



**HEALTH PRODUCTS  
STEWARDSHIP  
ASSOCIATION**

# **Annual Report to the Director**

## **2018 Calendar Year**

**Submitted to:** Director  
Extended Producer Responsibility Programs  
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## 1. EXECUTIVE SUMMARY

The British Columbia Medication Return Program (BCMRP) has been in operation since 1997 under the operation and management of the Health Products Stewardship Association (“HPSA”). The program operates pursuant to the requirement of the British Columbia Recycling Regulation (BC 449/2004 as amended) (“Regulation”) under the Province’s Environmental Mangement Act, as well as the Proposed British Columbia Medication Program Plan submitted to the Ministry covering January 1, 2012 to December 3, 2016. This annual report reports on program information required pursuant to Section 8(2) of the Regulation for the period January 1, 2018 to December 31, 2018.

An amended program plan was submitted to the MOECCS in February 2018. Following consultation and comments from the MOECCS, an updated version was submitted in September 2018. In January 2019, the MOECCS recommended HPSA to undertake a stakeholder consultation and re-submit its proposed plan by June 6, 2019. The proposed BCMRP Plan was finally submitted in June 21 2019.

Volumes of post-consumer health products collected in 2018 were 86,632.78 kg (91,980.01 kg in 2017). The British Columbia Medications Return Program (BCMRP) increased the number of collection location sites again this year with 1,284 registered collection sites (1,254 in 2017) representing a total of 95% of licenced BC community pharmacies. New in 2018, was the inclusion of the unused medication return details within the BC Recycle curbside recycling guides distributed to households across the province. Finally, HPSA can report on several national and regional initiatives, using promotional material to help increase awareness of the HPSA program in their communities.

This report is available on our website at [www.healthsteward.ca](http://www.healthsteward.ca).

Products within plan	Prescription drugs, over-the-counter drugs and natural health products
Program website	<a href="http://www.healthsteward.ca">www.healthsteward.ca</a>

Recycling Regulation Reference	Topic	Summary Report
<b>Part 2, section 8(2)(a)</b>	<a href="#">Public Education Materials and Strategies</a>	<ul style="list-style-type: none"> <li>• Consumer awareness survey (SABC Insights West 2018) revealed that 65% of BC adults are aware of a program that safely disposed of consumer health products. Among those that currently have unwanted items, the proportion is 74%.</li> <li>• The public continued to receive information on proper consumer health products return and disposal through a number of channels, including easy-to-find links to pharmacies through the Recyclepedia app available on the Recycling Council of British Columbia’s (RCBC) website, HPSA’s directory on the <a href="http://healthsteward.ca">healthsteward.ca</a> website and on the majority of Regional District or Municipalities’ websites which link either directly to HPSA’s website or to the RCBC Recyclepedia App.</li> <li>• National Campaigns: National Drug Drop-off month (August 2018) National Campaign with Drugs Free Kids Canada.</li> <li>• Inclusion of the unused and expired consumer health products return details within the BC Recycle curbside recycling guides distributed to households across the province.</li> <li>• National and regional outreach and initiatives, using HPSA’s promotional material to help increase awareness and usage of the BCMRP.</li> </ul>

Recycling Regulation Reference	Topic	Summary Report
<b>Part 2, section 8(2)(b)</b>	<a href="#">Collection System</a>	<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.</p> <p>Since 1997, HPSA has established a comprehensive network of permanent collection sites under the BCMRP where the public can conveniently return consumer health products. 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 (<a href="#">Appendix 3</a>) 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>On average, each HPSA registered collection location services 3,108 people.</p>
<b>Part 2, section 8(2)(c)</b>	<a href="#">Product Environmental Impact Reduction, Reusability and Recyclability</a>	<p>n/a</p> <p>Reusability and recyclability is not applicable to consumer health products as it would pose unacceptable health risks to the public.</p>
<b>Part 2, section 8(2)(d)</b>	<a href="#">Pollution Prevention Hierarchy and Product / Component Management</a>	<p>All products returned are disposed of through incineration.</p>
<b>Part 2, section 8(2)(e)</b>	<a href="#">Product Sold and Collected and</a>	<p>In 2018, the quantity of products returned for destruction was 86,632.78 kg</p>
<b>Part 2, section 8(2)(e.1)</b>	<a href="#">Recovery Rate</a>	<p>See <a href="#">Appendix 3</a> for breakdown per regional district</p>

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Recycling Regulation Reference	Topic	Summary Report
<b>Part 2, section 8(2)(f)</b>	<a href="#"><u>Summary of Deposits, Refunds, Revenues and Expenses</u></a>	The BCMRP is 100% funded by the 152 consumer health products producers that are members of HPSA. No fees, visible or otherwise, are passed on to the consumer.  See <a href="#"><u>Appendix 8</u></a> for the 2018 report from independent auditors

## 2. PROGRAM OUTLINE

The Health Products Stewardship Association (HPSA) 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.

