



**HEALTH PRODUCTS
STEWARDSHIP
ASSOCIATION**

Annual Report to the Director

2013 Calendar Year

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1. EXECUTIVE SUMMARY

HPSA has continued to increase the quantity of products returned per capita from 0.0189 to 0.0212 kg, representing a 12.1% increase in collection, or 93,091 kg of post-consumer pharmaceuticals returned for disposal. The British Columbia Medications Return Program (BCMRP) continues to operate around 1,132 collection sites, representing a total of 94.1 of eligible BC pharmacies.

- **Information:** The public continued to receive information on proper medication disposal through a number of channels, including: easy-to-find links to pharmacies through the Recyclopedia app available on the Recycling Council of British Columbia's (RCBC) website, links to our program on the British Columbia Pharmacy Association's (BCPhA) website, and on the majority of Regional District and municipal websites, and through HPSA's website directory and integrated pharmacy search tool.
- **Promotion:** In January 2013, more than 500 BC Pharmacy Association pharmacy members and nine regional districts across the province took part in the annual Medications Return Campaign, encouraging patients to protect themselves, their families and the environment through proper disposal of expired or unused medications.

Our program continues to focus on unused and expired medications from households and continues to offer multiple solutions to reflect local/regional differences. Permanent collection programs provide ongoing, year-round drop-off services for consumers.

Once approved, this report will be available on our website at www.healthsteward.ca.

| | |
|----------------------|--|
| Products within plan | Prescription drugs, over-the-counter drugs and natural health products |
| Program website | www.healthsteward.ca |

| Recycling Regulation Reference | Topic | Summary Report |
|--------------------------------|---|---|
| Part 2, section 8(2)(a) | Public Education Materials and Strategies | The public is kept informed about proper medication disposal through a number of channels, including: easy-to-find links to pharmacies on the Recyclopedia available on the Recycling Council of British Columbia's website, links to participating pharmacies on the British Columbia Pharmacy Association's website, our own directory on HPSA's website and on the majority of Regional District or Municipalities' websites (see Appendix 1). |
| Part 2, section 8(2)(b) | Collection System | <p>Section 5 (1) (c) (iii) of the regulation requires that a plan must adequately provide for reasonable and free consumer access to collection facilities. Since 1997, HPSA has established a comprehensive network of permanent collection sites under the BCMRP where the public can conveniently return health products for responsible disposal. This network consists of community pharmacies as well as some clinics, hospitals, community centers and other collections sites with a significant volume of consumer returns. HPSA produces an annual District Summary Report (Section 6, Table 1) that shows the number of registered collection locations per capita by district and demonstrates the high level of consumer access and program coverage in B.C.</p> <p>The provincial average is 3,713 people per HPSA registered collection location.</p> <p>See Section 6</p> |
| Part 2, section 8(2)(c) | Product Environmental Impact Reduction, Reusability and Recyclability | <i>n/a</i> |

| Recycling Regulation Reference | Topic | Summary Report |
|----------------------------------|--|---|
| Part 2, section 8(2)(d) | <u>Pollution Prevention Hierarchy and Product / Component Management</u> | All products returned are disposed of through incineration. |
| Part 2, section 8(2)(e) | <u>Product Sold and Collected and Recovery Rate</u> | We increased the quantity of products returned per capita from 0.0189 to 0.0212 kg, representing a significant increase of 14.3% in collection or 93,091 kg returned for destruction. |
| Part 2, section 8(2)(e.1) | | See Appendix 2 for breakdown per regional district |
| Part 2, section 8(2)(f) | <u>Summary of Deposits, Refunds, Revenues and Expenses</u> | n/a |

In 2013, HPSA began to operate under its 2012-2016 Stewardship Plan while awaiting approval. HPSA set several new performance measures and targets and is reporting against those references.

| Performance Targets | 2013 Results | Remediation Strategies |
|---|---|--|
| <p>A. Consumer Awareness Indicators [section 5 (1) (c) (iv)] Surveys will take place at specific intervals as the BCMRP further matures over time and are a tool used to help measure program performance and usage.</p> <p>A consumer awareness survey was developed in 2007 and used in 2010 and in 2013.</p> | <p>The results show significant improvements in both consumer behavior and awareness of the program (See Section 9).</p> <ul style="list-style-type: none"> 60% of British Columbians were able to identify pharmacies as a place where consumers may dispose of unwanted medications. 61% used the program in the last 6 months. | <p>HPSA remains committed to the consumer awareness targets for 2017 which include a 25 % increase in public awareness and a 10% increase in usage of the BCMRP compared to the 2012 results.</p> |
| <p>B. Number of Collection Sites [section 5 (1) (c) (iii)]</p> <p>a) Contact existing pharmacies with ownership and/or manager changes on a quarterly basis.</p> <p>b) Contact pharmacies demonstrating a significant change in collection pattern.</p> <p>c) Contact new licensed community pharmacies on a quarterly basis as identified from lists obtained from the B.C. College of Pharmacists.</p> | <p>Maintained participation rate above 94.1%.</p> <p>HPSA was not able to review changes quarterly and initiated major changes for tracking activities with the collections sites network.</p> | <p>HPSA hired a program coordinator and developed a program to track changes identified in 'Number of Collection Sites' performance targets a), b), and c).</p> <p>HPSA developed a new matrix as requested (see Section 6 Table 1).</p> |
| <p>C. Product Recovery Target Maintain a minimum collected quantity of 65 tons on a three-year rolling average.</p> | <p>Achieved with 93 tons.</p> | <p>HPSA revised plan to 85 tons on a three-year rolling average.</p> |

| Performance Targets | 2013 Results | Remediation Strategies |
|---|---|---|
| <p>D. Promotion through advertising and 2 special events.</p> <p>a) Promotion of program in different media.</p> <p>b) HPSA maintains (and will continue to maintain) a website to locate collection sites and provide program information for the public, pharmacies and stewards.</p> <p>c) Maintain contact with waste coordinators in regional districts/municipalities with promotional materials and key messages for their websites/displays.</p> | Partly achieved (see details in Section 3 D) | Part c) was partially done. Some regional district were provided with promotional materials, however we had planned to do a more targeted campaign to get our promotional material both posted on websites and available in print form. Will secure resources to achieve in 2014. |
| <p>E. Waste Composition Studies The BC Stewards Group established a partnership agreement for participating in scheduled waste audits performed in five regional districts.</p> | <p>BC Stewards completed a Waste Audit Proposal.</p> <p>The BC Stewards Group developed a generic guide or template, which details the methodology to be utilized by the agreed upon regional districts when conducting waste audits.</p> | |
| <p>F. Accessibility Indicators HPSA developed a new matrix as requested see section 6, Table 1</p> | <ul style="list-style-type: none"> Reported (See Section 6, Table 1) | |

2. PROGRAM OUTLINE

The Health Products Stewardship Association (HPSA), formerly known as the Post-Consumer Pharmaceutical Stewardship Association (PCPSA) is a not-for-profit industry stewardship organization that meets its obligations as outlined in the BC extra provincial Society Act, and files the required reports with the Corporate Property Registry Branch of the Ministry of Finance. HPSA has been registered with Industry Canada since 2000.

The HPSA has been appointed as the agency to meet producer's regulatory obligations as health products stewards. HPSA's role is to perform on behalf of each member certain duties required under the regulation. As of December 2013, HPSA's membership was established at 135 stewards. The Program is accountable to its members, the general public and the government of British Columbia through the Ministry of Environment. The Program performance is publically accountable through the annual report.

This program is designed to capture unused or expired medications from the residential sector. The Program includes both products clearly attributable to an existing steward, and orphan products (those that are no longer in production, the steward is no longer in business, or products purchased outside Canada).

- | | |
|--------------------------------|--------------------------------|
| ✓ All prescriptions drugs | All dosage forms |
| ✓ Over-the-Counter Medications | Units sold in oral dosage form |
| ✓ Natural Health Products | Units sold in oral dosage form |

HPSA provides all collection containers and collateral materials, pays all shipping and responsible disposal costs, so there is **no cost to the public or collection sites to participate**. Collection systems are designed with user convenience and flexibility in mind.

The collection sites for the *Medications Return Program* are community pharmacies. Pharmacy managers interested in participating must complete a registration form. Details on the program (How it Works) are provided to ensure that the manager and their staff are knowledgeable on the program and its operations. All participating community pharmacies receive a guide containing instructions with information on the program for the public and containers.

3. PUBLIC EDUCATION MATERIALS AND STRATEGIES

HPSA's promotional and educational strategies are designed to ensure B.C. citizens know where and how to dispose of unused or expired medications.

A) Publicity

The Program has posters, brochures, flyers, bookmarks, etc. that can quickly be supplied to participating pharmacies, special events or other associates including Regional District Service offices and municipalities. The brochures provide clear directions on what is accepted and not accepted in the BCMRP, how to return the unused or expired health products and where returns are accepted in an easy to understand manner. HPSA offers its support to health awareness events and health trade shows that advertise responsible disposal of unused or expired health products.

B) Printed Materials

Take-Aways: Brochures and point of purchase signage are distributed to pharmacies and other locations such as clinics and doctor's offices through a reorder system by fax or email, free of charge. Brochures are presently available in English, while bookmarks are available in four languages (English, French, Punjabi and Chinese).

Municipal Garbage and Recycling Calendars: HPSA will continue to promote the B.C. Medications Return Program in the recycling calendars published by Regional Districts and municipalities informing residents about municipal services.

Mail Outs: HPSA will provide promotional material to Regional Districts and municipalities or other groups/organizations interested in promoting the program.

News Bulletins: These are currently available on a quarterly basis to HPSA members. HPSA also provides a bi-annual e-bulletin for the community pharmacy managers.

Local Newspapers: HPSA has authored articles in community newspapers promoting the B.C. Medications Return Program. Other advertising and story initiatives take place during the Pharmacist Awareness Week and other health related events throughout the year.

C) Other Resources

Web Site: The HPSA website (www.healthsteward.ca) provides the public with information on the program and locations of collection sites for the disposal of health products. The site also provides a searchable database of participating pharmacies and details on products accepted by the program.

