

THE APOTHECARY NEWSLETTER

SUMMER 2026



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The official newsletter of
the College of Pharmacy of
Newfoundland and Labrador.

Registered pharmacy
professionals are responsible
for reviewing all information
within this publication.

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@CollegePharmNL

*Welcome to the Summer 2026 edition of The Apothecary!
Please read all of the content in this issue. If you have
any questions or comments please email inforx@cpnl.ca.*



MESSAGE FROM THE REGISTRAR

Over this past year, CPNL has been working to develop a new Code of Ethics for the pharmacy profession in Newfoundland and Labrador (NL). I am pleased to see our hard work come to fruition with the establishment of the new CPNL Code of Ethics, now available on our website.

The previous Code of Ethics was established more than a decade ago and has had only minor revisions since that time. Recognizing the need for the Code of Ethics to remain relevant to the public's evolving needs and the expanding scope of pharmacy practice, CPNL conducted a thorough review and development process with the help of external consultants and ethicists. This process included a comprehensive, evidence-informed, needs assessment to identify relevant ethical practice issues within NL and other jurisdictions, best practices in professions' codes of ethics, and strategies to improve uptake and application of the Code of Ethics in the NL pharmacy practice environment.



Given the impact of the CPNL Code of Ethics on the pharmacy profession and the public it serves, consultation throughout the development process was a vital component of this project. I would like to thank the pharmacy professionals and others who provided feedback and invaluable perspective during the needs assessment and review of drafts of the Code of Ethics. The feedback from the needs assessment was previously shared in the Fall 2025 issue of *The Apothecary*; the results of our most recent consultation on the draft Code of Ethics are summarized in the article on page 3.

The Code of Ethics, which is established under the authority of section 15(g) of the *Pharmacy Act, 2024* is just one part of the legislative framework that governs the practice of pharmacy in the province. As such, changes to the Code of Ethics impact other pieces of that framework. In the coming months, CPNL staff will undertake the process of creating or updating several interpretation guides and standards of practice to align with the new Code of Ethics. We will also assess education requirements and explore the development of specific education or implementation tools to aid in integrating the Code of Ethics into practice. While we undertake this process, the new CPNL Code of Ethics will be in effect and is the new guiding document for pharmacy professionals when addressing ethical issues and dilemmas encountered during pharmacy practice.

All pharmacy professionals must adhere to both the content and the spirit of the Code of Ethics. Additionally, the Code of Ethics also applies to anyone involved in providing pharmacy services in the province, or in making decisions about how pharmacy services are provided to the public. As such, all pharmacy professionals, pharmacy owners, pharmacy managers, leaders of organizations impacting the pharmacy profession, and others who shape the pharmacy profession and pharmacy practice, should familiarize themselves with the new CPNL Code of Ethics. Upon review, should you have any questions, please reach out to our office at inforx@cpnl.ca.

Best Regards,

Noelle Patten



CPNL CODE OF ETHICS

As noted in the Registrar's Message on page 2, over this past year, CPNL has been actively engaged in work related to our Code of Ethics. The new Code of Ethics is now in effect and published on the CPNL website. All pharmacy professionals, as well as pharmacy owners, pharmacy managers, leaders of organizations impacting the pharmacy profession, and others who shape the pharmacy profession and pharmacy practice, should familiarize themselves with the new CPNL Code of Ethics at the earliest opportunity.

