm, Shores Jardine LLP and Monty Stanowich, ACP Compliance Officer, Sue Robbins, Author and Health Advocate, and Pamela Timanson, ACP Competence Director.

President Zachar asked Council Members to reflect on governance policy GP-8 Code of Conduct and consider any potential conflicts of interest they may need to disclose. No conflicts were disclosed.

The business meeting of Council was held over two days. On Tuesday June 11, the meeting adjourned at 3:47 p.m. On Wednesday, June 12, the business meeting of Council reconvened at 8:04 a.m. and adjourned at 2:35 p.m.

1.2 Roll Call

Registrar Eberhart called the roll and identified the following individuals in attendance. He advised that ACP administration would join the meeting at 10:30 a.m.

- District 1 - Peter Macek
- District 2 - Patrick Zachar (President)
- District 3 - Murtaza Hassanali
- District 4 - James Frobb (Executive-Member-at-Large) (absent during deliberations on the afternoon of June 12)
- District 5 - Patrick Thomson
- District A - Laura Miskimins
- District B - Nina Dueck
- Public Member - Irene Pfeiffer (Past-President)
- Public Member - Deb Manz (President-Elect)
- Public Member - Jason West (absent during deliberations on the afternoon of June 12)

Absent

- Public Member - Christine Maligec
- Public Member - Carmen Wyton

Also in attendance

- Greg Eberhart - Registrar
- Kaye Moran - Deputy Registrar
- Jeff Whissell - Deputy Registrar
- Rob Vandervelde - Senior Operations and Finance Director
- Leslie Ainslie - Executive Assistant
- Barry Strader - Communications Director

- Meredith Robertson - Senior Policy and Legislative Advisor
- Laura Edgar – Institute on Governance (virtually June 11th, 8:30-10:30am)
- David Murchison – Institute on Governance (virtually June 11th, 8:30-10:30am)
- Doha Melhem – Pivotal Research (virtually, June 11th, 10:45-12:02pm)
- Rainer Kocsis – Pivotal Research (virtually, June 11th, 10:45-12:02pm)
- Barry Cook – Western Compensation & Benefits Consultants (virtually, June 11th, 3:30pm)
- Leslie Dudley – Western Compensation & Benefits Consultants (virtually, June 11th, 3:30pm)
- Sue Robbins – Author and Health Advocate (June 12th, 8:00-9:40am)
- Annabritt Chisholm – Shores Jardine LLP (June 12th, 9:50am-12:27pm)
- Monty Stanowich – ACP Compliance Officer and Policy Lead (June 12th, 9:50am-12:27pm)
- Pamela Timanson – ACP Competence Director (June 12th, 1:05-1:36pm)

1.3 Invocation

Councillor Peter Macek read the invocation.

1.4 Adoption of the Agenda

1.4.1 Consent Agenda

1.4.1.1 Policy Report

MOTION: to approve the Policy Report as presented by Registrar Eberhart.
Moved by **Peter Macek**/Seconded by **Murtaza Hassanali**/CARRIED

1.4.1.2 Update Report

MOTION: to lift the issues of “Registration” and “Faculty of Pharmacy and Pharmaceutical Sciences” from the Consent Agenda.
Moved by **Peter Macek**/Seconded by **Irene Pfeiffer**

Registration

- Summary of Audit Results of Pharmacy Technicians at Annual Permit Renewal – The audit of professional declarations verifies pharmacy technicians’ compliance with the professional responsibility to maintain appropriate professional liability insurance (PLI) while registered on the Pharmacy Technician register. Declarations are signed at the time of initial registration and annual renewal of the practice permit. In 2024, 198 pharmacy technicians were randomly selected for audit of their professional declarations. This is 10% of those registered on the pharmacy technician register. The 2024 audit also included pharmacy technicians found to have made a false declaration during a previous audit or those selected by the ACP leadership team (i.e., directed audits).

Faculty of Pharmacy and Pharmaceutical Sciences

- Admissions – The UofA Faculty of Pharmacy and Pharmaceutical Sciences has amended its admission policies as follows:
 - There is no longer a numeric quota, but rather accommodation for the number of positions that can be accommodated upon considering the capacity of the faculty and physical space.
 - Up to nine (9) positions have been designated for Indigenous applicants.
 - Up to nine (9) positions have been designated for applicants from rural Alberta.
- The Faculty accepted circa 140 applicants with a reasonable number declined. They will continue to accept as many individuals as they can manage.

MOTION: to lift the issue of “Federal Government-Amendments to Narcotic Control Regulations” from the Consent Agenda.