As HPSA continues to build the membership base, it can utilize the members' own promotional network to advertise the B.C. Medications Return Program. These initiatives are reported annually.

Consumer Information: Information on the safe use, storage and disposal of medications is provided to the consumer at the time of purchase.

HPSA sends regular updates to Regional Districts and municipalities including key messages and logos that can be used to promote safe disposal of unused or expired health products.

D) Media coverage

TV

| | | |
|-----------|------------------------------------|------------------|
| Kelowna | CHBC News at 5 | January 14, 2013 |
| Vancouver | Global BC News Hour | January 14, 2013 |
| | CTV News at Noon | January 14, 2013 |
| | City TV (Breakfast Television 6am) | January 15, 2013 |

Print

| | | |
|-----------------|--------------------------------|-------------------|
| Courtenay | Comox Valley Record | January 22, 2013 |
| Dawson Creek | Northeast News | January 23, 2013 |
| Fort St. John | Energetic City | January 16, 2013 |
| | Northeast News | January 23, 2013 |
| Kamloops | Kamloops Daily News | January 28, 2013 |
| | Kamloops This Week | January 30, 2012 |
| Langley | Langley Advance | January 15, 2013 |
| Lytton | Bridge River Lillooet News | February 1, 2013 |
| North Vancouver | North Shore News | February 2, 2013 |
| Port Alberni | Alberni Valley Times | January 24, 2013 |
| Prince George | HQ Prince George | January 19, 2013 |
| Richmond | Richmond News | January 16, 2013 |
| Surrey | Surrey North Delta News Leader | January 28, 2013 |
| | Surrey Now | February 14, 2013 |
| Tumbler Ridge | Tumbler Ridge News | January 28, 2013 |
| Vancouver | Vancouver Sun | January 12, 2013 |
| | 24 hours Vancouver | January 14, 2013 |
| | Sing Tao News | January 15, 2013 |
| Vernon | Morning Star | January 11, 2013 |
| Victoria | Victoria News | January 23, 2013 |

Radio

| | | |
|---------------|-----------------------|------------------|
| Vancouver | CKNW (AM980) | January 14, 2013 |
| | AM 730 | January 14, 2013 |
| | Talk Radio AM 640 | January 14, 2013 |
| | AM 770 | January 14, 2013 |
| | News 1130 | January 14, 2013 |
| Fort St. John | Moose FM | January 16, 2013 |
| Merritt | Q101 FM | January 29, 2013 |
| Kamloops | Radio NL | January 28, 2013 |
| | CBC Daybreak Kamloops | January 30, 2013 |
| Kelowna | AM 1150 | January 17, 2013 |
| | 99.9 Sun FM | January 17, 2013 |
| | 101.5 EZ Rock | January 17, 2013 |
| Vernon | 105.7 Sun FM | January 17, 2013 |

Social Media

15 total tweets, including from:

- Langley Mayor Jack Froese
- BC Government News
- Metro Vancouver
- Regional District North Okanagan
- Global BC
- The Valley Voice, Chilliwack
- Interior Health
- Life Sciences BC
- CKNW News
- BC Poison Control

Cross-promotion on all regional district websites.

Sponsorship:

RCBC Toll-Free and Recyclopedia HPSA has contracted with the Recycling Council of British Columbia's "recycling hotline" service and financed the on-line recycling information database called Recyclopedia.

The 2013 BC Medications Return Campaign (January) involved more than 500 pharmacies who received promotional materials such as prescription bag stuffers and shelf signs ("shelf talkers") promoting the BC Medication Returns Program. We partnered with **nine regional districts** for cross-promotion through individualized joint **news releases**, social media promotion, and features in their recycling calendars including: Alberni-Clayoquot, Capital, Comox Valley, Metro Vancouver, North Okanagan, Squamish Lillooet, Thompson Nicola and the Northern Environmental Action Team). The *BC Pharmacy Association* was responsible for the coordination and promotion as well as all direct advertising to their pharmacy members in *The Tablet*, which is published to more than **3,800 pharmacy members** and stakeholders across the province, as well as a weekly newsletter, Practice Update, and website. For a more detailed report please follow the link to *The Tablet* at: http://issuu.com/vince.lee/docs/tablet_febmar2013_press_nocrops

Landfill Blues - Voices of Nature day concerts in Burnaby and Surrey

1/3 page space in the printed souvenir concert program for all concerts.

1 page in the Landfill Blues online educators' handbook to communicate messages about safe disposal of medications. We are currently in the process of doing the layout. The online handbook and music-science video will be available province- and Canada-wide, and be used for years to come.



Ambassador Program - BC

The seventh edition of the annual Summer Ambassador Program began May 1st 2013. The Ambassador Team canvassed the province of British Columbia to help spread the messages and awareness of relevant take-back programs at community events and gathered stewardship-specific feedback from government representatives. Ambassadors visited **55** HPSA facilities.

Many of the pharmacies stated that community awareness about the Medications Return program was high even though the HPSA had the least amount of point-of-sale signage. Despite positive feedback from pharmacists, government representatives felt consumer awareness was still too low.



4. COLLECTION SYSTEM AND FACILITIES

Since 2000, HPSA has increased the number of registered pharmacies from 575 to 1,132 representing 94.1% of licensed community pharmacies in the province. HPSA consists of community pharmacies as well as some clinics, hospitals, community centers and other collection sites with a significant volume of consumer returns. HPSA provides promotional items (posters, brochures, flyers, etc.) for display and has a news bulletin circulated annually in the spring and fall (see Appendix 3). There is no charge to the consumer to return products. Community pharmacies currently participating in the program can be located by the public on the HPSA website at www.healthsteward.ca, or by accessing the Recycling Council of British Columbia Encyclopedia at www.rcbc.bc.ca. In addition:

- Pharmacies are a natural, logical and safe site for the public to return health products.
- Pharmacies offer easy access to those with special needs and varying degrees of personal mobility.
- Pharmacists are very knowledgeable about the dispensing of health products and provide advice on individual medical conditions and the proper use of health products.
- Many pharmacies are open during extended hours, offering a convenient place for consumer disposal year-round.
- The provincial average is 3,713 people per HPSA registered collection location.

The following lists provide an example of materials that would be acceptable. Note that this list is not exhaustive.



MEDICATIONS RETURN PROGRAM

| YES | NO |
|--|--|
| <ul style="list-style-type: none"> ✓ All prescription drugs ✓ OTC Medications (pills/liquids) ✓ Natural Health Products in oral dosage form ✓ Anti-fungal creams ✓ Anti-bacterial creams ✓ Inhalers ✓ Patches | <ul style="list-style-type: none"> Sharps, syringes or needles Shampoos Mouthwash Antiperspirants Antiseptics Pharmaceuticals from farms/ hospitals Pharmacy waste produced by the pharmacy Expired samples from doctor's office |

Loose pills, blister packs, etc
No free liquids

5. PRODUCT ENVIRONMENTAL IMPACT REDUCTION, REUSABILITY AND RECYCLABILITY

The Canadian Council of Ministers of the Environment in their Extended Producer Responsibility Product Evaluation Tool proposed several criteria to measure the impact of pharmaceutical waste on human and environmental health.

The bulk of human pharmaceuticals found in waterways most likely got there by way of sewage. It is questioned whether take-backs have any real environmental and safety benefit. Taking unused pharmaceuticals out of landfills might have only a small difference in the concentrations found in water. But take-back programs may help prevent leftover pharmaceuticals from being misused, diverted or illicitly used.

6. POLLUTION PREVENTION HIERARCHY AND PRODUCT / COMPONENT MANAGEMENT

The pollution prevention hierarchy requirements outlined in the *Recycling Regulation* to reduce the environmental impact are not feasible for pharmaceutical products; consequently, HPSA disposes of the waste at government-approved facilities through incineration.

7. PRODUCT SOLD AND COLLECTED AND RECOVERY RATE

Section 5 (1) (c) (iii) of the British Columbia Recycling Regulation requires that a plan must adequately provide for reasonable and free consumer access to collection facilities. HPSA produces an annual District Summary Report that shows the number of registered collection locations per capita by district and demonstrates the high level of consumer access and program coverage in B.C. A list of participating pharmacies can be found in Appendix 4.

Medications may have a long delay between the time of purchase and return and prescriptions drugs should be fully consumed unless otherwise directed by a health professional. The *Medications Return Program* collects medications; not the bottle or vial used to market the product or used to dispense the prescription. We recommend that containers be recycled by pharmacists or the consumer.

HPSA increased the quantity of products returned per capita from 0.0189 to 0.0212 kg representing an increase (12.1%) in collection or 93,091 kg* returned for disposal (Appendix 2). The highest rate of return was Powell River at .0321 kg followed by Nanaimo at .0291kg; the lowest rate was Kitimat-Stikine at .0076 kg.

Appendix 2 shows the absolute collection of medication in kilograms (mass recovered) by regional districts.