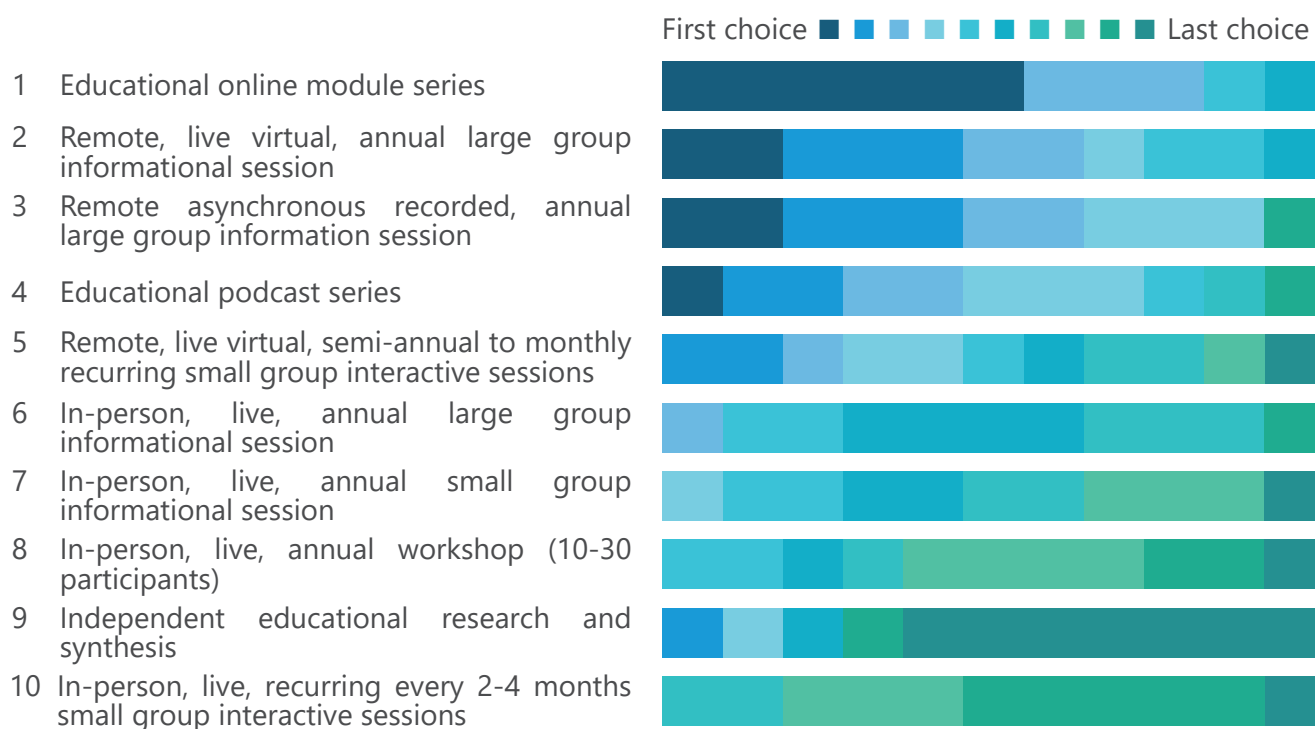
FINAL CONSULTATION

Following several stages of consultation during this project, the final consultation survey was shared with an extensive list of key partners including pharmacy professionals, provincial and national associations and organizations, and the public. The response rate was low in comparison to the number of people and organizations it was shared with. The survey collected demographic information so that CPNL could understand representation and diversity within the feedback. In terms of the demographics analysis of survey respondents, the following was identified: most were pharmacy professionals, particularly pharmacists; most practiced in community pharmacies; most identified as a woman; most resided on the Avalon Peninsula. Additionally, most respondents indicated that they heard about the consultation from CPNL's social media or direct email. Despite the low response rate, several key takeaways were noted.

When asked about whether the final version of the new Code of Ethics met the established goals for the project, there was generally good agreement that it did, with some concerns raised about the length of the document, and how to effectively integrate the concepts in the document into practice.

Open-ended responses indicated an interest in accessible graphical representations, support tools tailored to different audiences (front-line, managers, owners, pharmacists, pharmacy technicians, etc.), and education programming that demonstrates how to apply the ethical principles and ethical decision-making framework to real-life cases and dilemmas.

When asked about the potential format of future orientation or educational opportunities, there was strong preference for "educational online module series", "remote, live virtual, annual large group (more than 20 attendees) informational sessions", and "remote, asynchronous recorded, annual large group (more than 20 attendees) informational session". The full ranking of options is provided below.



