



**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 expectations and to promote continuous quality improvement and patient safety.

## 4. PROMOTE CONTINUED COMPETENCY



Ensure pharmacy professionals maintain their skills throughout their careers through a quality assurance program that includes practice assessments aimed at promoting continued competency and quality improvement.

## 5. EDUCATE AND INFORM STAKEHOLDERS AND THE PUBLIC



Provide information and resources to stakeholders to promote quality, ethical and safe pharmacy practice and provide information to the public about the role of the College, what they should expect from their pharmacy experience, and an online public register to help them make informed choices about their pharmacy care.

## 6. ADDRESS CONCERNS AND COMPLAINTS



Manage the complaints resolution process to address concerns about the conduct, quality or safety of a pharmacy or regulated pharmacy professional and hold them accountable to the practice and operational standards, relevant laws and regulations and Code of Ethics.