Moved by **Laura Miskimins**/Seconded by **Nina Dueck**

The Federal Government’s proposed *Controlled Substances Regulations* (CSR) will consolidate the *Narcotic Control Regulations*, *Benzodiazepines and Other Targeted Substances Regulations*, Parts G and J of the *Food and Drug Regulations* and the *New Classes of Practitioners Regulations* and incorporate six class exemptions into one new regulation. Once in force, the proposed CSR will provide a comprehensive regulatory framework governing legitimate activities with all categories of controlled substances conducted by licensed dealers, pharmacists, practitioners, hospitals and individuals. In addition, consequential and coordinating amendments to related federal regulations, including the *Cannabis Regulations*, are being proposed. Council can review and provide feedback with via the link provided in the Consent Agenda. In addition, the “Regulatory Impact Analysis Statement” provides further details.

Council raised the issue of the destruction of Controlled Substances by pharmacy technicians. Registrar Eberhart advised that he has shared the questions and concerns raised by pharmacy technicians with NAPRA. He will review Gazette 1 to determine if pharmacy technicians have been addressed.

MOTION: to accept the Update Report presented by Registrar Eberhart.

Moved by **Peter Macek**/Seconded by **Murtaza Hassanali**/CARRIED

1.4.2 Additions to the Agenda

MOTION: to adopt the agenda as circulated.

Moved by **Irene Pfeiffer**/Seconded by **Deb Manz**/CARRIED

1.5 Minutes from Previous Meetings

1.5.1 Minutes – May 2, 2024

MOTION: to approve the minutes from the May2, 2024 council meeting.

Moved by **Nina Dueck**/Seconded by **Laura Miskimins**/CARRIED

1.6 In Camera

MOTION: to move into an In-Camera session of council at 3:28 p.m. on June 11, 2024.

Moved by **Jason West**/Seconded by **Deb Manz**/CARRIED

4.1.2.3 EL-9 Compensation and Benefits (External Report)

Western Compensation and Benefits Consultants (WCBC), conduct an external review of ACP’s salaries and benefits package to determine compliance with policy EL-9 Compensation and Benefits, and to determine ACP’s competitiveness with current market conditions. ACP administration except for Registrar Eberhart and Senior Director of Operations and Finance, Rob Vandervelde, excused themselves from the meeting during the review and deliberation about the policy.

MOTION: to accept the external report from Western Compensation and Benefits Consultants, on the Registrar’s compliance with policy EL-9 Compensation and Benefits.

Moved by **Deb Manz** Seconded by **Laura Miskimins** /CARRIED

4.1.4.2 CR-5 Monitoring Registrar Performance

Council reviewed the performance of the Registrar during the past year in context with policy CR-5 Monitoring Registrar Performance. The Registrar and other members of the administrative team excused themselves from the meeting during the review and deliberation about the policy.

MOTION: that the Registrar has complied with policy CR-5 Monitoring Registrar Performance.
Moved by **Irene Pfeiffer**/Seconded by **James Frobb**/CARRIED

MOTION: that Council move “Out of Camera”, and to recess the business meeting of Council until 8:30 a.m. on June 12, 2024.

Moved by **Peter Macek**/Seconded by **Irene Pfeiffer**

Part B – Council Development, Open Forum and Generative Discussions

2.1 Council Development – “Ducks in a Row-Health Care Reimagined”, Sue Robins

Sue Robins is an author and health advocate, having worked in the health system in multiple provinces, and having experienced the health system as a mother and as a patient. Globally, she speaks passionately about the impact on meaningful patient care when health professionals exercise compassion and humanity. Through her experience, Ms. Robins shared what she thought the role and responsibilities of Council, ACP administration and regulated members have or should consider, to effectively lead person-centered and relationship-based pharmacy practices and patient care.

Ms. Robins refers to the kind and compassionate actions of health care professionals as “warm blankets”, where healthcare professionals actively listen and make eye contact so the patient feels heard. Her latest book “Ducks in a Row-Health Care Reimagined”, explores possibilities for a more person-centered health care system, where care is seen through the eyes of the patient, their family or caregiver. Person-centred care is about being inclusive in deliberations and discussion, so that patients and pharmacy professionals work together; because healthcare is not or should not be transactional, it should always be relational. Ms. Robins asked Council to reflect that sometimes the smallest of changes can have enormous impact. For example, Ms. Robins encouraged the College to always promote and seek input from the public in an easily accessible way, with input always framed as welcome feedback versus complaints. If done right, this also provides a means for patients to give “kudos” to their pharmacy teams. Every initiative made to humanize health care is so important because the well-being of health professionals and the well-being of their patients are intertwined, and care should always come from the lens of empathy not efficiency.