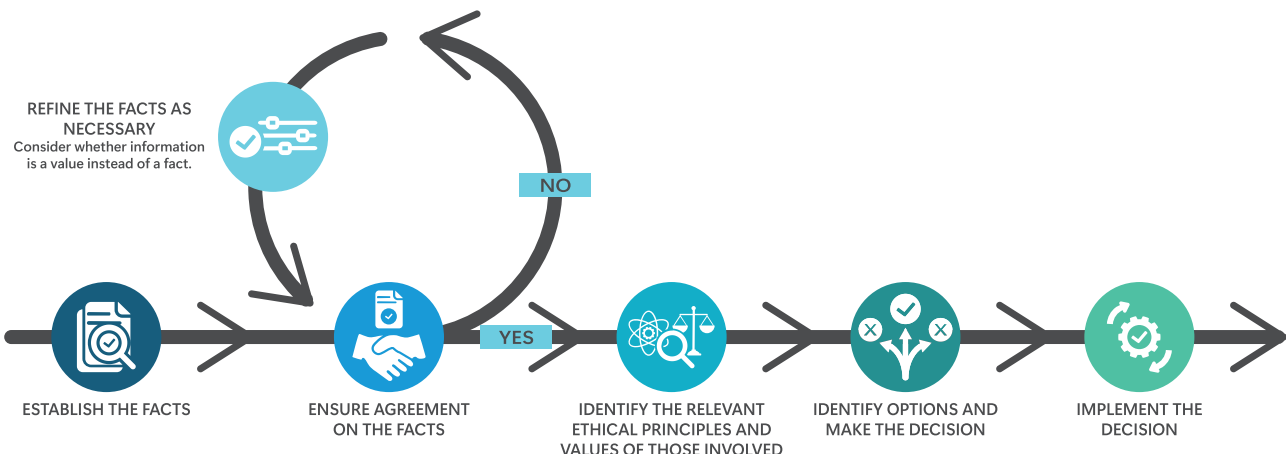
CPNL CODE OF ETHICS

MAJOR DIFFERENCES FROM THE PREVIOUS CODE OF ETHICS

- The applicability of the new Code of Ethics has been extended to include not only pharmacists and pharmacy technicians, but also other persons who are involved in the profession but are not themselves registered pharmacy professionals, such as pharmacy owners. This is described in the introduction and is also threaded through other sections, including the ethical principles.
- A section has been added to describe the professional duties that patients, communities, and societies reasonably expect of pharmacy professionals.
- Content has been added to reflect the complexity of ethics and the individuality of its application, particularly how human qualities and values can shape how pharmacy professionals and others carry out their ethical responsibilities.
- The overall framework of the document has been switched from a “rules-based” framework to a “principles-based” framework. Principles-based frameworks allow for greater flexibility in application and evaluation of ethical norms while retaining utility for assessing complaints about a professional's practice or conduct.
- Beyond the four principles commonly used in bioethics (Justice, Beneficence, Non-maleficence, and Respect for Persons), three additional principles are included: Stewardship, Solidarity, and Utility. These additions allow the Code of Ethics to be more precise in identifying examples that are applicable to pharmacy practice.



- Statements and examples related to social justice, marginalized demographics, workforce pressures, self-care, environmental and climate concerns, and advances in technology have been added. While such topics are of increasing interest among professional codes of ethics, they are still less common and their inclusion places CPNL as a leader in professional recognition of these issues.
- An ethical decision-making framework (EDMF) has been added to guide professionals through concrete steps that can help identify and resolve ethical dilemmas that they may encounter.



The new CPNL Code of Ethics is now available online at cpnl.ca/professional-practice/practice-framework/code-of-ethics for all pharmacy professionals to review and integrate into their practice.



2027 SCHEDULE OF FEES - KEY CHANGES

Under the *Pharmacy Act, 2024*, CPNL Board is responsible for setting sufficient fees to enable CPNL to fulfill its duties under the Act. CPNL's Finance and Audit Committee (FAC) are responsible for reviewing the Schedule of Fees and recommending changes to the Board. In accordance with section 10 of the CPNL Bylaws, each year the Schedule of Fees is generally adjusted for inflation using the annual average increase in the Consumer Price Index (CPI) for the prior year. Furthermore, there may be additional fee changes based on new operational processes and operational needs, while considering current fee trends nationally.

In 2023, CPNL announced that the entire Schedule of Fees would be increased by CPI + 5% for three years. The 2026 Schedule of Fees was the last year for this 3-year incremental increase. In preparing for the 2027 Schedule of Fees, CPNL undertook an in-depth line-by-line review to determine if current fees sufficiently covered associated operational costs and whether they aligned with other pharmacy regulators, particularly those that are most similar in size to CPNL (e.g. pharmacy regulatory bodies in the other Atlantic provinces, Saskatchewan, and Manitoba).

Based on the results of the review, the FAC and Board decided to take a balanced approach to fee adjustments for the 2027 Schedule of Fees, with some fees increasing and others decreasing. Changes to fees outside of the usual CPI increase are outlined below. All other fees were adjusted by the average CPI for 2025, which was 2.1%.

LATE RENEWAL FEES

CPNL's additional fee for late registration and licensing renewal is currently 50% of the applicable annual registration or licensing fee, which is higher than most of our comparators. As such, CPNL has decided to set a fixed late fee that is lower than the current fee and within range of comparator pharmacy regulators.