Table 1 2013 Collection Location per Capita by Regional Districts

| District | Collected (kgs) | Population | Area (KM ²) | Population Density | Collection Locations (#) | Capita per Location |
|------------------------|------------------|------------------|-------------------------|--------------------|--------------------------|---------------------|
| Alberni-Clayoquot | 482.3 | 31,061 | 6,588 | 4.71 | 11 | 2,824 |
| Bulkley-Nechako | 562.31 | 39,208 | 73,361 | 0.53 | 13 | 3,016 |
| Capital | 11712.97 | 359,991 | 2,340 | 153.84 | 102 | 3,529 |
| Cariboo | 944.15 | 62,392 | 80,609 | 0.77 | 17 | 3,670 |
| Central Kootenay | 1465.03 | 58,441 | 22,095 | 2.64 | 20 | 2,922 |
| Central Okanagan | 4826.76 | 179,839 | 2,905 | 61.91 | 54 | 3,330 |
| Columbia-Shuswap | 822.4 | 50,512 | 28,929 | 1.75 | 15 | 3,368 |
| Comox Valley | 1270.05 | 63,568 | 1,701 | 37.37 | 17 | 3,739 |
| Courtenay | 77.31 | 3,206 | 24,492 | 0.13 | 1 | 3,206 |
| Cowichan Valley | 2372.14 | 80,332 | 3,475 | 23.12 | 22 | 3,651 |
| East Kootenay | 750.1 | 56,685 | 27,543 | 2.06 | 20 | 2,834 |
| Fraser Valley | 6121.1 | 277,593 | 13,335 | 20.82 | 64 | 4,337 |
| Fraser-Fort George | 1185.39 | 91,879 | 50,676 | 1.81 | 23 | 3,995 |
| Kitimat-Stikine | 421.11 | 37,361 | 104,461 | 0.36 | 10 | 3,736 |
| Kootenay Boundary | 631.1 | 31,138 | 8,082 | 3.85 | 15 | 2,075 |
| Metro Vancouver | 45075.23 | 2,313,328 | 2,883 | 802.4 | 592 | 3,908 |
| Mount Waddington | 111.51 | 11,506 | 20,244 | 0.57 | 4 | 2,877 |
| Nanaimo | 4919.43 | 146,574 | 2,038 | 71.92 | 44 | 3,331 |
| North Okanagan | 1678.63 | 81,237 | 7,503 | 10.83 | 20 | 4,062 |
| Northern Rockies | 33.8 | 5,578 | 85,111 | 0.07 | 2 | 2,789 |
| Okanagan-Similkameen | 2090.33 | 80,742 | 10,414 | 7.75 | 28 | 2,884 |
| Peace River | 430.9 | 60,082 | 117,391 | 0.51 | 15 | 4,005 |
| Powell River | 145.4 | 19,906 | 5,075 | 3.92 | 6 | 3,318 |
| Skeena-Queen Charlotte | 128.1 | 18,784 | 19,781 | 0.95 | 4 | 4,696 |
| Squamish-Lillooet | 492.3 | 38,170 | 16,310 | 2.34 | 12 | 3,180 |
| Strathcona | 779.1 | 43,252 | 18,278 | 2.37 | 15 | 2,883 |
| Sunshine Coast | 469.7 | 28,619 | 3,777 | 7.58 | 9 | 3,180 |
| Thompson-Nicola | 3092.51 | 128,473 | 44,448 | 2.89 | 30 | 4,282 |
| TOTAL | 93,091.16 | 4,399,457 | | | 1,185 | |

8. SUMMARY OF DEPOSITS, REFUNDS, REVENUES AND EXPENDITURES

Reference: Recycling Regulation – Part 2, Section 8(2)

n/a

9. PLAN PERFORMANCE

A) HPSA Consumer Awareness Survey (October 2013)

There is currently good awareness of pharmacy disposal options for unwanted medications in British Columbia with room to improve. There is a strong public willingness to participate in these programs once residents are made aware of their existence. No evident barriers have been identified to participation. Experiences with the returns program so far have been very positive. There have been significant improvements in many areas since 2010. Awareness is generally higher among women and older people, but there are no significant differences among regions of the province.

Awareness

- Eighty-seven percent of British Columbians report that they have medications in their home. This is consistent with findings in 2010 and 2007.
- Just over one-quarter of British Columbians (27%) report that they have medications in their home which are no longer needed. This is similar to the proportion who reported this situation in 2007 (25%), and slightly lower than the 30% who said they had unwanted medications in 2010. There are no significant demographic or regional trends discernible in these results.
- Top-of-mind awareness of pharmacy disposal for unwanted medications is now 58% in British Columbia, up significantly from 48% in 2010 and 31% in 2007. There has been a corresponding decrease in the percentage of British Columbians who cannot suggest any disposal location, down by almost half from 64% in 2007 to 36% in 2013.
- When British Columbians are asked directly whether medications may be returned to a pharmacy, 71% say this is true. This represents a marked increase in awareness, up 11 points from 2010 (60%) and up 26 points since 2007 (45%).

- Overall awareness that industry stewardship programs allow medications to be returned to pharmacies has grown since 2010 from 51% to 58%.

Past Behaviour

- As in previous years, about one-third of British Columbians (35%) report that they have disposed of unwanted medications in the previous six months.
- There has been an increase in the proportion of British Columbians who disposed of unwanted medications who say they returned them to a pharmacy. This percentage has more than doubled from 21% in 2007 to 57% in 2013. There has been corresponding declines in the proportion who report that they disposed of medications in the garbage (from 60% to 34%) and the proportion who say they used their household drains (from 19% to 10%).
- Among those who disposed of their medications at a pharmacy, 93% found it convenient and 98% were satisfied with the experience.

Future Behaviour

- When asked how they would dispose of unwanted medications in the future, 49% of British Columbians say they would return them to a pharmacy. This is up 6 points from 43% in 2010 and up 25 points from 24% in 2007. Intentions to dispose of unwanted medications in the garbage have declined from 52% in 2007 to 30% in 2013. While 23% said they would use the household drains in 2007, that figure has since declined to 10%.
- If unwanted medications could be returned to pharmacies, 89% of British Columbians say they would be likely to do so.
- While the majority of British Columbians have never identified any significant barriers to disposing of unwanted medications at a pharmacy (once they are aware of this option), there has been a decrease over time in the percentage who say they would be discouraged by the inconvenience.

B) SABC: Benchmark Study Measuring Consumer Awareness Levels

Consumers' awareness

- Awareness that programs exist to safely and correctly take care of the products vary highly by category from a high of 96% of all adults 18 years or older in BC to a low of 24%. These varying levels appear to relate to a number of factors:
 - Those products taken care of by programs that are of greater maturity tend to have higher levels of awareness.
 - Those products that have the most wide-spread use among British Columbians (according to their own self report of current usage) also tend to have higher levels of awareness.
 - Those products that have shorter "life cycles" (length of time the product is used for and frequency of which the product needs to be replaced and disposed of) also tend to have higher levels of awareness.

Participation in the program

- "Users" of a product are considered be those who either currently have or at some time in the past have had the product in need of disposal (being unwanted, obsolete, broken, expired, empty etc.)
- Program participation among users of each program also varies highly, from a high of 93% of users of the product (as defined above) to a low of 19%.
- Levels of program participation (like with program awareness) are related to program maturity, product usage and product life cycles – those of longer maturity, more wide-spread usage and shorter lifecycles also tend to have higher levels of participation

Level of understanding

- If they needed to look for information the majority of British Columbian adults know where to go if they want to find out:

Collection facility locations, where to take the products.

- Levels of understanding vary by product category:
 - Between 50% and 86% understand where to find information as to whether the program exists, products that can be recycled or taken care of safely.
 - From 54% to 83% understand where to find collection facility locations or where to take the products.

Level of convenience

- The majority of British Columbian adults (*aware and able to answer*) consider the programs to be convenient for all product categories.

Level of trust

- A very large majority of British Columbian adults (*aware and answered*) trust the programs.
- The perceived trust the products are being recycled or disposed of safely ranges from 82% to 97%.
- The perceived level of convenience of the programs & collection facilities varies from 62% to 96%.

10. THIRD PARTY ASSURANCE REQUIREMENTS FOR NON-FINANCIAL INFORMATION

HPSA has the following elements of third-party assurance requirements for non-financial audits (See Appendix 5):

- The number and location of collection facilities;
- Total amount of product sold and collected; and
- Management of product collected in accordance with the pollution prevention hierarchy.

HPSA prepares annual audited statement for all three of these core elements that verify the mass balance of materials in aggregate as they flow in through the “chain of custody” as follows:

- A community pharmacy registered in the HPSA program is typically scheduled on a service frequency based upon their historical waste generation. The pharmacy may also initiate a request for pickup to HPSA.
- A truck is dispatched to the pharmacy to pick up the HPSA pail of medications.
- At the pharmacy the driver affixes a bar code label to each HPSA collection container and uses a handheld device to scan that barcode.
- The driver leaves the desired amount of replacement container(s) with a receipt from the Driver’s handheld device documenting the number of waste containers collected and the supply of new collection containers.
- The driver estimates the weight of the medications pail and records it on a bill of lading/manifest document.
- The medications pail is delivered to an approved transfer and processing facility where each container’s bar code is scanned to validate receipt and ensure the number of containers collected at each pharmacy is equal to the number of containers received at the facility.
- HPSA medications pails collected from other sites are consolidated and weighed, manifested and shipped to an HPSA approved disposal facility.
- At the disposal facility, the medications are weighed to verify the received weight, incinerated and a Certificate of Destruction is provided to HPSA.

Appendix 1 Website links

| Regional Districts | Website | Annual Calendars | Link to HPSA |
|------------------------|---------|---------------------|--------------|
| Alberni - Clayoquot | yes | | yes |
| Bulkley - Nechako | yes | | yes |
| Capital | yes | | yes |
| Cariboo | yes | | yes |
| Central Kootenay | yes | | yes |
| Central Okanagan | yes | yes | yes |
| Columbia Shuswap | yes | | yes |
| Comox-Strathcona | yes | | yes |
| Cowichan Valley | yes | | |
| East Kootenay | | Invermere | |
| Fraser - Fort George | yes | | yes |
| Fraser Valley | yes | Mission, Chilliwack | yes |
| Metro Vancouver | yes | | yes |
| Central Coast | | | |
| Kitimat - Stikine | yes | | yes |
| Kootenay Boundary | | yes | |
| Mount Waddington | | | yes |
| Nanaimo | yes | | yes |
| North Okanagan | Partial | | |
| Northern Rockies | | yes | |
| Okanagan - Similkameen | yes | Penticton | yes |
| Peace River | yes | yes | yes |
| Powell River | | yes | yes |
| Skeena-Queen Charlotte | | | |
| Squamish-Lillooet | | | |
| Strathcona | | | yes |
| Sunshine Coast | yes | | yes |
| Thompson-Nicola | | yes | |

