



# New Brunswick College of Pharmacists

## Ordre des pharmaciens du Nouveau-Brunswick

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*To protect and promote the health and well-being of New Brunswickers by regulating pharmacy practice.  
Protéger et promouvoir la santé et le bien-être des gens du Nouveau-Brunswick en réglementant l'exercice de la pharmacie.*

### TERMS OF REFERENCE

#### Pharmacy Workplace Wellness Task Force

##### Background

Pharmacy professionals have been experiencing burnout and challenges related to workplace wellness which have been exacerbated due to the pandemic.<sup>1-7</sup> Pillar Two of the New Brunswick College of Pharmacists' (the College's) [Strategic Plan](#) involves supporting the evolving role and well-being of pharmacy professionals.<sup>14</sup> Moreover, the National Association of Pharmacy Regulatory Authorities has outlined the importance of a safe work environment in both their Model Standards of Practice for Pharmacists and Pharmacy Technicians, which have been adopted by the College, and Principles of Professionalism.<sup>15,16</sup>

The College has conducted a jurisdictional scan and literature review on the topic of pharmacy workplace wellness. Variation exists in the approaches taken by jurisdictions, actions implemented and the regulatory tools used.

Workplace wellness aligns with the College's mission to protect and promote the health and well-being of patients and will help to support sustainability of the pharmacy profession.<sup>19</sup>

##### Pharmacy Workplace Wellness Task Force Scope

The following describes the scope of the Pharmacy Workplace Wellness Task force (TF):

1. Propose actions related to workplace wellness that are within the regulatory authority of the College, and
2. Determine what stakeholder(s) should be accountable for each action.

Feedback on proposed actions will be requested from other stakeholders and responses will be considered by the TF.

Within the scope of TF discussions are the following topics:

- Workplace wellness,
- workload, and
- workforce related topics.

This includes, but is not limited to, workplace requirements (e.g., staffing, labour hours, business models, metrics), professional development, technology, accountability and workforce planning.

According to the scope of the TF, proposed actions must be within the regulatory oversight of the College. There is no existing regulation of proprietors/owners of a pharmacy therefore proposing actions that a proprietor would be accountable for are outside of the scope of the

work of the TF. During its discussions, the TF may identify information or actions that, while outside the scope of the TF, may be included as an addendum to the final report for information.

College Regulation 20.2 outlines the responsibilities of a pharmacy manager to ascertain that the pharmacy has the appropriate facilities, space, resources, and the systems and procedures in place to support the safe and effective provision of pharmacy services.<sup>20</sup>

Throughout the discussions, members of the task force are encouraged to share their own insights based on their experiences within the pharmacy sector, in addition to discussing information related to other jurisdictions and findings in the literature.

### **Guiding Principles**

A set of guiding principles has been established to provide direction to the College and the Task Force with respect to the pharmacy workplace wellness initiative. The guiding principles have been aligned with the values of the College as follows:<sup>19</sup>

#### Continuous Quality Improvement

- Embrace opportunities to learn and improve

#### Empowerment

- Commit to enabling work environments to support pharmacy professionals in the delivery of safe patient care

#### Equity and Inclusion

- Obtain a variety of perspectives including from underrepresented groups

#### Respect and Integrity

- Ensure all shared experiences, thoughts and contributions are valued

#### Collaboration

- Involve partners at key stages in the process

#### Transparency

- Communicate to pharmacy professionals and other interested parties

### **Responsibilities of Task Force Members**

In addition to adhering to the Guiding Principles, members of the Task Force are expected to:

1. Review meeting materials and other supplemental/background information provided prior to meetings
2. Contribute to discussions openly and honestly
3. Understand that any proposed actions must be within the College's regulatory authority
4. Identify which group(s) of stakeholders would be accountable for proposed actions and how accountability would be achieved
5. Consider what measures could be used to monitor effectiveness of proposed actions
6. Review and take into consideration feedback received regarding proposed actions

### **Frequency of meetings & attendance**

Members of the TF should strive to attend all meetings which may occur in-person or virtually. If members are not able to attend a meeting, written feedback related to the topic(s) of discussion may be provided. Members are not permitted to send delegates on their behalf.

At the discretion of the Chair, five or six meetings will be scheduled between March and June 2023. Meeting duration will be two hours. Advance notice of meeting dates and times will be provided.

### **Membership**

The TF will consist of appointed members selected by their respective institutions and the College will ask for expressions of interest to recruit individuals for the other positions. The composition of the Task Force will be as follows:

#### Chair - Appointed

- An individual appointed by the New Brunswick Pharmacists' Association
- An individual appointed by a pharmacy technician college program in New Brunswick
- An individual appointed by the Canadian Pharmacists Association
- Two pharmacists and two pharmacy technicians practicing in a hospital setting
- Three staff pharmacists practicing at a chain community pharmacy
- Two pharmacy managers (who are not pharmacy owners or shareholders) named on the certificate of operation for/practicing at an independent/banner community pharmacy
- One pharmacy manager (who is not a pharmacy owner or shareholder) named on the certificate of operation for/practicing at a chain community pharmacy
- Two pharmacy technicians practicing in a community pharmacy
- Two public members
- An individual associated with Dalhousie University

College staff will participate as observers and to offer support to the TF.

A participant list is attached to this Terms of Reference as Appendix A.

### **Decision-Making**

The TF must reach a consensus on proposed actions. If consensus is not possible, a majority vote will be used to determine whether an action will be proposed. Members voting against a proposed action can choose to provide their rationale in writing for documentation in a report. Proposed actions will be presented to Council and Council will determine which actions the College may proceed with.

### **Conflict of Interest**

Members must disclose any conflicts of interest to the Chair of the TF in advance of discussions relating to the topic in question. The Chair will be responsible for determining what measures should be taken to manage the conflict of interest.

**Confidentiality**

All members of the TF will be required to sign a confidentiality agreement. Meeting materials and information discussed during meetings are considered confidential and are not to be distributed to external parties. Progress or outcome of Task Force work shall only be shared by the College.

**Expenses**

Expense reimbursement will follow the College's Expense Reimbursement Policy.

**Secretariat Support**

Secretariat support will be provided by the College. This will include:

- Scheduling and hosting of meetings
- Distributing meeting materials
- Maintaining meeting minutes
- Providing background information as needed
- Preparing a final report
- Communicating with pharmacy professionals regarding actions

**Review**

A review of the Terms of Reference will occur as needed.

**Sunsetting**

The Task Force will conclude once the objectives have been achieved.

## References

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## Appendix A – Pharmacy Workplace Wellness Task Force Participant List

Chair	Anastasia Shiamptanis
Pharmacist - Practising in a hospital setting	Krista Millett-Rocan Bradley Adams
Pharmacist - Practising at a community pharmacy (chain)	Rosemary Wade Jessica Weagle Lisa Rocca
Pharmacist - Practising at a community pharmacy (independent/banner)	Stephanie Moulton
Pharmacy Manager Practising at a community pharmacy (independent/banner)	Josh Bryant Stephanie Moulton
Pharmacy Manager - Practising at a community pharmacy (chain)	Sara Walsh
Pharmacy Technician - Practising in a hospital setting	Terri Lynn Kingston Amy Koehler
Pharmacy Technician - Practising at a community pharmacy	Bhawanjot Bahadur
Public members	Dawn Torpe Dan Murphy
Dalhousie University	Keith Brunt
Appointed by the NB Pharmacists' Association	Kevin McLaughlin
Appointed by a Pharmacy Technician college program in NB	Angela Martin-Dallon
Appointed by Canadian Pharmacists Association	Janet MacDonnell