FEE	2026 SCHEDULE OF FEES	2027 SCHEDULE OF FEES
Pharmacist Late Registration Renewal Fee	\$639.92	\$500
Pharmacy Technician Late Registration Renewal Fee	\$426.16	\$300
Community Pharmacy Late Licensing Renewal Fee	\$1225.37	\$850
Hospital Pharmacy Late Licensing Renewal Fee	\$2451.74	\$850

INITIAL REGISTRATION APPLICATION FEE

CPNL's initial registration application fees are currently much lower than comparator provinces. For 2027, CPNL has increased this fee to \$300 to better cover application processing and review costs. With this increase, CPNL's application fee will still be within the range of comparator provinces for both pharmacist and pharmacy technician initial registrations.

PHARMACY TECHNICIAN ANNUAL REGISTRATION FEE

CPNL's Pharmacy Technician Annual Registration Fee is currently the highest in Canada. For the 2027 Schedule of Fees, CPNL will not be applying the usual CPI increase to the fee but instead will be decreasing it from \$852.32 to \$800 to bring it within range of comparator provinces.

PHARMACY APPLICATION FEES

CPNL's New Pharmacy Application Fee is currently low compared to other provinces, with some provinces also having an inspection fee. When reviewing the fee for a new pharmacy application, CPNL assessed the significant workload and resources associated with processing and approving these applications. For 2027, CPNL will be increasing this fee to \$800 to better cover operational costs associated. However, it is likely that even with this increase this fee will not adequately cover the resources required to review applications and inspect pharmacies in the future. As such, this fee will be



2027 SCHEDULE OF FEES - KEY CHANGES

reassessed for further increases for the 2028 Schedule of Fees. The following fees, which are aligned with the new pharmacy application fee will also be increased to the new amount of \$800: Change of Pharmacy Ownership Application Fee, Central Fill Application Fee, Pharmacy Relocation Application Fee, Pharmacy Re-Visit Fee.

Additionally, the Pharmacy Renovation Application Fee will be increased to \$700 to more sufficiently cover the associated workload for application review and inspection. This fee remains to be within the lower range compared based on the jurisdictional scan.

COMMUNITY PHARMACY ANNUAL LICENSING FEE

CPNL is experiencing a rise in costs to sufficiently regulate pharmacies, including the costs associated with information management and pharmacy assessments. CPNL has determined that an increase in fees is needed to support regulation of community pharmacies, particularly an appropriate frequency of routine pharmacy assessments. As such, a 28% increase will be applied to community pharmacy licences for the 2027 Schedule of Fees. This increase is similar to increases made by other pharmacy regulators and remains within the jurisdictional range.

CPNL applied an increase to hospital pharmacy licences several years ago to cover the cost of dedicated resources for hospital pharmacy assessments and practice support, and as such, no new increase above CPI will be applied to hospital pharmacy licences.

The 2027 Schedule of Fees is now available to be viewed online at cpnl.ca.

CPNL BYLAWS - UPDATED COMPLAINTS & DISCIPLINE DEFINITIONS

As part of CPNL's responsibility to regulate the profession of pharmacy in the public interest, the *Pharmacy Act, 2024* (Act) requires CPNL to accept and review complaints that the conduct or practice of a pharmacy professional amounted to *conduct deserving of sanction*. Conduct deserving of sanction, which is defined in section 34(c) of the Act, is the standard by which all complaints against pharmacy professionals are considered. Conduct deserving of sanction includes:

- professional misconduct;
- professional incompetence;
- incapacity or unfitness to engage in the practice of pharmacy;
- conduct unbecoming a registrant; and
- acting in breach of the Act, the regulations, or the code of ethics.

CPNL has developed more detailed definitions of each of the components of conduct deserving of sanction listed above. These definitions were recently reviewed and updated to better align with other pharmacy regulators across Canada and to support procedural fairness.

The updates, which were approved at the June 2026 meeting of the CPNL board of directors, include:

- Modernization of the definition of professional misconduct to better align with other similar professional regulators and CPNL's other governing documents.
- Separate definitions of professional incompetence, incapacity or unfitness to engage in the practice of pharmacy, and conduct unbecoming a registrant, which were previously incorporated into the definition of professional misconduct.
- The addition of a preamble to each definition to clarify the circumstances in which it applies.

The complete definitions can be found in Schedule A to the [CPNL Bylaws](#).