Appendix 2 Regional District Summary Report

| District | Collected (kgs) | Population | Per Capita |
|------------------------|------------------|---------------------|---------------|
| Alberni-Clayoquot | 482.3 | 31,061.00 | 0.0155 |
| Bulkley-Nechako | 562.31 | 39,208.00 | 0.0143 |
| Capital | 11712.97 | 359,991.00 | 0.0325 |
| Cariboo | 944.15 | 62,392.00 | 0.0151 |
| Central Kootenay | 1465.03 | 58,441.00 | 0.0251 |
| Central Okanagan | 4826.76 | 179,839.00 | 0.0268 |
| Columbia-Shuswap | 822.4 | 50,512.00 | 0.0163 |
| Comox Valley | 1270.05 | 63,568.00 | 0.0200 |
| Courtenay | 77.31 | 3,206.00 | 0.0241 |
| Cowichan Valley | 2372.14 | 80,332.00 | 0.0295 |
| East Kootenay | 750.1 | 56,685.00 | 0.0132 |
| Fraser Valley | 6121.1 | 277,593.00 | 0.0221 |
| Fraser-Fort George | 1185.39 | 91,879.00 | 0.0129 |
| Kitimat-Stikine | 421.11 | 37,361.00 | 0.0113 |
| Kootenay Boundary | 631.1 | 31,138.00 | 0.0203 |
| Metro Vancouver | 45075.23 | 2,313,328.00 | 0.0195 |
| Mount Waddington | 111.51 | 11,506.00 | 0.0097 |
| Nanaimo | 4919.43 | 146,574.00 | 0.0336 |
| North Okanagan | 1678.63 | 81,237.00 | 0.0207 |
| Northern Rockies | 33.8 | 5,578.00 | 0.0061 |
| Okanagan-Similkameen | 2090.33 | 80,742.00 | 0.0259 |
| Peace River | 430.9 | 60,082.00 | 0.0072 |
| Powell River | 145.4 | 19,906.00 | 0.0073 |
| Skeena-Queen Charlotte | 128.1 | 18,784.00 | 0.0068 |
| Squamish-Lillooet | 492.3 | 38,170.00 | 0.0129 |
| Strathcona | 779.1 | 43,252.00 | 0.0180 |
| Sunshine Coast | 469.7 | 28,619.00 | 0.0164 |
| Thompson-Nicola | 3092.51 | 128,473.00 | 0.0241 |
| Total | 93,091.16 | 4,399,457.00 | 0.0212 |

Appendix 3 BC Pharmacist Newsletter



The Ambassador Teams canvassed the province to gather program-specific feedback from government representatives and pharmacists involved with our programs. All comments made during a site visit we're directed to the national office and provide an opportunity to improve services.



Some of the comments that have been reported are:

Scheduled Pick-Ups: Driver shows up unannounced or before the scheduled date.

Pick-Ups: Drivers do not bring enough bins which leads to pile ups in the pharmacy

Return of medications: People return medication in original packaging and ends up being more work for the staff. *

Return of medications: Customers returning needles in medications containers. *

**HPSA is addressing pick-up issues with our service provider Stericycle. We are also reminding the public to remove all extra packaging as well as not to include other products such as sharps devices with their returns. If you have other issues please contact us at 613-723-7282 or send us an email at info@healthsteward.ca.

Important Facts:

Where recycling options are not available, containers are disposed through the regular waste stream and not through this program.

All expired stock and solid chemicals used for making compounds are not part of the Medications Return Program.

Containers should weigh at least 15kg.

Frequent asked questions by pharmacists:

Q: How much will it cost me to order some promotional material?

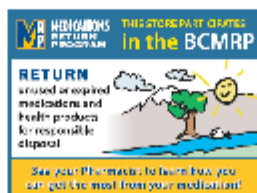
A: The promotional material is free of charge, with the promo order form (you can find it on our website under "Collections" and respective province "British-Columbia") Fill out the promo order form and fax it to 1.866.783.7432 or by email at customercare@stericycle.com

Q: Do I have to order everything figuring on the Promo Order form?

A: No you may pick and choose which materials will be most useful for your clientele, note that the bookmarks are also available in Punjabi and Traditional Chinese.

Q: Will the pharmacist and pharmacy staff get remunerated?

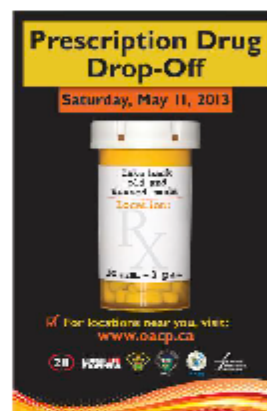
A: No, these programs rely on voluntary participation from pharmacists. We hope to be able to continue to rely on your cooperation while we expand in other provinces and add sharps devices (Ontario only)



A sticker indicating your participation in the BCMRP is available. You can order stickers with your next pick-up or use the promo order form available on our website.

National Prescription Drop Off day

British Columbia had its first ever National Prescription Drop Off day on May 11th. The event was such a success that police extended the support throughout the week up until the 17th of May. The RCMP detachments across B.C., including Ridge Meadows detachment, accepted the public's take backs during regular detachments hours.



Annual Report

We increased the quantity of products returned per capita from 0.0134 to 0.0189 kg representing an increase (26%) in collection or 87,358kg* returned for disposal. The highest rate of return is Powell River at .0321kg followed by Nanaimo at .0291kg; the lowest rate is Kitimat-Stikine at .0076kg.



To consult the full annual report please visit our website www.healthstewards.ca under "Collection" followed by selecting "British Columbia" from the drop-down menu.

Appendix 4 Collection Locations

| Pharmacy Name | | | |
|--------------------------------|--------------------------------|--------------------------|--------------------------------|
| Aarosons Pharmacy | Costco Pharmacy #059 | Drug Trading #548965 | Drugstore Pharmacy #8582 |
| Abbott (renuka)Pharmacy Ltd | Costco Pharmacy #1092 | Drug Trading #549191 | Drugstore Pharmacy #8583 |
| Ackroyd Pharmacy | Costco Pharmacy #155 | Drug Trading #549202 | Drugstore Pharmacy #8585 |
| Agassiz Pharmacy | Costco Pharmacy #158 | Drug Trading #549213 | Drugstore Pharmacy #8585 |
| Alberto Pharmacy #1 | Costco Pharmacy #161 | Drug Trading #549437 | Drugstore Pharmacy #8588 |
| Alberto Pharmacy No2 | Costco Pharmacy #163 | Drug Trading #549472 | Drugstore Pharmacy #9047 |
| All Care Pharmacy | Costco Pharmacy #255 | Drug Trading #549504 | Dycks Medicine Centre-Gordon |
| Alouette Pharmacy | Costco Pharmacy #256 | Drug Trading #549832 | Dycks Medicine Ctr Springfield |
| Anchor Compounding Pharmacy | Costco Pharmacy #259 | Drug Trading #550563 | Dycks Medicine Ctr St Pauls299 |
| Andreens Lakeview Pharmacy | Costco Pharmacy #548 | Drug Trading #550956 | Dycks Pharmacists |
| Anitas Pharmacy | Costco Pharmacy #552 | Drug Trading #551035 | East End Pharmacy |
| Apple Pharmacy | Costless Pharmacy | Drug Trading #551417 | Eastside Pharmacy Ltd |
| Armstrong Pharm & Wellness Ctr | Cridge Family Pharmacy | Drug Trading #552264 | Edmonds Pharmadrugs |
| Askews Pharmacy | Crystal Pharm & Medical Supply | Drug Trading #553533 | Elements Compounding Pharmacy |
| Barrys Drugs | Davies Prescriptions-St George | Drug Trading #554185 | ESQ-Westshore Health Unit VIHA |
| Blueridge Pharmacy | Delta Prescription Clinic | Drug Trading #554466 | Estevan Pharmacy Limited |
| Bond Street Pharmacy | Downtown Clinic Pharmacy | Drug Trading #555243 | Evergreen Pharmacy |
| Bonsor Pharmacy | Drug Trading #501693 | Drugstore Pharmacy #1517 | Fairway Drug Mart |
| Bridge Pharmacy | Drug Trading #501761 | Drugstore Pharmacy #1518 | Family Care Pharmacy |
| Broadway Pharmacy Ltd | Drug Trading #501928 | Drugstore Pharmacy #1519 | Family Care Pharmacy #3 |
| Bula Pharmacy | Drug Trading #501952 | Drugstore Pharmacy #1521 | Family Care Pharmacy #4 |
| Cadboro Bay Peoples Pharmacy | Drug Trading #502806 | Drugstore Pharmacy #1524 | Finlandia Pharmacy |
| Calea Pharmacy | Drug Trading #502907 | Drugstore Pharmacy #1525 | Fort Royal Pharmacy |
| Cambell River HLTH & Drug Stre | Drug Trading #503008 | Drugstore Pharmacy #1526 | Fort St John Phrm&Wellness Ctr |
| Campus Medicine Ctr Pharmacy | Drug Trading #532258 | Drugstore Pharmacy #1527 | Fraser Heights Pharmacy Ltd |
| Canpharm Drugs | Drug Trading #532890 | Drugstore Pharmacy #1531 | Fraser Lake Medicine Centre |
| Care In Motion Pharmacy | Drug Trading #533597 | Drugstore Pharmacy #1553 | Fraser Pharmacy |
| Carepoint Pharmacy | Drug Trading #533777 | Drugstore Pharmacy #1554 | Fraserview Pharmacy Ltd |
| Cates Medicine Centre | Drug Trading #533845 | Drugstore Pharmacy #1555 | Front Street Pharmacy |
| Cedar Park Pharmacy | Drug Trading #533968 | Drugstore Pharmacy #1556 | Fruitvale Pharmacy (2003) Ltd |
| Central Drug | Drug Trading #534510 | Drugstore Pharmacy #1557 | Gain Pharmacy |
| Central Drug Store | Drug Trading #538503 | Drugstore Pharmacy #1558 | Garlane Pharmacy #1 |
| Central Drugs | Drug Trading #538986 | Drugstore Pharmacy #1559 | Garlane Pharmacy #2 |
| Central Drugs | Drug Trading #539032 | Drugstore Pharmacy #1560 | Garlane Prescriptions |
| Central Drugs-Beban Plaza | Drug Trading #539548 | Drugstore Pharmacy #1562 | Gateway Pharmacy |
| Central Park Pharmacy | Drug Trading #540944 | Drugstore Pharmacy #1563 | Gladwin Pharmacy |
| Central Pharmacy | Drug Trading #541530 | Drugstore Pharmacy #6708 | Glen Pharmacy |
| Chester Pharmacy | Drug Trading #541888 | Drugstore Pharmacy #6726 | Glover Medicine Ctr Pharmacy |
| Choices Pharmacy | Drug Trading #541890 | Drugstore Pharmacy #6729 | Glovers Medicine Centre Pharma |
| City Centre Pharmacy | Drug Trading #542204 | Drugstore Pharmacy #6732 | Golden Ears Pharmacy |
| Clinic Drugstore | Drug Trading #542283 | Drugstore Pharmacy #6733 | Golden Life Pharmacy |
| Cloud Pharmacy | Drug Trading #542823 | Drugstore Pharmacy #6734 | Gonzales Pharmacy |
| Columbia Prescription Xpress | Drug Trading #543870 | Drugstore Pharmacy #8551 | Good Health Pharmacy |
| Columbia Street Pharmacy | Drug Trading #543892 | Drugstore Pharmacy #8552 | Gourlays Golden Pharmacy |
| Continental Pharmacy | Drug Trading #544048 | Drugstore Pharmacy #8563 | Grays Compounding Remedy RX |
| Coolaid Dispensary | Drug Trading #544162 | Drugstore Pharmacy #8565 | Grove Pharmacy |
| Cooper's Food Pharmacy #110 | Drug Trading #545321 | Drugstore Pharmacy #8566 | Haney Pharmacy |
| Coopers Foods Pharmacy #160 | Drug Trading #545534 | Drugstore Pharmacy #8572 | Hart Drug Mart |
| Corning Drugs Ltd #1 | Drug Trading #546096 | Drugstore Pharmacy #8574 | Harvard Pharmacy |
| Corning Pharmacy #2 | Drug Trading #546232 | Drugstore Pharmacy #8576 | Harvest Drive Pharmacy |
| Costco Pharmacy #051 | Drug Trading #546928 | Drugstore Pharmacy #8578 | Hastings Pharmacy |
| Costco Pharmacy #054 | Drug Trading #547435 | Drugstore Pharmacy #8579 | HealthPlus Pharmacy |
| Costco Pharmacy #055 | Drug Trading #548223 | Drugstore Pharmacy #8580 | Healthside Pharmacy |
| | Drug Trading #548370 | Drugstore Pharmacy #8581 | High Gate pharmacy Ltd |

