

# SEPTEMBER 2025 BOARD MEETING

*As recorded at the Board of Directors' regularly scheduled meeting held on September 15th and 16th, 2025. This meeting was hosted in-person at the College and virtually via MS Teams.*

## BOARD DECISIONS

### BOARD REMEMBERS FORMER PUBLIC DIRECTOR JP ESKANDER

The Board commenced the meeting with a moment to remember former publicly appointed Board Director Jean-Pierre Eskander, who passed away September 13th.

Jean-Pierre, known as JP, was an active and engaged member of the Board for two terms, from April 2023 to May 2025. During his time on the Board, JP served on several committees including ICRC, Discipline, Quality Assurance, Finance and Audit, Accreditation, DPP and Executive. JP was honoured as an inquisitive Board Director, someone who attended to details and focused on evidence-informed decision making. The Board expressed its appreciation for the unique strategy and business insights he brought to his role.

### NEW BOARD DIRECTORS WELCOMED

The Board approved the appointment of Scott Ford and Akil Dhirani, who were each elected to the Board for three-year terms as pharmacist directors. Connie Beck, who was elected for a three-year term as a pharmacy technician director, resigned prior to the Board meeting and was replaced by Simran Bal, who had the next highest number of votes, for a three-year term. The Board thanked Connie Beck for her service.

Francis Michaud and Jae-Yon Jung were also welcomed as the Board's new publicly appointed directors.

### CHAIR, VICE-CHAIR AND BOARD DIRECTORS ELECTED TO SERVE ON EXECUTIVE COMMITTEE

After brief candidate presentations, the Board re-elected Doug Brown as its Chair and Siva Sivapalan as the new Vice-Chair.

The Executive Committee, which comprises the Board's Chair and the Vice-Chair as well as three more Board Directors—such that the Committee includes at least two elected directors and two public directors—was also elected. The names of Board directors expressing interest in serving on the Executive Committee, along with their statement of qualification, were reviewed by the Governance Committee. As only two public directors expressed interest, they were each acclaimed. The elected director was chosen after a Board vote. As a result, the following directors will serve with the Board Chair and Vice-Chair on the Executive Committee:

#### Public Directors:

- Adrienne Katz (acclaimed)
- Cindy Wagg (acclaimed)

#### Elected Director:

- Victor Wong

A briefing note on the Executive Committee election, along with candidate election statements, can be found starting on page 27 of the [Board materials package](#).

## COMMITTEE SLATE APPROVED FOR 2025-2026

The Board reviewed and approved the Governance Committee's proposed slate of candidates for all statutory and standing committees, drawn from a list of individuals who have served previously and have been recommended for reappointment, and from a list of individuals who have applied and been assessed as qualified by the Screening Committee. The full list of approved committee members, each of whom will serve for a term that expires at the first regular meeting of the Board following the next regular election, are listed on the College [website](#).

## BOARD DETERMINES NEXT STEPS FOR IMPLEMENTING GOVERNANCE REVIEW RECOMMENDATIONS

Following a presentation of the final report of the Governance Review that was conducted by the Institute on Governance (IOG), the Board approved a motion to direct the Governance Committee to oversee implementation of recommendations in the final report. The report highlights a number of recommendations under four primary themes: clarifying roles and decision-making boundaries; strengthening oversight and evaluation; enhancing Board culture and governance capacity; and improving transparency and accountability. The Board accepted the report and welcomed IOG's recommendations flowing from their comprehensive review. The Governance Committee will now work with the report recommendations and determine next steps for the Board's consideration. Further details on the Governance Review are available starting on page 56 of the [Board materials package](#).

## PUBLIC CONSULTATION TO BE HELD SEEKING FEEDBACK ON AIMS PROGRAM CHANGES

Board Directors approved a public consultation on proposed amendments to the [supplemental Standard of Practice: Mandatory Standardized Medication Safety Program in Ontario Pharmacies](#) which include the following changes:

- Aligning the Assurance and Improvement in Medication Safety (AIMS) Program with the National Association of Pharmacy Regulatory Authorities (NAPRA) [Model Standards of Practice for Continuous Quality Improvement and Medication Incident Reporting](#) by

[Pharmacy Professionals](#) by **adapting** the standards – customizing them to the specific needs and requirements of Ontario pharmacies.

- Updating the requirements of the AIMS Program in three ways:
  1. Mandatory reporting accounts for all registered pharmacy professionals at their primary place of practice (with the exception of relief or occasional pharmacy professionals)
  2. Completion of a safety self-assessment (SSA) at least every 2 years
  3. A predetermined frequency (minimum quarterly) of continuous quality improvement meetings.

The Board had previously made a decision at their June 9, 2025, meeting to give pharmacies the flexibility and autonomy to select their own recording platform, provided it has the functionality to contribute to the National Incident Data Repository (NIDR) for Community Pharmacies and meets criteria outlined by the College. Pharmacies will be responsible for covering the costs of their chosen reporting platform, while the College will cover the cost to submit data to the NIDR. The evolution of the AIMS Program, along with the addition and evolution of medication safety programs in other provinces, demonstrates the value placed on tracking and analyzing medication safety data in the public interest. It emphasizes the important role of pharmacies, regulators and other groups in collecting and sharing data across the country as a way to identify and prevent potential medication incidents from happening.

A 60-day public consultation will be launched this month to seek feedback on the draft changes to the supplemental Standard of Practice prior to final approval by the Board in December 2025. An implementation plan is also being developed that will include a transition period to ensure community pharmacies have sufficient time to select and implement a medication incident reporting platform that best meets their needs.

Further details are available starting on page 210 of the [Board materials package](#).