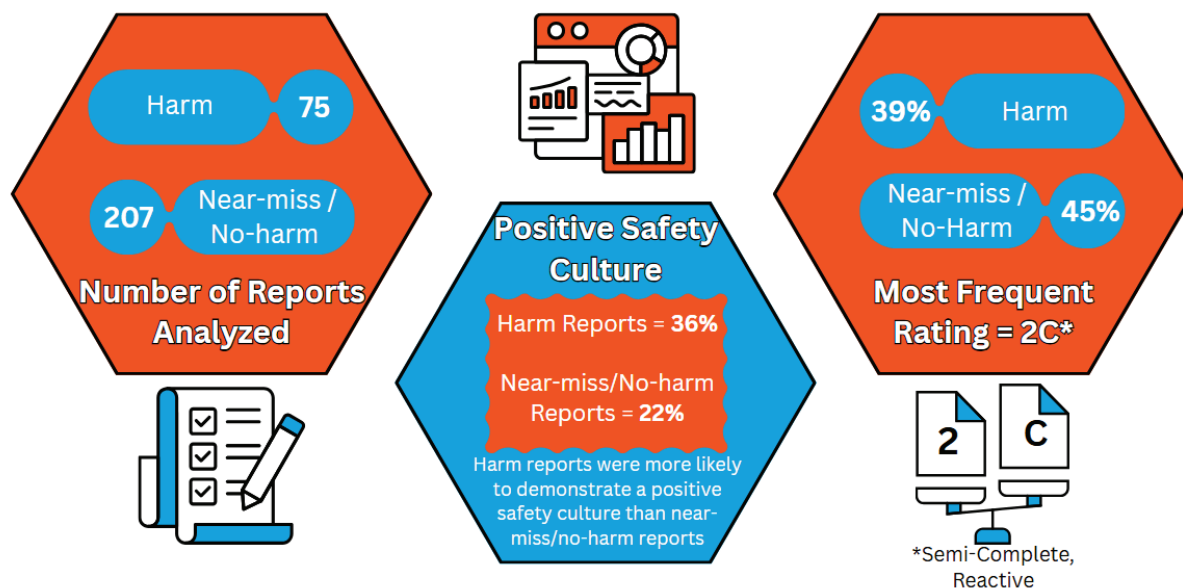


MEDICATION SAFETY CULTURE INDICATOR MATRIX (MEDSCIM)

The Medication Safety Culture Matrix (MedSCIM) is a tool designed by the Institute for Safe Medication Practices (ISMP) Canada to assess the completeness of medication incident reports and the degree to which a culture of safety is implemented.

In May 2026, ISMP Canada prepared a report analyzing the application of the MedSCIM tool to assess the medication safety culture among pharmacy professionals in Newfoundland and Labrador. Using MedSCIM, ISMP Canada evaluated medication incidents reported by community pharmacies across the province in terms of degree of documentation and maturity of medication safety culture.

More than 1100 medication incidents, including near-misses, were reported to the National Incident Data Repository (NIDR) by community pharmacies in NL between July 1, 2024 and June 30, 2025, which was the first year of mandatory reporting under CPNL's MedSTEP NL program. A total of 282 incidents (75 harm incidents and 207 near-miss or no-harm incidents) were analyzed. The MedSCIM analysis in the chart below, which was provided to CPNL in the MedSCIM report, highlights the differences in the reporting culture for harm incidents compared to near-miss or no-harm incidents.



The majority of analyzed incidents were rated 2C, reflecting a more reactive approach with semi-complete documentation. More than half of harm reports had complete documentation, as compared to one-third of near-miss or no-harm incidents. The difference highlights the opportunity to improve the quality of reporting for near-miss or no-harm incidents.

Based on the MedSCIM analysis and report, CPNL encourages pharmacy professionals working in community pharmacies in NL to:

- Foster an environment where the reporting culture for harm incidents and near-miss or no-harm incidents is equally valued and promoted to prevent patient harm.
- Identify the contributing factors that may have led to a medication incident **and** develop systems-based solutions to prevent recurrence.
- Submit more complete reports, particularly by completing the optional fields in the pharmacy's reporting platform, such as the contributing factors, actions taken, and shared learnings.
- Appoint a Continuous Quality Improvement (CQI) coordinator to oversee reporting and promote detailed, mature medication incident documentation.

Future MedSCIM analyses will serve as an ongoing benchmark to monitor improvements in safety culture over time. The full Analysis of Medication Incidents using the Medication Safety Culture Indicator Matrix report is available on the CPNL website at cpnl.ca/pharmacy-licensing/medstep-nl/medication-incident-reporting/#medscim.