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|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| Hogarth's Clinic Pharmacy Ltd | London Drugs #06 | Manshadi Pharmacy #2 | Minoru Pharmacy |
| Hollyburn Medicine Ctr Pharm | London Drugs #07 | Maple Pharmacy | MJS Natural Pharmacy |
| Home and Community Care | London Drugs #08 | Marina Pharmacy | MJ's Natural Pharmacy #3 |
| Hope Pharmacy | London Drugs #09 | Marks Pharmacy | MJs Natural Pharmacy no 2 |
| Howe Sound Pharmacy Ltd | London Drugs #10 | Marks Pharmacy #4 | Morgan Creek Medicine Centre |
| Howe Street Pharmacy | London Drugs #11 | Marks Pharmacy #5 | Murrayville Healthcentre Pharm |
| Ideal Drug Mart Ltd | London Drugs #12 | Marmar Pharmacy | Nanaimo Home & Community |
| IGS Value Drug Mart | London Drugs #14 | Marshall Pharmacy Ltd | Care |
| IHS Pharmacy | London Drugs #15 | McCallum Pharmacy | Nanaimo Pharmacy |
| Imperial Pharmacy | London Drugs #16 - Clearbrook | McCue Drugs | Nanoose Medicine Centre |
| Ingram Clinic Pharmacy | London Drugs #17 | McKesson Spclty Prescript Svcs | Naomi Pharmacy |
| Isand Pharmacy #06 | London Drugs #18 | Meadows Pharmacy | Natural Choice Pharmacy |
| Island Crisis Care Society | London Drugs #19 | Medical Centre Pharmacy | Naz's Pharmacy #3 |
| Island Pharmacy #08 | London Drugs #25 | Medical Centre Prescriptions | Nazs Prescription Plus Pharm 2 |
| Jeffs IDA Pharmacy | London Drugs #28 | Medical Pharmacy | Nazs Prescription Plus Pharma |
| Jubilee Pharmacy Ltd | London Drugs #29 | Medicare Pharmacy | Nesters Pharmacy |
| Kaslo drugs (1980) Ltd | London Drugs #35 | Medicine Centre #4 | New Life Pharmacy |
| Kerrisdale Pharmacy | London Drugs #36 | Medicine Guru Pharmacy #2 | New West Drugs |
| King George Medic Pharmacy | London Drugs #37 | Medicine Shoppe #116 | Newton Pharmacy |
| Kipp-Mallery Pharmacy | London Drugs #39 | Medicine Shoppe #142 (The) | Nolans Clinic Pharmacy |
| Knights Medicine Centre | London Drugs #41 | Medicine Shoppe #148 | Nolans Pharmasave drugs #222 |
| Knowltons Drugstore | London Drugs #42 | Medicine Shoppe #149 | North Fraser Drugs |
| Kootenay Boundary Reg Hosp Phm | London Drugs #44 | Medicine Shoppe #156 | North West Pharmacy |
| Kornak & Hamms Pharmacy | London Drugs #46 | Medicine Shoppe #163 | Northburn Prescriptions Ltd |
| Kripps Pharmacy | London Drugs #47 | Medicine Shoppe #168 | Northmount Pharmacy Ltd |
| Krolls Surrey Pharmacy Ltd | London Drugs #50 | Medicine Shoppe #175 (The) | Nucare Pharmacy |
| La Vie Remedys Pharmacy | London Drugs #51 | Medicine Shoppe #195 | Oak Bay Health Unit |
| Lakeside Medicine Centre | London Drugs #52 | Medicine Shoppe #221 | Oakridge South Tower Pharmacy |
| Lallicare Pharmacy #1 | London Drugs #53 | Medicine Shoppe #231(The) | Ocean Walk Pharmacy |
| Lallicare Pharmacy #2 | London Drugs #54 | Medicine Shoppe #239 | Okanagan Resident Plus Pharma |
| Lambert-Kipp Pharmacy Ltd | London Drugs #55 | Medicine Shoppe #240 | Oliver Remedy Rx Pharmacy |
| Lancaster Medi Suppl & Presc 1 | London Drugs #56 | Medicine Shoppe #253 | Omnicare Pharmacy |
| Lancaster Medi Suppl & Presc 4 | London Drugs #61 | Medicine Shoppe #254 | Otter Co-op Pharmacy |
| Lancaster Prescriptions #2 | London Drugs #67 | Medicine Shoppe #255 | Out Reach Pharmacy |
| Langdon Pharmacy | London Drugs #70 | Medicine Shoppe #259 | Overwaitea Foods & Drugs #70 |
| Laurel Prescriptions | London Drugs #72 | Medicine Shoppe #268 | Overwaitea Pharm 21 Frt Nelson |
| Linda Pharmacy | London Drugs #73 | Medicine Shoppe #281 | Overwaitea Pharmacy #16 |
| Lions Gate Pharmacy | London Drugs #74 | Medicine Shoppe #285 | Overwaitea Pharmacy #219 |
| Living Room Pharmacy | London Drugs #75 | Medicine Shoppe #292 | Overwaitea Pharmacy #24 |
| Loblaws Pharmacy #1520 | London Drugs #76 | Medicine Shoppe #309 | Overwaitea Pharmacy #34 |
| Loblaws Pharmacy #1522 | London Drugs #77 | Medicine Shoppe #312 | Owl Drugs |
| Loblaws Pharmacy #1523 | London Drugs #78 | Medicine Shoppe #321 | P & A Pharmacy Ltd |
| Loblaws Pharmacy #1528 | London Drugs #80 | Medicine Shoppe #325 | Pacific Compounding Pharma #2 |
| Loblaws Pharmacy #1532 | London Drugs #81 | Medicine Shoppe #332 | Pacific Compounding Pharmacy |
| Loblaws Pharmacy #1552 | London Drugs #82 | Medicine Shoppe #350 | Pacific Pharm & Medical Spls 2 |
| Loblaws Pharmacy #1561 | London Drugs #85 | Medicine Shoppe Pharmacy #169 | Pacific Prescript & Medcl Sply |
| Loblaws Pharmacy #1564 | London Drugs 71-Marine & Byrne | Mediglen Pharmacy | Paragon Central Fill Pharmacy |
| Loblaws Pharmacy #4368 | Low Cost Western pharmacy | Medis Pharmacy | Park Pacific Pharmacy |
| Loblaws Pharmacy #4369 | Low Cost Western Pharmacy #2 | Medisave Pharmacy #1 | PDC Pharmacy |
| Loblaws Pharmacy #4590 | Lynnvalley Pharmacy | Medisave Pharmacy #3 | Pender Island Pharmacy |
| Loblaws Pharmacy #4969 | MacDonalds Prescriptions #3 | Medisave Pharmacy #4 | Peninsula Health Unit |
| Loblaws Pharmacy #4979 | MacDonalds Prescriptions #4 | Medisave Pharmacy #5 | Peoples Drug Mart #027 |
| Loblaws Pharmacy (T&T Market) | MacDonalds Prescriptions #5 | Medisave Pharmacy #6 | Peoples Drug Mart #029 |
| Locks Prescription Pharma Ltd | MacDonalds Prescriptions Ltd | Medisave Pharmacy #7 | Peoples Drug Mart #043 |
| London Drugs #02 | Main Prescriptions | Medisystem Pharmacy | Peoples Drug Mart #067 |
| London Drugs #03 | Main Station Pharmacy | Medlandia Compounding | Peoples Drug Mart #072 |
| London Drugs #04 | Main Street Remedys RX | Pharmacy | Peoples Drug Mart #076 |
| London Drugs #05 | Mandasi Pharmacy | Memorial Compounding Medic Ctr | Peoples Drug Mart #077 |