She encouraged Council to consider the following challenges when doing its work:

- Pharmacy professionals should not use “no time” as a reason for not providing appropriate care to patients, as they will quickly appear untrusted, even if they are.
- How does the college demonstrate compassion in the work that it does?
- How do we ensure that AI avails more time and supports better decisions; not simply more transactions?
- Reframe complaints as feedback, which provides an opportunity for learning and improvement.
- How can we introduce more “warm blankets” in the work we do at the college?

2.2 Generative Discussions - NIL

2.3 Council Open Forum - NIL

Part C - Strategic and Fiduciary

3. Business of Council

3.1 Standards

3.1.1 Standards of Practice for Pharmacists and Pharmacy Technicians

One of ACP's strategic goals is to ensure "there is a modern and relevant framework to regulate pharmacy practice." A key objective within this goal was to ensure the ACP "standards are current, relevant, clear, concise and appropriately balance inputs, processes, and outputs." Council approved the DRAFT standards for the purpose of consultation with registrants and interested parties.

Council was provided the consultation feedback, along with recommendations from ACP administration for additional amendments to the standards resulting from the feedback received. Based on Council's review of the DRAFT amended standards, and consultation feedback, Council provided the following additional feedback and request for amendments.

- Definitions - Point 34 and 35 the order of terms don't align. ie: pharmacists, provisional pharmacists vs technicians.
- Standard 2.7 - Provide clarity about compliance with the law, which is any law or legislation provincially, and federally.
- Standard 3.3.1c - enhance by considering "coordinating" in conjunction with "communicating".
- Standards 7.1., 7.1.1, and 7.2 – Change from pharmacists to regulated members, matching descriptive vs outcome standard.
- Standard 7.6.2 – review sections to see if greater clarity can be provided as to what can be performed without having additional prescribing authority. The purpose is not to change policy, but rather ensure clarity.
- Standard 7.7.3 – sections "a, b, and c" need to be reviewed to clarify which are relative to pharmacists and which are relative to pharmacy technicians.
- Standard 7.10.2(a) – should state "regulated members".
- Standard 7.10.2(b) – should state "pharmacists".
- What are critical checks around sterile compounding, do we need an appendix of "critical steps". "Need to prepare an "advice to profession document" subject to a subject matter expert review.
- Appendix D – Include recommendation from government under the Mental Health Services legislation (patients with addictions).
- AI should defer to the *Health Information Act* to protect patient information. ACP is monitoring discussions about AI standards, and will recommend amendments to the current standards when appropriate.

Subject to these amendments, Council approved the Standards of Practice for Pharmacists and Pharmacy Technicians, with an implementation date of February 1, 2025. Council also approved the recommendation that pharmacists wishing to provide immunizations to children 2 years of age or older (standard 7.7.3(a)(ii)) be required to complete additional training specific to this age group prior to doing so.

MOTION: to approve the Standards of Practice for Pharmacists and Pharmacy Technicians, subject to amendments proposed by Council, to come into effect February 1, 2025.

Moved by **Laura Miskimins**/Seconded by **Debra Manz**/CARRIED/

MOTION: to approve pharmacists to administer immunizations to children 2 years of age and older effective February 1, 2025; subject to completing the training required by the College.

Moved by **Peter Macek**/Seconded by **Laura Miskimins**/CARRIED

3.1.2 Standards for the Operation of Licensed Pharmacies

The Standards for the Operation of Licence Pharmacies complement and support the Standards of Practice for Pharmacists and Pharmacy Technicians. Council approved the DRAFT standards for the purpose of consultation with registrants and interested parties. At the close of the consultation period, Council received the consultation feedback and approved the Standards for the Operations of Licensed Pharmacies as presented. During its discussions, Council recommended that standard 2.13(d) be further amended buy changing pharmacist to regulated member.

MOTION: subject to further amending standard 2.13(d) that Council approve the Standards for the Operation of Licensed Pharmacies; and, with the exception of standards requiring “real-time” integration with Alberta Health’s Netcare Electronic Health Record, to come into effect February 1, 2025.

Moved by **Irene Pfeiffer**/Seconded by **James Frobb**/CARRIED

MOTION: that standards requiring “real-time integration with Alberta Health’s Netcare Electronic Health Record come into effect July 1, 2026.