COMING SOON - NEW PHARMACY OWNERSHIP REQUIREMENTS

Under provincial legislation, CPNL is responsible for protecting the public by ensuring pharmacies operate safely, ethically, and in compliance with legislative and professional requirements. While individual pharmacy professionals are responsible for providing safe patient care and pharmacists-in-charge (PICs) are responsible for overseeing the operation of pharmacies, pharmacy owners play an important role in creating the environment in which that care is delivered. Pharmacy owners must support PICs and pharmacy professionals in fulfilling their role and make decisions that positively influence staffing, policies, resources, operations, and compliance with regulatory requirements. For CPNL to carry out our regulatory role, we must collect all required pharmacy owner information and ensure ownership records remain current and accurate to support appropriate owner accountability and effective communication when regulatory matters arise.

Recently, the pharmacy licensing section of the CPNL Bylaws was amended to align with updated pharmacy ownership references in the *Pharmacy Act, 2024*, and *Pharmacy Regulations, 2024*. CPNL has since been developing pharmacy licensing policies and processes to support the updated legislative framework. Going forward, pharmacy owners will be required to provide additional ownership information and designate an individual to represent them in dealings with CPNL. Although CPNL already maintains information about pharmacy owners, additional information is needed to fulfill regulatory requirements outlined in the Act, Regulations and Bylaws. New and updated pharmacy licensing policies will establish consistent processes for collecting and maintaining accurate, complete ownership information, and identifying a specific contact person for communication with pharmacy owners.

With respect to pharmacy ownership information, in accordance with the updated regulatory framework, CPNL will collect information that identifies not only the legal owner of a pharmacy, but also the individuals who ultimately exercise influence or control. For corporate pharmacy owners, except for publicly-traded corporations or hospital pharmacies, this includes information about shareholders. Where a shareholder is itself a corporation or partnership, information about the individuals with significant control over the pharmacy owner will also be required. Similarly, partnership owners must provide information about all partners, and where a partner is a corporation or partnership, information about the individuals with significant control over the pharmacy owner must also be provided.

The updated CPNL Bylaws also require all pharmacy owners to establish a designated representative who is authorized to engage with CPNL on their behalf. All pharmacy owners that are corporations or partnerships, including corporations incorporated through legislation (e.g. hospital pharmacies and universities), will be required to appoint a designated representative. The designated representative is an individual authorized by the corporation or partnership that owns the pharmacy to accept correspondence, make declarations, and act on its behalf in all dealings with CPNL. The designated representative must provide their contact information, a current certificate of conduct, and written documentation from the owner confirming that they are authorized to act and sign declarations on its behalf. Sole proprietors will act as the designated representative themselves.

To support implementation of these new information requirements for pharmacy owners, CPNL is providing this advance notice so PICs are aware these changes are coming soon and can factor completion of them into fall workplans. The updated pharmacy licensing policies, submission instructions, required forms, and frequently asked questions, will be published on CPNL website and communicated by email to PICs in the coming weeks. Beginning on September 1, 2026, pharmacists-in-charge will have approximately six weeks to work with pharmacy owners to obtain the required ownership information, identify the designated representative, and submit the information to CPNL by email. Completing this process within the established timeframe will ensure CPNL's records are accurate and current before the opening of the 2027 pharmacy licensing renewal period and help facilitate a smooth renewal process for PICs and pharmacy owners. Going forward, this information will be required as part of any application to open a new pharmacy or when there is a change in pharmacy ownership.

CPNL thanks PICs and pharmacy owners for their cooperation as we implement these new ownership information requirements. By working together on this initiative, we collectively provide the public with assurance that accountability measures are in place for the safe and effective operation of pharmacies.



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Shawn Bugden

BOARD MEETING UPDATE

The CPNL Board of Directors held a Regular Board Meeting on June 26, 2026. In addition to a presentation of the regular quarterly Operational Reports and Finance and Audit Committee Reports, the 2025 Annual Report was approved for publication. Revisions were approved to the CPNL Bylaws and the Code of Ethics.

Additional work included a new appointment to the Pharmacy Practice Advisory Committee and the recognition of the New Brunswick Community College Pharmacy Technician Bridging Education Program under the Registration Policy - Recognition of Pharmacy Technician Bridging Programs.



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Registered pharmacy professionals are responsible for reviewing all information within this publication.