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|--------------------------|-------------------------------|--------------------------------|--------------------------------|
| Peoples Drug Mart #093 | Pharmasave #077 | Pharmasave #270 | Pricesmart Foods Pharma #2213 |
| Peoples Drug Mart #110 | Pharmasave #078 | Pharmasave #274 | Pricesmart Foods Pharma #2215 |
| Peoples Drug Mart #119 | Pharmasave #081 | Pharmasave #275 | Pricesmart Foods Pharma #2221 |
| Peoples Drug Mart #122 | Pharmasave #082 | Pharmasave #278 | Pricesmart Foods Pharma #2228 |
| Peoples Drug Mart #123 | Pharmasave #084 | Pharmasave #280 | Pricesmart Foods Pharma #2240 |
| Peoples Drug Mart #128 | Pharmasave #086 | Pharmasave #282 | Pricesmart Foods Pharma #2242 |
| Peoples Drug Mart #134 | Pharmasave #088 | Pharmasave #284 | PriceSmart Foods Pharma #2249 |
| Peoples Drug Mart #135 | Pharmasave #089 | Pharmasave #285 | PriceSmart Foods Pharma #2256 |
| Peoples Drug Mart #137 | Pharmasave #092 | Pharmasave #286 | Pricesmart Foods Pharma #2274 |
| Peoples Drug Mart #139 | Pharmasave #095 | Pharmasave #287 | Pricesmart Foods Pharmacy 2207 |
| Peoples Drug Mart #146 | Pharmasave #096 | Pharmasave #290 | Pricesmart Foods Pharmacy 2263 |
| Peoples Drug Mart #147 | Pharmasave #097 | Pharmasave #292 | Pricesmart Foods Pharmacy#2235 |
| Peoples Drug Mart #168 | Pharmasave #098 | Pharmasave #298 | Prosper Pharmacy |
| Peoples Drug Mart #175 | Pharmasave #099 | Pharmasave #299 | Prostate Centre |
| Peoples Drug Mart #180 | Pharmasave #100 | Pharmasave & Food #142 | Pure Integrative Pharmacy |
| Peoples Drug Mart #188 | Pharmasave #102 | Pharmasave 008 - Diamond Drugs | Pure Integrative Pharmacy |
| Peoples Drug Mart #193 | Pharmasave #105 | Pharmasave Ganges #120 | Pure Integrative Pharmacy |
| Peoples Drug Mart #317 | Pharmasave #106 | Pharmasave Health Centre #001 | Pure Integrative Pharmacy #01 |
| Peoples Drug Mart #334 | Pharmasave #107 | Pharmasave Health Centre #002 | Pure Integrative Pharmacy #10 |
| Peoples Drug Mart #347 | Pharmasave #108 | Pharmasave Health Centre #003 | Pure Integrative Pharmacy #11 |
| Peoples Drug Mart #365 | Pharmasave #115 | Pharmasave Health Centre #007 | Pure Integrative Pharmacy #12 |
| Peoples Pharmacy #057 | Pharmasave #129 | Pharmasave Health Centre #010 | Pure Integrative Pharmacy #13 |
| Peoples Pharmacy #301 | Pharmasave #139 | Pharmasave Health Centre #011 | Pure Integrative Pharmacy #14 |
| Peoples Pharmacy #303 | Pharmasave #148 | Pharmasave Health Centre #015 | Pure Integrative Pharmacy #16 |
| Peoples Pharmacy #316 | Pharmasave #151 | Pharmasave Health Centre #016 | Pure Integrative Pharmacy #6 |
| Peoples Pharmacy #321 | Pharmasave #154 | Pharmasave Health Centre #020 | Pure Integrative Pharmacy #7 |
| Peoples Pharmacy #344 | Pharmasave #158(Now Peoples) | Pharmasave Health Centre #022 | Pure Integrative Pharmacy #8 |
| Peoples Pharmacy #356 | Pharmasave #162 | Pharmasave Health Centre #024 | Pure Integrative Pharmacy #9 |
| Peoples Pharmacy #357 | Pharmasave #178 | Pharmasave Health Centre #027 | Pure Integrative Pharmacy#4 |
| Peoples Pharmacy #367 | Pharmasave #179 | Pharmasave Health Centre #029 | Quadra Maple Pharmacy |
| Peoples Pharmacy #372 | Pharmasave #182 | Pharmasave Health Centre #030 | Qualicum Medicine Centre |
| Peoples Pharmacy #374 | Pharmasave #183 | Pharmasave Health Centre #038 | Queensborough Community |
| Peoples Pharmacy #379 | Pharmasave #190 | Pharmasave Health Centre #050 | Pharma |
| Peoples Pharmacy #380 | Pharmasave #198 | Pharmasave Health Centre #051 | REACH Centre |
| Peoples Pharmacy #388 | Pharmasave #202 | Pharmasave Health Centre #052 | Regency #6 Medicine Centre |
| Pharmacists Clinic | Pharmasave #203 | Pharmasave Health Centre #053 | Regency Medicine Centre |
| Pharmacy Drugstore | Pharmasave #205 | Pharmasave Health Centre #054 | Regency Prescriptions #1 |
| Pharmacy Drugstore #2 | Pharmasave #206 | Pharmasave Health Centre #058 | Regency Prescriptions #3 |
| Pharmasave #006 | Pharmasave #211 | Pharmasave Health Centre #061 | Reids Prescriptions |
| Pharmasave #009 | Pharmasave #213 | Pharmasave Health Centre #064 | Remedy RX 366 |
| Pharmasave #028 | Pharmasave #214 | Pharmasave Health Centre #080 | Remedy's Pharmacy 369 |
| Pharmasave #031 | Pharmasave #221 | Pharmasave Health Centre #207 | Remedy's RX 261 |
| Pharmasave #032 | Pharmasave #231 | Pharmasave Hlth Ctr #049 | Remedy's RX 367 |
| Pharmasave #034 | Pharmasave #232 | Pharmasave James Bay #130 | Resident Plus Pharmacy |
| Pharmasave #037 (Cambie) | Pharmasave #241 | Pharmasave Oak Bay #152 | Rexall Drug Store #7104 |
| Pharmasave #041 | Pharmasave #242 | Pharmasave Scott Town #167 | Rexall Drug Store #7106 |
| Pharmasave #042 | Pharmasave #244 | Pharmatrust Pharmacy | Rexall Drug Store #7109 |
| Pharmasave #043 | Pharmasave #246 | Pharmawest Pharmacy | Rexall Drug Store #7110 |
| Pharmasave #056 | Pharmasave #248 | Pharmax Health | Rexall Drug Store #7114 |
| Pharmasave #057 | Pharmasave #249 | Pharmcity Drugs #3 | Rexall Drug Store #7117 |
| Pharmasave #059 | Pharmasave #250 | Pharmsave 045 Newport Village | Rexall Drug Store #7122 |
| Pharmasave #060 | Pharmasave #253 | Phoenix Dispensary Ltd | Rexall Drug Store #7154 |
| Pharmasave #063 | Pharmasave #255 | PHS Labpharma | Rexall Drug Store #7157 |
| Pharmasave #065 | Pharmasave #257 | Point Grey Pharmacy | Rexall Drug Store #7158 |
| Pharmasave #066 | Pharmasave #260 | Pratts Compounding Pharmacy | Rexall Drug Store #7159 |
| Pharmasave #071 | Pharmasave #264 | Prescription Hlth Studio Inc | Rexall Drug Store #7160 |
| Pharmasave #072 | Pharmasave #265 | Pricesmart #2218 | Rexall Drug Store #7161 |
| Pharmasave #073 | Pharmasave #267 | Pricesmart Foods Pharma #2208 | Rexall Drug Store #7164 |