Moved **James Frobb**/Seconded by **Peter Macek**/CARRIED

3.2 Continuing Competence Program

3.2.1 Report from the Competence Committee

Pamela Timanson, ACP Competence Director, provided the Competence Committee’s semi-annual report, providing a review of the Committee’s activities and trends observed within the Continuing Competence Program (CCP) for pharmacy technicians. Dr. Timanson shared that the current CCP includes the annual requirement of continuing professional development (CPD), competence assessment, and the Practice Improvement Program (PIP). Audits occur resulting from:

- A random selection of all applications for annual permit renewal; and,
- Audits requested by the Registrar, or Competence Committee.

The Committee shared that:

- Prescribed Learning Activity - The prescribed learning activity for 2022-2023 was an “Equity, Diversity and Inclusion, and Cultural Safety learning module. Of the implementation objectives documented, 3% were specific to EDI or cultural safety, confirming use and the value of the modules. The current CE cycle is a podcast series “Pharmacy Perspectives: Providing Safer Spaces” with a focus on person-centred care, a key requirement of the new standards.
- Competence Assessment - During the 2022-23 CE cycle there were two virtual practice reviews with one case closed and the other cased referred to a practice visit. There were no referrals to PIP in this cycle.

- Evolution of Continuing Competence Program - The evolution of the CCP shifts language from annual requirements to that of professional development and learning with a focus on ACP's professionalism framework. Peer assessment is very valuable to the evolution of the CCP and feedback is valued by members.

Committee Observations and Recommendations:

- The current implementation record is not well designed for pharmacy technicians. Feedback indicates that they're not sure how to report or how to integrate learning into practice.
- Prescribed learning was well received and valued.
- Pharmacy technicians are not always allowed or enabled to work to full scope.
- The Committee is concerned about frustration expressed by pharmacy technicians about the program; sometimes expressed through the Learning Record, which is being used to as a tool to complain and vent, rather than using formal channels.
- Pharmacy technicians are not engaged as much as ACP would like to see and this doesn't allow ACP to offer support. Pharmacy technicians have expressed that they do not feel valued by the college.
- Competence assessment – not all indicators are able to be assessed. ACP is reviewing current indicators, with a goal of identifying relevant indicators that are nimbler and more responsive to the different environments that pharmacy technicians work within.

Council made the following observation:

- Might ACP consider a portal for registrants to provide feedback.

MOTION: to accept the report for the Competence Committee

Moved by **Irene Pfeiffer**/Seconded by **Laura Miskimins**/CARRIED

3.2.2 Program Standards

Council reviewed proposed amendments to the Standards of Practice for Continuing Competence. The amendments will change the Continuing Competence Programs to reflect the tenets of professionalism and expanding the competence assessment processes within the programs. The amended standards are simplified and therefore more readable. Council approved the proposed DRAFT amendments to the Standards of Practice for Continuing Competence for the purpose of consultation with registrants and interested parties.

MOTION: to approve the amended standards for the purpose of consultation.

Moved by **Deb Manz**/Seconded by **Laura Miskimins**/CARRIED

3.3 Interim Condition/Suspension Committee - Terms of Reference

Council reviewed DRAFT Terms of Reference proposed for ACP's Interim Condition and Suspension Committee. The primary purpose of the Committee is to review recommendations of the Complaints Director pursuant to section 65 of the *Health Professions Act*, and to review "applications for stay" received by the college. In December 2023, Council requested that the Registrar readdress the Terms of Reference to ensure public member participation, despite the legislation not requiring this.

MOTION: to approve the amended Terms of Reference for the Interim Condition/Suspension Committee as presented.

Moved by **Nina Dueck**/Seconded by **Murtaza Hassanali**/CARRIED

3.4 Business Intelligence – Introduction to Indicators for Council

“Strategic Objective 4.4 states - Quantitative and qualitative governance indicators (governance matrix) will be available to Council to monitor ACP performance and make informed policy decisions.” To achieve this objective, ACP contracted Pivotal Research to facilitate the development of a governance performance oversight measurement framework. Pivotal Research shared their preliminary findings based on a thorough review of ACP’s governance documents, data management practices, and interviews with ACP staff and council members.

Doha Melham and Rainer Kolcis with Pivotal research joined Council virtually, to present their findings and insights from the first phase of the project (Appendix 1). Council supported the following five key domain areas for the governance oversight framework; and considered whether a sixth domain around “governance” should be considered.

