



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. OVERSEE REGISTRATION, LICENSING AND ACCREDITATION



Ensure that only pharmacists and pharmacy technicians who meet all qualification requirements are entitled to practice pharmacy and only pharmacies that meet all quality and safety criteria are entitled to operate.

2. ESTABLISH QUALITY AND SAFETY STANDARDS



Develop standards, policies, guidelines and programs aimed at promoting the quality and safety of pharmacy practice.

3. CONDUCT PHARMACY ASSESSMENTS



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

4. PROMOTE CONTINUED COMPETENCY



Ensure pharmacy professionals maintain their skills throughout their careers through a quality assurance program which includes practice assessments.

5. MANAGE CONCERNS FROM THE PUBLIC



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

6. COMMUNICATE WITH THE PUBLIC



Provide information to the public on what they can expect from their pharmacy experience and make relevant information about pharmacies and pharmacy professionals available through our public register.