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|--------------------------------|---------------------------------|--------------------------------|--------------------------|
| Rexall Drug Store #7181 | Safeway Food & Drug-Pharma #43 | Save-On Foods Pharmacy #956 | Shoppers Drug Mart #2102 |
| Rexall Drug Store #7182 | Safeway Food & Drug-Pharma #44 | Save-On Foods Pharmacy #975 | Shoppers Drug Mart #2107 |
| Rexall Drug Store #7185 | Safeway Food & Drug-Pharma #58 | SaveOn Foods Phrm 959FrenchCrk | Shoppers Drug Mart #2109 |
| Rexall Drug Store #7187 | Safeway Food & Drug-Pharma #59 | SaveOnfoods Pharm 932Lakeshore | Shoppers Drug Mart #2111 |
| Rexall Drug Store #7191 | Safeway Food & Drug-Pharma #61 | SaveOnFoods Pharm | Shoppers Drug Mart #2113 |
| Rexall Drug Store #7193 | Safeway Food & Drug-Pharma #66 | 948Woodgrove | Shoppers Drug Mart #212 |
| Rexall Drug Store #7194 | Safeway Food & Drug-Pharma #67 | SaveOnFoods Pharm 968Hart Hwy | Shoppers Drug Mart #2121 |
| Rexall Drugstore # 7121 | Safeway Food & Drug-Pharma #71 | SaveOnfoods Pharm 969Ironwood | Shoppers Drug Mart #2122 |
| Rexall Drugstore # 7125 | Safeway Food & Drug-Pharma #76 | SaveOnFoods Pharma 931Shahali | Shoppers Drug Mart #2123 |
| Rexall Drugstore # 7177 | Safeway Food & Drug-Pharma #78 | SaveOnFoods Pharma 977Saanich | Shoppers Drug Mart #2125 |
| Rexall Drugstore #7102 | Safeway Food & Drug-Pharma #80 | Save-On-Foods Pharmacy #902 | Shoppers Drug Mart #2126 |
| Rexall Drugstore #7103 | Safeway Food & Drug-Pharma #84 | Save-On-Foods Pharmacy #903 | Shoppers Drug Mart #2127 |
| Rexall Drugstore #7107 | Safeway Food & Drug-Pharma #88 | Save-On-Foods Pharmacy #904 | Shoppers Drug Mart #213 |
| Rexall Drugstore #7111 | Safeway Food & Drug-Pharma #89 | Save-On-Foods Pharmacy #907 | Shoppers Drug Mart #2133 |
| Rexall Drugstore #7113 | Safeway Food & Drug-Pharma #90 | Save-On-Foods Pharmacy #910 | Shoppers Drug Mart #2139 |
| Rexall Drugstore #7116 | Safeway Food & Drug-Pharma #92 | Save-On-Foods Pharmacy #915 | Shoppers Drug Mart #214 |
| Rexall Drugstore #7123 | Safeway Food & Drug-Pharma #93 | Save-On-Foods Pharmacy #920 | Shoppers Drug Mart #2141 |
| Rexall Drugstore #7129 | Safeway Food & Drug-Pharma #98 | Save-On-Foods Pharmacy #927 | Shoppers Drug Mart #2143 |
| Rexall Drugstore #7133 | Safeway Food & Drug-Pharma #99 | Save-On-Foods Pharmacy #928-W | Shoppers Drug Mart #2150 |
| Rexall Drugstore #7152 | Safeway Food & Drug-Pharma 109 | Save-On-Foods Pharmacy #929 | Shoppers Drug Mart #2151 |
| Rexall Drugstore #7180 | Safeway Food & Drug-Pharma 114 | Save-On-Foods Pharmacy #936 | Shoppers Drug Mart #2152 |
| Rexall Drugstore 7139 Sooke Rd | Safeway Food & Drug-Pharma 115 | Save-On-Foods Pharmacy #937 | Shoppers Drug Mart #2153 |
| Rexall Drugstore Royal Ctr | Safeway Food & Drug-Pharma 118 | Save-On-Foods Pharmacy #946 | Shoppers Drug Mart #2155 |
| Rexall Drugstr 7150 Meditrust | Safeway Food & Drug-Pharma 121 | Save-On-Foods Pharmacy #955 | Shoppers Drug Mart #2156 |
| Richport Pharmacy | Safeway Food & Drug-Pharma 126 | Save-On-Foods Pharmacy #957 | Shoppers Drug Mart #216 |
| Ridegeway Pharmacy Remedy RX | Safeway Food & Drug-Pharma 127 | Save-On-Foods Pharmacy #962 | Shoppers Drug Mart #217 |
| Robins Pharmacy | Safeway Food & Drug-Pharma 133 | Save-On-Foods Pharmacy #963 | Shoppers Drug Mart #219 |
| Roots Pharmacy | Safeway Food & Drug-Pharma 138 | Save-On-Foods Pharmacy #966 | Shoppers Drug Mart #2200 |
| Royal Oak Drugs Ltd | Safeway Food & Drug-Pharma 140 | Save-On-Foods Pharmacy #979 | Shoppers Drug Mart #2201 |
| Royal Oak Health Unit | Safeway Food & Drug-Pharma 148 | Save-On-Foods Pharmacy #980 | Shoppers Drug Mart #2203 |
| RX R US Pharmacy | Safeway Food & Drug-Pharma 159 | Save-On-Foods Pharmacy #983 | Shoppers Drug Mart #2204 |
| RX Ram Pharmacy Specialists | Safeway Food & Drug-Pharma 161 | Save-On-Foods Pharmacy #987 | Shoppers Drug Mart #2205 |
| Rx Save Pharmacy | Safeway Food & Drug-Pharma 162 | Save-On-Foods Pharmacy #988 | Shoppers Drug Mart #2207 |
| Safeway Food & Drug Pharma #1 | Safeway Food & Drug-Pharma 165 | Save-On-Foods Pharmacy #990 | Shoppers Drug Mart #2208 |
| Safeway Food & Drug Pharma #1 | Safeway Food & Drug-Pharma 170 | Save-On-Foods Pharmacy #992 | Shoppers Drug Mart #2209 |
| Safeway Food & Drug Pharma 110 | Safeway Food & Drug-Pharma 171 | Save-On-Foods Pharmacy #993 | Shoppers Drug Mart #221 |
| Safeway Food & Drug Pharma 123 | Safeway Food & Drug-Pharma 184 | Save-On-Foods Pharmacy #996 | Shoppers Drug Mart #2211 |
| Safeway Food & Drug- Pharma 14 | Safeway Food & Drug-Pharma 189 | Save-On-Foods Pharmacy #999 | Shoppers Drug Mart #2212 |
| Safeway Food & Drug Pharma 144 | Safeway Food & Drug-Pharma 191 | SaveOnFoods Phrm 951 Ctry Club | Shoppers Drug Mart #2213 |
| Safeway Food & Drug Pharma 182 | Safeway Food & Drug-Pharma 193 | SaveOnFoods Phrm 965 ColgeHts | Shoppers Drug Mart #2214 |
| Safeway Food & Drug Pharma 196 | Safeway Food & Drug-Pharma 195 | SaveOnFoods Phrm 967Spruceland | Shoppers Drug Mart #2215 |
| Safeway Food & Drug -Pharma 36 | Safeway Food & Drug-Pharma 198 | SaveOnFoods&Drugs | Shoppers Drug Mart #2216 |
| Safeway Food & Drug -Pharma 38 | Safeway Food & DrugPharma 2271 | 984WalnutGrv | Shoppers Drug Mart #2217 |
| Safeway Food & Drug -Pharma 39 | Safeway Food & Drug-Pharma 820 | Sav-On-foods Pharma 939-Nordel | Shoppers Drug Mart #2218 |
| Safeway Food & Drug -Pharma 48 | Safeway Food & Drug-Pharma#142 | Sav-On-Foods Pharmacy #998 | Shoppers Drug Mart #222 |
| Safeway Food & Drug- Pharma 69 | Safeway Food & Drug-Pharma#185 | SavOnFoods Phrm949Terminal Prk | Shoppers Drug Mart #2220 |
| Safeway Food & Drug -Pharma 70 | Safeway Food & DrugPharmacay 47 | Service Plus #3 | Shoppers Drug Mart #2221 |
| Safeway Food & Drug Pharma 819 | Saigon Pharmacy | Seymour People Drug Mart #174 | Shoppers Drug Mart #2222 |
| Safeway Food & Drug Pharma#007 | Salmon Arm Prescription Centre | Shawnigan Lake Peoples Phrm304 | Shoppers Drug Mart #2223 |
| Safeway Food & Drug Pharma#082 | Sams Pharmacy | Shiraz Pharmacy | Shoppers Drug Mart #2224 |
| Safeway Food & Drug Pharma#153 | Satnam Pharmacy | Shoppers Drug Mart #201 | Shoppers Drug Mart #2225 |
| Safeway Food & Drug-Pharma 62 | Save On Foods Pharmacy #981 | Shoppers Drug Mart #202 | Shoppers Drug Mart #2226 |
| Safeway Food & Drug-Pharma #2 | Save-On Food & Drugs #97 | Shoppers Drug Mart #203 | Shoppers Drug Mart #223 |
| Safeway Food & Drug-Pharma #20 | Save-On Food & Drugs #972 | Shoppers Drug Mart #204 | Shoppers Drug Mart #2231 |
| Safeway Food & Drug-Pharma #23 | Save-On Foods & Drugs #973 | Shoppers Drug Mart #205 | Shoppers Drug Mart #2234 |
| Safeway Food & Drug-Pharma #24 | Save-On Foods and Drugs #935-E | Shoppers Drug Mart #208 | Shoppers Drug Mart #2235 |
| Safeway Food & Drug-Pharma #33 | SaveOn Foods Pharm 989 LynVilly | Shoppers Drug Mart #209 | Shoppers Drug Mart #2236 |
| Safeway Food & Drug-Pharma #42 | Save-On Foods Pharmacy #952 | Shoppers Drug Mart #210 | Shoppers Drug Mart #2237 |