1. Strategic Priorities and Impact - This domain evaluates how well ACP's operational activities and innovative practices align with and support the organization's strategic goals.
2. Regulatory Practice - This domain ensures that all regulatory activities are performed efficiently and effectively, with an emphasis on compliance, proactive interventions, and practice excellence.
3. Quality of Service and Public Safety - This domain tracks the quality of services provided under ACP’s oversight, focusing on patient safety and effectiveness of healthcare service delivery.
4. Operational Health and Performance - This domain evaluates the organization’s operational effectiveness, including financial stability, human services, and IT systems management.
5. Stakeholder Engagement and Communication - Metrics in this domain evaluate the effectiveness of communication and engagement strategies with stakeholders to ensure transparency and trust.

Next, Pivotal will facilitate the development of “Key result areas” for each domain, to be presented and discussed at the next council meeting in October. Council will need to consider the culture and purpose tied to the collection and use of data as they move towards identifying the KPIs. Council requested that prior to developing the KPIs, Pivotal Research establish what is already being done. Council suggested several potential KPIs however requested more time to reflect and provide feedback.

3.5 Governance Committee Report

The priority of the Governance Committee this year was to review ACP’s bylaws. Governance Committee Chair Irene Pfeiffer presented the Committee’s report to Council with recommendations for bylaw amendments for the purpose of consultation with registrants. Although all bylaws were considered, recommendations for potential amendments to most bylaws were deferred until Council completes its governance review project. Council approved proposed amendments to the following for the purpose of consultation.

1. Council Districts - Repeal of council districts, to be replaced with the same number of elected positions, each being provincial in scope.
2. Election Timeframes – Amend the timeframe for council elections, requiring that elections be completed in early May, so to allow newly elected council members to attend council as an observer in June.

3. Addition of two conditions, subject to which a regulated member would not be eligible for nomination for election.
4. Associate Membership - Repeal of “associate membership” category.
5. Registration Information - Repeal of specific list of registration information that may be collected pursuant to the bylaws; replaced with an enabling bylaw.
6. Operating without a Pharmacy License - Decreased the time period for operating without a pharmacy license from 90 days to 60 days.
7. Consultation Period Timeframes - Decreased the period required for consultation about standards, the Code of Ethics and Bylaws from 60 days to 30 days.

The consultation will be supported with rationale for each recommendation. Upon Council’s approval of any amendments, the bylaws will be renumbered, including integration of the “Emergency Authority Bylaw”. The Governance Committee also recommended that Governance Policy GP-8 Code of Conduct be amended to recognize the Oath of Office approved by Council. The Oath will be appended to the policy as an appendix.

Council feedback

- Concern was expressed about the difficulty of finding temporary pharmacists in charge in rural pharmacies. A question was raised if it would be possible to keep the timeframe for rural pharmacies and change the timeframe for urban pharmacies only. Registrar Eberhart suggested that this may not be appropriate, as the root of the problem is the lengthy time period across which pharmacies without a licensee continue to operate without a pharmacy license. Despite this, he observed that the responsibilities, challenges and risks that come with being a licensee, and need to be considered in discussions about workforce, systemic shortages and public safety.
- Council discussed whether there was risk associated with repealing council districts. Some observed a desire to have a balance of elected council members from urban/rural, and hospital/community settings, with a goal of supporting representation from all practice environments, experiences and interests. Provincial mandates have the potential to create risk where all voting members of council could represent one single external organization. It was suggested that it might be advisable to move away from elections and look to appointments where an arms-length committee makes Council appointments based on competencies approved by Council. This is an emerging trend amongst professional regulators.

MOTION: to accept the report from the Governance Committee.

Moved by **Jason West**/Seconded by **Laura Miskimins**/CARRIED

Council emphasized the need to ensure clear reasons for the amendment proposed to section 65 of the bylaws, so as to mitigate risk that may arise from unintended consequences.

MOTION: to approve the proposed bylaws as presented for the purpose of a 60-day consultation with regulated members.

Moved by **Laura Miskimins**/Seconded by **Deb Manz**/CARRIED

OPPOSED: Murtaza Hassanali and one other council member who wished to remain anonymous.