## **BOARD APPROVES VIRTUAL CARE POLICY UPDATE; NEXT PHASE OF POLICY REFRESH TO EXPLORE MORE SIGNIFICANT CHANGES**

Updates to the Virtual Care Policy, which was revised in accordance with the College's established policy refresh initiative, was approved and will become effective September 30, 2025. The previous version of the policy underwent public consultation prior to Board approval in June of 2021. The Board's approval of this policy affirmed that providing care to patients virtually requires pharmacy professionals to consider certain factors such as maintaining a patient's right to privacy and the appropriateness of using a virtual approach to care. The policy outlines these expectations and rests on the principle that the benefit of providing care virtually must outweigh any risks to the patient. These expectations remain unchanged, and the update included only formatting and minor editorial changes to conform to the objectives of the policy refresh. Further details are available starting on page 219 of the [Board materials package](#).

To support its decision-making on the development of, or updates to, policies and other regulatory instruments, the Board was provided with an update on the College's policy refresh work. As the next phase of the refresh is considered to be more significant, the Board will be asked at future meetings and in an education session to consider the relationship between policies, guidelines, standards, regulations, fact sheets and practice tools, and the related implications of changing certain guidelines to policies; the difference between the use of "should" and "must" in OCP's regulatory instruments, and the threshold for requiring updated policies and related instruments to be subject to open consultation. Further details are available starting on page 229 of the [Board materials package](#).

## **REGISTRATION-RELATED RESOLUTIONS APPROVED**

Due to changes in the Pharmacy Examining Board of Canada's (PEBC) certification pathway for international pharmacy graduates, the Board approved amending Registration Resolution #3 to read "The Board approves the Pharmacy Examining Board of Canada's (PEBC) Document Evaluation and either access to the PEBC Streamlined Pathway for certification OR Pharmacist Evaluating Exam as an evaluation that the applicant meets

the education requirement for registration." The change helps ensure that the College has registration requirements that are fair and transparent and that balance effective and efficient registration procedures with safe and competent practice. The updated resolution will be posted on the OCP website and will be used by College staff in processing applications for certificates of registration. Further details about the resolution are available starting on page 231 of the [Board materials package](#).

## **2026 OPERATIONAL PLAN PRIORITIES APPROVED**

The Board approved the College's priorities and direction for the development of the 2026 Operational Plan, which outlines key areas of focus for the College over the coming year. The Operational Plan is aligned with the College's 2024-2028 Strategic Plan that was approved by the Board at its March 2023 meeting as well as its statutory obligations and will inform the 2026 budget to be presented to the Board at its December 2025 meeting. Further details about the Operational Plan are available starting on page 200 of the [Board materials package](#).

## **REDUCING THE COSTS OF PROCESSING CREDIT CARD FEES**

To reduce the costs associated with processing credit card payments for registrant fees, which would strengthen the College's financial position and support long-term sustainability, the Board approved a recommendation from the Finance and Audit Committee to introduce a 2.5% convenience fee for credit card payments while also offering a no-fee online bill payment option from a bank account. The new approach to processing credit card payments will be implemented for the 2027 renewal period. For further details, please see the briefing note beginning on page 206 of the [Board materials package](#).

## **BOARD ELECTION ENGAGEMENT TO BE ADDED TO RISK REGISTER**

Engagement in the College's annual elections has been consistently low over the past five years. Following an update by the Acting Registrar and the recommendations included in a briefing note to the Board by the appointed scrutineers for the 2025 election, the Board approved a motion to add

election engagement to the College's risk register. The risk register is used to monitor specific risks to the organization and the strategies being employed to mitigate against them. Other recommendations included in the Board materials were also supported. Details about the election engagement item are available starting on page 122 of the [Board materials package](#).

## AUDITOR APPOINTED FOR 2025

Following a recommendation from the Finance and Audit Committee, the Board approved the reappointment of Tinkham LLP Chartered Professional Accountants as auditor for 2025. Further details are available starting on page 205 of the [Board materials package](#).

## OTHER BOARD UPDATES

### SEARCH COMMITTEE PROVIDES FINAL UPDATE ON RECRUITMENT OF NEW REGISTRAR AND CEO

The Search Committee co-chairs provided an update on the rigorous recruitment process to choose the College's new Registrar and CEO. The search resulted in a long list of highly qualified candidates from within and outside of the profession, and ultimately the Board unanimously selected Jay O'Neill for the position. Mr. O'Neill, who is currently the CEO and Registrar of the Retirement Homes Regulatory Authority, will join the College on November 17, 2025, bringing unmatched qualifications and demonstrated success in regulation, governance, and organizational excellence to this important role. The co-chairs expressed thanks to the rest of the Search Committee for their unwavering

commitment and support during the transition, and also thanked executive search partners at Mirams Becker for their leadership throughout the recruitment. Further information about Jay O'Neill's appointment can be found on the [OCP website](#).

## COMMITTEES REPORT ON PAST YEAR'S ACTIVITIES

Each of the statutory and standing committees provided the Board with a report on their work over the past year, including highlights, training, challenges and trends. Copies of the committee reports are available in the [Board materials package](#) on pages 99-116 and 183-198.

## REGISTRAR'S REPORT

The Acting Registrar provided an update to the Board on recent operational activities at the College, part of a standing agenda item that helps them fulfil their oversight role. Highlights included updates on the government's second public consultation on Preferred Provider Networks (PPNs), the OCP staff engagement survey results, progress on Strategic Goal #1, the launch of OCP's new website in late September, Practice Assessment of Competence at Entry (PACE) for pharmacy technicians, and the Registrant Records System implementation. Further details are available starting on page 117 of the [Board materials package](#).

The Board also received a quarterly update on the College Performance Dashboard which measures how the College is tracking towards its 2025 targets, as well as the Q2 Financial Report. Further information is available starting on page 129 of the [Board materials package](#).