



**Mandate:** Serve and protect the public and hold Ontario's pharmacists and pharmacy technicians accountable to the established legislation, standards of practice, code of ethics and policies and guidelines relevant to pharmacy practice

## 1.

### CONDUCT PHARMACY ASSESSMENTS



Assess pharmacies regularly to ensure compliance with established standards and to support continuous quality improvement

## 2.

### PROMOTE CONTINUED COMPETENCY



Ensure pharmacy professionals maintain their skills throughout their careers through a quality assurance program

## 3.

### MANAGE CONCERNS FROM THE PUBLIC



Manage the complaints resolution process related to pharmacists, students, interns, pharmacy technicians and pharmacies

## 4.

### ENSURE CRITERIA ARE MET



Ensure only pharmacies that have met specific accreditation criteria are authorized to operate

## 5.

### PROVIDE EDUCATION AND SUPPORT



Continually educate pharmacy professionals on important policies and guidelines to help them deliver the best possible care

## 6.

### COMMUNICATE WITH THE PUBLIC



Provide information to the public on what they can expect from their pharmacy and pharmacy professionals