3.6 Governance Review - Report from the Institute on Governance (Closed Meeting)

Council engaged the Institute on Governance (IOG) to undertake a review of Council's governance processes and policies. Council met with Laura Edgar and David Murchison from the IOG to review the findings of their governance review. Some of the highlights included:

- How might Council consider risk more effectively. Council should consider developing a risk tolerance statement for the organization. This should be complemented with development of a risk register.
- Council orientation needs to be the start of an ongoing process of learning and continuous development. It cannot be incidental.
 - To ensure relevance, there is value in learning about perspectives, understanding and experience of new council members. For example, orientation of public members and of elected regulated members may differ.
 - New council members should always have an experienced member of council as a buddy, who can provide mentoring and support
- New council members require historic background on issues being discussed at Council, to ensure they have the appropriate context for the discussion
- The president/chair serves as a “teacher” as council proceeds through deliberations. It is important to introduce each discussion with context and purpose, so there is common understanding and what is being discussed, why, and what the outcome of the discussion is intended to be. The frame of reference is the lowest common denominator.
- Council needs to learn the language of governance, so that individuals can communicate effectively with one and other, and have common expectations about process.

3.7 Committee Appointments

3.7.1 Committees of Council

3.7.1.1 Nominating Committee

3.7.1.2 Governance Committee

President Manz and Registrar Eberhart recommended that the terms of reference for the Nominating Committee and Governance Committee be amended to read that the “Chairperson be the “President OR, the Past-President or President-Elect as designated by the President”. This amendment will provide greater flexibility to appoint a Chair for each committee based on the business of the President for that year.

MOTION: to amend the Terms of Reference for the Nominating Committee and Governance Committee as presented.

Moved by **Deb Manz**/Seconded by **Irene Pfeiffer**/CARRIED

3.7.2 Committees under the *Health Professions Act*

3.7.2.1 Competence Committee

The Competence Committee is responsible for its role within the Continuing Competence Program established under the *Health Professions Act*, and as approved by Council. Registrar Eberhart recommended the following appointments to the Continuing Competence Committee.

- That Morley Ramsay be appointed for a three-year term commencing July 1, 2024 and ending June 30, 2027.
- That Kelsey Heartwell be appointed for a three-year term commencing July 1, 2024 and ending June 30, 2027.

- That Heather Derrick be appointed for a two-year term commencing July 1, 2024 and ending June 30, 2026.
- That Bonnie Serroul be reappointed for a second two-year term, commencing July 1, 2024, and ending June 30, 2026.
- That Bonnie Serroul be appointed for a one-year term as vice-chair of the Committee commencing July 1, 2024 and ending June 30, 2025.
- That Melissa Dechaine serve as chair of the Competence Committee for a one-year term commencing July 1, 2024 and ending June 30, 2025,

3.7.2.2 Hearing Tribunal Pool

The Hearing Tribunal Pool consists of pharmacists and pharmacy technicians from which ACP's Hearings Director selects panels to consider hearings under the *Health Professions Act* and the *Pharmacy and Drug Act*. Registrar Eberhart recommended the following appointments to the Hearing Tribunal Pool.

- That Anjli Acharya and Gillian Hansen, be reappointed to the Hearing Tribunal Pool for an additional three-year term, commencing July 1, 2024 and ending June 30, 2027.
- That Dominick Gartner, Cheryl Harten, Laurie Reay and Heather Snook, be appointed to the Hearing Tribunal Pool to serve a three-year term, commencing July 1, 2024, and ending June 30, 2027, with each being eligible to be appointed for a second three-year term.

It was noted that vacancies remained on the Hearing Tribunal Pool, and that these would be addressed after council elections concluded.

OMNIBUS MOTION: to approve appointments to the Competence Committee and Hearing Tribunal Pool as presented.

Moved by **Murtaza Hassanali**/Seconded by **Laura Miskimins**/CARRIED

3.8 Corporate Appointments

3.8.1 Bank

MOTION: to appoint the Royal Bank of Canada as ACP's banking institute for the 2024-2025 council year.

Moved by Peter **Macek**/Seconded by **Nina Dueck**/CARRIED

3.8.2 Investment Counsel

MOTION: to appoint Phillips North Hager as ACP's Investment Counsel for the 2024-2025 council year.

Moved by **Peter Macek**/Seconded **Nina Dueck**/CARRIED

3.8.3 Auditors

MOTION: to appoint KPMG as ACP's auditors for the 2024-2025 council year.

Moved by **Peter Macek**/Seconded by **Deb Manz**/CARRIED

3.8.4 Legal Counsels

MOTION: that Shores Jardine LLP be appointed as ACP's legal counsel for the 2024-2025 council year.

Moved by **Irene Pfeiffer**/Seconded by **Peter Macek**/CARRIED

MOTION: that the firms Field Law and Reynolds, Mirth, Richards, and Farmer be appointed to provide independent legal counsel to hearing tribunals, appeals and council reviews for the 2024-2025 council term.

