

Floor plan requirements guide

As part of the application process for a new pharmacy licence, pharmacy change of ownership, relocation, and/or renovation, you must submit a floor plan in accordance with the following criteria.

Floor plans that do not clearly indicate and comply with all elements listed within this guide will not be accepted.

Criteria	Compliance
<p>The floor plan is clear, accurate, and legible.</p> <ul style="list-style-type: none"> Floor plans must be professionally drawn (either digitally created or drawn on a grid) to scale with the scale or conversion included in the drawing. 	
<p>The floor plan includes exact measurements (in ft.) of all dimensions (e.g., walls and entry points) so that the area of the dispensary and patient services area may be easily calculated.</p>	
<p>The floor plan clearly identifies the</p> <ul style="list-style-type: none"> dispensary,¹ patient services area,² and surrounding public area.³ 	
<p>The floor plan clearly indicates the size (in square feet) of the</p> <ul style="list-style-type: none"> dispensary (must be at least 193.8 ft² in area), patient services area, and total prescription department (a prescription department (dispensary + patient services area) must be at least 355.2 ft² in area). <p>Note: premises/rooms shared with other businesses (e.g., waiting rooms) are considered a public area and do not count towards the overall size of the prescription department.</p>	
<p>The floor plan clearly indicates all areas where drug products or patient records will be stored.</p> <ul style="list-style-type: none"> Note: if you are storing records outside of the dispensary, you will need to submit an application to store pharmacy records outside of the dispensary in myACP. 	
<p>The floor plan clearly indicates all areas where pharmacy services will be provided.</p>	
<p>The floor plan clearly indicates all entry points into the dispensary.</p> <ul style="list-style-type: none"> Note: you must indicate whether there is a gate, lift-up countertop, or door. Note: you cannot have the only access to the dispensary be through a counselling room or office. 	
<p>The floor plan clearly identifies a semi-private area for receiving prescriptions (e.g., a service counter with suitable visual and sound barriers and away from patient waiting or high-traffic areas).</p>	
<p>The floor plan clearly indicates any security grilles used to secure the dispensary.</p>	

¹ "Dispensary" means the area of a licensed pharmacy that is not accessible to the public and in which regulated members dispense, compound, provide for sale, and sell drugs, referred to in sections 31, 32 and 33 of the Pharmacy and Drug Act (PDA).

² "Patient services area" means the area of a licensed pharmacy located outside and adjacent to the dispensary where patients receive pharmacy services from regulated members and schedule 3 drugs are provided for sale, referred to in section 33 of the PDA.

³ "Public area" means the area of a licensed pharmacy located outside the prescription department.

Criteria	Compliance
<p>The floor plan clearly identifies the following within the dispensary:</p> <ul style="list-style-type: none"> • a counter with at least 16.1 ft² of uninterrupted workspace (i.e., free of computer terminals, phones, etc.); • aisles and entrance ways/gates that are all at least 3 ft wide; • adequate shelving and storage space; • a compounding area, in accordance with the compounding standards; <ul style="list-style-type: none"> ○ location of the sink and heat source for compounding; ○ eye wash station; and ○ any fume hoods and safety showers, as applicable; • a refrigerator that is laboratory grade or full-size domestic refrigerator or appropriate temperature-controlled area with a digital temperature monitoring device (bar refrigerator units are not acceptable); • a sink with hot and cold running water that is readily accessible for hand hygiene at all times, located outside of segregated compounding rooms; • a metal safe that is secured in place and equipped with a time-delay lock set at a minimum of five minutes; and • computer terminal(s). 	
<p>The floor plan clearly identifies private room(s) within the patient services area that ensures patient confidentiality and meets the following:</p> <ul style="list-style-type: none"> • publicly accessible with a door/entry-way that is at least 3 ft wide; • not located within or require public access to the dispensary; • not the only access point to the dispensary; • clean, safe, and well-lit; • an adequate size to facilitate quality care; • dedicated for pharmacy services and kept free for use for communicating with patients or patients' agents; • must not be used to store or display anything other than health care products, aids, or devices, or patient information materials; • able to accommodate barrier-free access for patients with mobility limitations; • has suitable sound barriers that prevent conversations from being overheard by unauthorized individuals; and • has suitable visual barriers to prevent others from seeing what drug, health care products, aids, devices, or pharmacy services are being provided to or for the patient. 	
<p>If sharing premises⁴ (for example, with a medical clinic), you have included an additional floor plan depicting the overall facilities, space, and layout of the premises.</p> <ul style="list-style-type: none"> • If the pharmacy shares a premise, the prescription department must operate as a lock and leave to prevent unauthorized access, even if both businesses operate with the same business hours. • The pharmacy and the adjoining business must be able to operate independently of one another. • If the pharmacy shares a premise, you must submit a shared premise application. 	

⁴ According to the [Foundational Requirements: Guidance Document for Opening a Licensed Pharmacy](#), the pharmacy and an adjoining business must be able to operate independently of one another; patients must be able to recognize when they have entered the licensed pharmacy, and that an adjoining business (e.g., a medical clinic) is separate from the pharmacy. The pharmacy and the adjoining business must not engage in any practice or enter into any arrangement that unduly interferes with independent patient choice.