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| Shoppers Drug Mart #2238 | Shoppers Drug Mart #248 | Target Store #3508 | Wal-Mart Pharmacy #1036 |
| Shoppers Drug Mart #2239 | Shoppers Drug Mart #251 | Target Store #3509 | Wal-Mart Pharmacy #1077 |
| Shoppers Drug Mart #2243 | Shoppers Drug Mart #252 | Target Store #3512 | Wal-Mart Pharmacy #1093 |
| Shoppers Drug Mart #2244 | Shoppers Drug Mart #253 | Target Store #3534 | Wal-Mart Pharmacy #1100 |
| Shoppers Drug Mart #2246 | Shoppers Drug Mart #254 | Target Store #3557 | Wal-Mart Pharmacy #1104 |
| Shoppers Drug Mart #2248 | Shoppers Drug Mart #255 | Target Store #3575 | Wal-Mart Pharmacy #1106 |
| Shoppers Drug Mart #2249 | Shoppers Drug Mart #257 | Target Store #3586 | Wal-Mart Pharmacy #1112 |
| Shoppers Drug Mart #225 | Shoppers Drug Mart #258 | Target Store #3616 | Wal-Mart Pharmacy #1113 |
| Shoppers Drug Mart #2250 | Shoppers Drug Mart #260 | Target Store #3617 | Wal-Mart Pharmacy #1119 |
| Shoppers Drug Mart #2251 | Shoppers Drug Mart #261 | Target Store #3688 | Wal-Mart Pharmacy #1143 |
| Shoppers Drug Mart #2252 | Shoppers Drug Mart #262 | Target Store #3690 | Wal-Mart Pharmacy #3008 |
| Shoppers Drug Mart #2254 | Shoppers Drug Mart #263 | Target Store #3698 | Wal-Mart Pharmacy #3025 |
| Shoppers Drug Mart #2255 | Shoppers Drug Mart #265 | Target Store #3717 | Wal-Mart Pharmacy #3040 |
| Shoppers Drug Mart #2256 | Shoppers Drug Mart #266 | Target Store #3719 | Wal-Mart Pharmacy #3042 |
| Shoppers Drug Mart #2257 | Shoppers Drug Mart #267 | Target Store #3739 | Wal-Mart Pharmacy #3057 |
| Shoppers Drug Mart #2259 | Shoppers Drug Mart #268 | Target Store #3744 | Wal-Mart Pharmacy #3059 |
| Shoppers Drug Mart #226 | Shoppers Drug Mart #269 | Target Store #3760 | Wal-Mart Pharmacy #3060 |
| Shoppers Drug Mart #2260 | Shoppers Drug Mart #271 | The Antidote Pharmacy #001 | Wal-Mart Pharmacy #3070 |
| Shoppers Drug Mart #2264 | Shoppers Drug Mart #272 | The Antidote Pharmacy #2 | Wal-Mart Pharmacy #3072 |
| Shoppers Drug Mart #2266 | Shoppers Drug Mart #273 | The Chemist # 5 | Wal-Mart Pharmacy #3098 |
| Shoppers Drug Mart #2267 | Shoppers Drug Mart #274 | The Chemist #1 | Wal-Mart Pharmacy #3109 |
| Shoppers Drug Mart #227 | Shoppers Drug Mart #275 | The Chemist #2 | Wal-Mart Pharmacy #3158 |
| Shoppers Drug Mart #2270 | Shoppers Drug Mart #276 | The Chemist #4 | Wal-Mart Pharmacy #3163 |
| Shoppers Drug Mart #2271 | Shoppers Drug Mart #277 | The Chemist #6 | Wal-Mart Pharmacy #3167 |
| Shoppers Drug Mart #2273 | Shoppers Drug Mart #278 | The Drive Pharmacy | Wal-Mart Pharmacy #3169 |
| Shoppers Drug Mart #2275 | Shoppers Drug Mart #279 | Third Ave Evergreen Pharmacy | Wal-Mart Pharmacy #3183 |
| Shoppers Drug Mart #2276 | Shoppers Drug Mart #280 | Thrifty Foods and Pharmacy #06 | Wal-Mart Pharmacy #3188 |
| Shoppers Drug Mart #2277 | Shoppers Drug Mart #281 | Thrifty Foods and Pharmacy #10 | Wal-Mart Pharmacy #3199 |
| Shoppers Drug Mart #2279 | Shoppers Drug Mart #283 | Thrifty Foods and Pharmacy #13 | Wal-Mart Pharmacy #3651 |
| Shoppers Drug Mart #228 | Shoppers Drug Mart #285 | Thrifty Foods And Pharmacy #16 | Wal-Mart Pharmacy #3661 |
| Shoppers Drug Mart #2282 | Shoppers Drug Mart #286 | Thrifty Foods and Pharmacy #19 | Wal-Mart Pharmacy #5776 |
| Shoppers Drug Mart #2283 | Shoppers Drug Mart #287 | Thrifty Foods and Pharmacy #20 | Wal-Mart Pharmacy #5777 |
| Shoppers Drug Mart #2284 | Shoppers Drug Mart #288 | Thrifty Foods and Pharmacy #23 | Wal-Mart Pharmacy #5834 |
| Shoppers Drug Mart #2285 | Shoppers Drug Mart #290 | Thrifty Foods and Pharmacy #24 | Wal-Mart Pharmacy #5838 |
| Shoppers Drug Mart #2288 | Shoppers Drug Mart #291 | Thrifty Foods and Pharmacy #25 | Wal-Mart Pharmacy #5853 |
| Shoppers Drug Mart #2289 | Shoppers Drug Mart #3005 | Thrifty Foods and Pharmacy #27 | Wellness Pharmacy |
| Shoppers Drug Mart #2290 | Shoppers Drug Mart #3007 | Thrifty Foods and Pharmacy #28 | Wescana Pharmacy #02 |
| Shoppers Drug Mart #2291 | Shoppers Drug Mart #3076 | Thrifty Foods and Pharmacy #29 | Wescana Pharmacy #03 |
| Shoppers Drug Mart #2292 | Shoppers Drug Mart #6070 | Toys Pharmacy | Wescana Pharmacy #04 |
| Shoppers Drug Mart #2294 | Sidney Pharmacy II | Tux Pharmacy #1 | Wescana Pharmacy #05 |
| Shoppers Drug Mart #2295 | Silvermere Pharmacy | Unicare Pharmacy | Wescana Pharmacy #06 |
| Shoppers Drug Mart #2297 | Similkameen Pharmacy | Universal Pharmacy | Wescana Pharmacy #07 |
| Shoppers Drug Mart #2299 | Somerset Pharmacy Services | University Heights Pharmacy | Wescana Pharmacy #08 |
| Shoppers Drug Mart #230 | Sparwood Remedy RX | University Pharmacy (1987) Ltd | Wescana Pharmacy #09 |
| Shoppers Drug Mart #231 | St Pauls Hospital | Urban Fare Pharma 914-Yaletown | West 10th Medical Pharmacy |
| Shoppers Drug Mart #232 | Sterling Centre Remedy's RX | Valley Evergreen Pharmacy | West Coast Pharmacy |
| Shoppers Drug Mart #233 | Steveston Pharmacy | Value Drug Mart-Grand Forks | West End Medicine Centre |
| Shoppers Drug Mart #234 | Sukhs Pharmacy | Vancouver Police Dept | Westview Pharmacy |
| Shoppers Drug Mart #236 | Sukhs Pharmacy #2 | Victoria Compounding Pharmacy | Whalley Pharmacy |
| Shoppers Drug Mart #237 | Summerland Medicine Centre | Victoria Hlth Unit Clinical Ph | White Clinic Pharmacy |
| Shoppers Drug Mart #238 | Suncoast Pharmacy | View Pharmacy | Willowbrook Pharmacy |
| Shoppers Drug Mart #239 | Sunnyside Evergreen Pharmacy | Village Pharmacy | Yale Central Pharmacy |
| Shoppers Drug Mart #241 | Sunrise Pharmacy Ltd | Viva Med Pharmacy | York Pharmacy |
| Shoppers Drug Mart #242 | Sunset Pharmacy Limited | Viva Med Pharmacy #02 | Your Community Pharmacy |
| Shoppers Drug Mart #243 | Super Grocer & Pharmacy | Wal-Mart Pharmacy #1011 | Yyoung Medicine Mart |
| Shoppers Drug Mart #244 | Surlang MedCentre | Wal-Mart Pharmacy #1015 | |
| Shoppers Drug Mart #246 | Tabor Pharmacy | Wal-Mart Pharmacy #1018 | |

Appendix 5 Third Party Independent Report for Non-Financial Information



INDEPENDENT AUDITOR'S REPORT TO Health Products Stewardship Association

We have audited the following Sections within Health Products Stewardship Association's (the "Stewardship Agency") Annual Report for the year ended December 31, 2013 (together the "Subject Matter"):

- Section #1 *collection facilities;*
- Section #2 *Product sold and collected*

The objective of this Report is to disclose how the Stewardship Agency's management has discharged its responsibility to report on the Subject Matter in accordance with Sections 8(2)(b), (d) and (e) of the Recycling Regulation.

The Subject Matter is the responsibility of the Stewardship Agency's management who has prepared the Subject Matter in accordance with the evaluation criteria which are an integral part of the Subject Matter. Our responsibility is to express an opinion on this Subject Matter based on our audit. Our audit does not constitute a legal determination on the Stewardship Agency's compliance with the Recycling Regulation.

EVALUATION CRITERIA

The suitability of the evaluation criteria is the responsibility of management. The evaluation criteria presented in Attachment 1 are an integral part of the Subject Matter and address the relevance, completeness, reliability, neutrality and understandability of the Subject Matter.

SCOPE OF THE AUDIT

We carried out our audit in accordance with the International Standard on Assurance Engagements 3000 (ISAE 3000) published by the International Federation of Accountants. This Standard requires, amongst others, that the assurance team possesses the specific knowledge, skills and professional competencies needed to understand and audit the information included within the Subject Matter, and that they comply with specific requirements to ensure their independence.

An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the Subject Matter. An audit also includes assessing the evaluation criteria used and significant estimates made by management, as well as evaluation overall presentation of the Subject Matter. The main elements of our work are presented in Attachment 1.


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OPINION

In our opinion, the Subject Matter within the Stewardship Agency's Annual Report for Report for the year ended December 31, 2013 presents fairly in accordance with the evaluation criteria, in all material respects:

- the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation;
- the description of how total amounts of the producer's product sold and collected has been calculated in accordance with Section 8(2)(e).

Our report has been prepared solely for the purposes of management's stewardship under the Recycling Regulation and is not intended to be and should not be used for any other purpose. Our duties in relation to this report are owed solely to the Corporation, and accordingly, we do not accept any responsibility for loss occasioned to any other party acting or refraining from acting based on this report.



OUSELEY HANVEY CLIPSHAM DEEP LLP
Licensed Public Accountants

Ottawa, Ontario
June 19, 2014

**Attachment 1 to
the Auditor's
Report Evaluation
Criteria**

The following evaluation criteria were applied to the assessment of the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation

1. We obtained a list of all of the Collection Facilities from the Association as at December 31, 2013.
2. The listing stated 1132 facilities, matching the number in the 2013 annual report.
3. We randomly selected 30 Collection Facilities in accordance with the Sample Size General Guidance suggested. Registration forms were not available for most of the locations. This is because as of January 1, 2012 the Association began using a new company to manage the program. Any forms would be with the old company, and could not be retrieved. Management indicated that starting in 2012, there were registration forms filled out and retained for new registrants. They will not go back and get old registrants to sign a new form. Newer locations tested did have forms. We called each facility and verified the existence by confirming the address of the facility. We asked each facility to acknowledge the existence of the Medication Returns Program pails at the location. Two out of the thirty sites were not aware of the existence of the program.
4. To test the completeness of the list, we randomly selected 30 registration forms in accordance with the Sample Size General Guidance suggested. We ensured that the pharmacies listed on these registration forms were on the clients listing and the information on their listing was accurate.
5. We obtained the historical data for the total number of Collection Facilities for the past 3 years as reported by the Association in the annual reports: (2013 – 1132; 2012 – 1095; 2011 – 1098). The fluctuation over the 3 year period is not significant (less than 3%).

**Attachment 1 to
the Auditor's
Report Evaluation
Criteria (ctd)**

The following evaluation criteria were applied to the assessment of the description of how total amounts of the producer's product sold and collected and, if applicable, the producer's recovery rate has been calculated in accordance with Section 8(2)(e); and,

1. All of the product is collected by one company, Stericycle.
2. We obtained their monthly invoices, which contain a breakdown of the total product collected by weight. The report is broken down by dates and locations
3. All of the product is sent for incineration. Nothing is recovered or sold.
4. We obtained the quarterly Certificates of Destruction provided by Stericycle. We agreed this to the monthly invoices, and investigated and variances.
5. We totaled the Certificates of Destruction for the year, and agreed this to the total in the annual report.