Moved by **Peter Macek**/Seconded by **Deb Manz**/CARRIED

3.8.5 Signing Authority

MOTION: that Greg Eberhart, Kaye Moran, Jeff Whissell, Rob Vandervelde, and Deb Manz be granted signing authority on behalf of the college for the 2024-2025 council term. ACP requires dual signatures on all financial transactions. All transactions for amounts greater than \$15,000 must include the signature of the Registrar, or in their absence, a Deputy Registrar’s signature.

Moved by **Irene Pfeiffer**/Seconded by **Peter Macek**/CARRIED

Note: this motion will need to be readdressed in December 2024, pending the retirement of Greg Eberhart, Registrar.

4. Compliance Monitoring and Reports

4.1 Executive Limitations – Compliance Reports

Reports from the Registrar were provided for the following Executive Limitation policies. The report under Agenda Item 4.1.2.3 was made by an external expert.

4.1.1 Ends Policies

4.1.1.1 Policy E-2 Resource Allocation – Priorities for 2024-2025

Council received a status update on the priorities for 2024 and work on the strategic plan. Registrar Eberhart and Senior Director of Operations and Finance Rob Vandervelde, updated Council on business plan development; identifying priorities for 2025, critical success factors, and risks that could impact the plan. Council did not provide direction to amend the proposed draft priorities for 2025. These will be further reviewed by administration, and will be foundational to developing the draft budget and business plan that Council will consider at the October meeting.

2024 Priorities Update

Legal Framework	
<i>Achieved</i>	<i>Expected</i>
<ul style="list-style-type: none"> • Completion of standards consultation and consideration & incorporation of feedback received • Internal scan of regulatory issues and opportunities across program areas 	<ul style="list-style-type: none"> • Approval of the SPPT and SOLP • Provide inventory of emerging practices requiring regulation and issues in current legislation • Council approval of policies to amend legislation
Meeting Practice Expectations	
<i>Achieved</i>	<i>Expected</i>
<ul style="list-style-type: none"> • Completed frameworks for pharmacist and pharmacy technician SPT programs and identified learning management system requirements • Design and ongoing development of the Licensee and Proprietor Education Program (LPEP) modules 	<ul style="list-style-type: none"> • Develop the IT platform for renewed SPT programs • Approval of SPT program rules • Analyze feasibility of a bridging program for internationally educated pharmacy technicians • Launch of major revision to the LPEP

	<ul style="list-style-type: none"> • Council approval of Standards of Practice for Continuing Competence and the CCP Manual
Data Intelligence	
<i>Achieved</i>	<i>Expected</i>
<ul style="list-style-type: none"> • Continuous Quality Improvement (CQI) Project charter has been completed, patient working group has been formed, and program has been named and introduced to registrants • First draft of operational dashboards • Secured consultant for development of Council reporting tool and indicators • Literature review of pharmacy indicators for potential future reporting 	<ul style="list-style-type: none"> • Define CQI program parameters and begin rolling out the program • Finalize operational dashboards and a process for prioritization of analytics projects • Complete environmental scan and identify domains for Council reporting • Develop a Council reporting tool with indicators, for Council review and approval

Strategic Plan Update

Senior Director Vandervelde advised Council that ACP has made considerable progress in advancing the Strategic Plan, as outlined within the materials provided with the agenda. ACP administration is working to integrate new strategic initiatives across ACP programs, particularly for the new standards which touch nearly every aspect of ACP’s work. While delays and challenges have arisen, the milestones accomplished are significant steps forward in creating a modern legal and regulatory framework, ensuring that all practitioners are prepared for practice to deliver consistent patient experiences, and building a foundation for business intelligence.

Proposed 2025 Priorities

- Legal Framework
 - Ongoing implementation of the new Standards.
 - Pursuit of regulatory amendments with Government of Alberta.
- Meeting Practice Expectations
 - Complete development of the SPT IT platform and implement SPT programs, including preceptor training.
 - Assessment of licensees through ongoing measurement of pharmacy performance.
 - Full implementation of PIP and revisions to CCP.
- Data Intelligence
 - Full implementation of the Continuing Quality Improvement program.
 - Complete initial research/analytics studies.
 - Initial reporting of indicators in the approved Council reporting tool.
 - Assessment of potential performance indicators and data sources for a pharmacy reporting tool.
- Internal Transition
 - Conduct a strategic planning exercise to develop priorities for 2026 and beyond.
 - Support and implement the governance changes recommended by Council through its governance review.

Approval of the final budget will be sought in October when Council considers the three-year business plan, and budget for 2025. In the fourth quarter of 2024, Council will begin its discussions to develop a three-year strategic plan for 2026-2029.

4.1.2 Executive Limitation Policies

4.1.2.1 EL-4 Financial Condition, Internal

Council received internal financial statements and a statement of variances for the month ending April 30, 2024.

MOTION: to approve the Registrar's internal report for compliance with Executive Limitations policy EL-4 Financial Condition (Internal).

Moved by **Irene Pfeiffer**/Seconded by **Laura Miskimins**/CARRIED

4.1.2.2 EL-7 Interactions with Registrants

MOTION: that Council is in compliance with Executive Limitations policy EL-7 Interaction with Registrants.

Moved by **Irene Pfeiffer**/Seconded by **Nina Dueck**/CARRIED

4.1.2.3 EL-9 Compensation and Benefits (External Report)

This agenda item was discussed under Agenda Item 1.6.

4.1.2.4 EL-12 Public Image

MOTION: that Council is in compliance with Executive Limitations policy EL-12 Public Image.

Moved by **Peter Macek**/Seconded by **Murtaza Hassanali**/CARRIED

4.1.2.5 EL-14 Partnerships and Interested Party Relationships

MOTION: that Council is in compliance with Executive Limitations policy EL-14 Partnerships and Interested Party Relationships.

Moved by **James Frobb**/Seconded by **Jason West**/CARRIED

4.1.3 Governance Policies - NIL

4.1.4 Council Registrar Relationship Policies

CR policies define the working relationship between the Council and the Registrar. Council reviewed policy CR-4 Delegation to the Registrar and CR-5 Monitoring Registrar Performance and reflected on its compliance with the policies.

4.1.4.1 CR-4 Delegation to the Registrar

Governance Committee Chair Irene Pfeiffer lead the discussion about compliance with policy CR-4 Delegation to the Registrar.

MOTION: that Council is in compliance with Council-Registrar Relationship policy CR-4 Delegation to the Registrar.

Moved by **Irene Pfeiffer**/Seconded by **Deb Manz**/CARRIED

4.1.4.2 CR-5 Monitoring Registrar Performance

This agenda item was discussed under Agenda Item 1.6.

5. Evaluation of Meeting

5.1 Report from the President

President Zachar reflected on his term as President and the business of the college during his term. He extended his thanks to Council for their patience while he grew into his role, and for their efforts to be prepared for council meetings. He valued everyone's contributions at the council table. He expressed appreciation for the support of ACP administration during this remarkably busy year. President Zachar thanked Peter Macek and Laura Miskimins for their service to the professions and the public during their terms on council. He shared that he is happy with the culture of Council built by the council members in the present and of those to come. He thanked Registrar Eberhart and Leslie Ainslie for their support.

5.2 Meeting Evaluation

President Zachar asked Council and ACP administration to briefly reflect on their experience at this meeting.

Council Reflections

- Council echoed President Zachar's thanks to everyone for listening, participating and taking feedback in the spirit given.
- Council is well set for the future.
- Council would have appreciated the Pivotal presentation well in advance.
- It was a heavy agenda however Council had excellent engagement for each agenda item.
- There was appreciation for the time that each council member took to review and discuss agenda items when needed.
- Appreciated Sue Robin's presentation.
- Council thanked Councillors Peter Macek, Laura Miskimins and Irene Pfeiffer for their invaluable contributions to Council, the professions, and the public.
- Council expressed their gratitude for the significant contributions and leadership of President Zachar particularly through this sentinel year with the mandate of succession planning for the new registrar.
- Council thanked Registrar Eberhart for his significant leadership and contributions during his 35 year tenure.

6. Adjournment

6.1 Forthcoming Events and Council Meeting Dates

2024

- June 27 – Virtual Council Meeting
- August 7 – Orientation for new council members
- August 7 – Executive Committee Meeting
- August 15 – Virtual Council Meeting
- September – ACP Connect Meetings (Edmonton, Grande Prairie, Calgary, Lethbridge)
- October 1-3 - 2 day Board Development, 1 day Council Meeting (Edmonton)
- December 11-12 - 2 day Council Meeting, (Edmonton)

2025

- March 20 – Virtual Meeting (half day)
- May 1 – In-Person Council Meeting (Edmonton)
- June 10-11 – In-Person Council Meeting (Edmonton)
- June 11 – Celebration of Leadership (evening)
- June 11-13 – ACP Leadership Forum

6.2 Adjournment

MOTION: to adjourn the meeting of council circa 2:35 p.m. on June 12, 2024.

Moved by **Peter Macek**