HPSA has been appointed as the agency to meet consumer health products producer's regulatory obligations as established by BC Recycling Regulation 449/2004. On behalf of its members, HPSA performs certain duties required under the regulation. As of December 2018, HPSA's membership was established at 152 stewards ([Appendix 1](#)). The Program is accountable to its members, the general public and the government of British Columbia through the Ministry of Environment and Climate Change Strategy. The BCMRP performance is publicly accountable through the annual report.

The BCMRP is designed to capture unused or expired consumer health products from the residential sector. The Program includes both products clearly attributable to an existing steward as well as orphan products (consumer health products that are no longer in production or the producer is no longer in business or the consumer health product was purchased outside of Canada).

### Accepted Consumer Health Products

- ✓ All prescriptions drugs
- ✓ Non-prescription drugs
- ✓ Natural Health Products

HPSA provides all collection containers and collateral materials and pays all shipping and disposal costs. 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 *British Columbia Medications Return Program* are mainly community pharmacies. Pharmacy managers interested in participating must complete a registration form. Details on the program 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.

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### 3. PUBLIC EDUCATION MATERIALS AND STRATEGIES

HPSA's promotional and educational strategies are designed to ensure B.C. residents know where and how to return unused or expired consumer health products.

#### A) Publicity

The BCMRP has posters, brochures, flyers, rack cards, 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 under the BCMRP, how to return unused or expired consumer health products and where those returns are accepted. HPSA offers its support to health awareness events and health trade shows that advertise responsible disposal of unused or expired consumer 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 continues to promote the B.C. Medications Return Program in the recycling calendars published by Regional Districts and municipalities informing residents about municipal services. In 2018, HPSA participated in the BC recycling guides with Recycle BC. Recycle BC printed 223,500 calendars in 2018 and distributed those to : Vancouver (and University Endowment Lands), Coquitlam (and Anmore), Pitt Meadows, City of Langley, Prince George, Regional District of North Okanagan (Vernon, Armstrong, Enderby and area), Regional District of Central Kootenay, Regional District of Kootenay Boundary (Boundary and Kootenay regions including Trail, Rossland, Grand Forks, Christina Lake), Quesnel. They were also all available online (including a City of Vancouver multi-family guide for another 100,000+ residents).

**Mail Outs:** HPSA continues to 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 contributed to articles in community newspapers promoting the B.C. Medications Return Program. Other advertising and story initiatives took place during Pharmacist awareness month (March), National drug drop-off month (August), other health related events throughout the year.

**Consumer Information:** Information on the safe use, storage and disposal of medications is provided to the consumer at the time of purchase and was published in various magazines.



## C) Other Resources

**Web Site:** The HPSA website ([www.healthsteward.ca](http://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.

**Regional District Advertising:** Links to either HPSA's homepage or pharmacy locator tool on the HPSA sponsored Recyclepedia App appeared on the 26 Regional Districts websites.

As HPSA continues to build its membership base, it utilizes the members' own promotional network to advertise the B.C. Medications Return Program. Below are some example of the BCMRP promotion through our members' network:

### LONDON DRUGS

London Drugs reminds its customers of the importance of returning their unused and expired consumer health products (<http://www.londondrugs.com/Medication-Disposal/Medication-Disposal,default,pg.html>).

### PHARMASAVE

Pharmasave stores participate in the HPSA programs and actively supported Drug Drop Off Month in August 2018 (<https://pharmasave.com/blog/pharmasave-supports-drug-drop-off-month-august/>)

### REXALL

Rexall promotes keeping homes and communities safe by providing its customers with a disposal bag for unused and expired medications and a checklist designed to help consumers keep only useful medications in their home. The Rexall web site (<https://www.rexall.ca/pharmacy/medicationtakeback>) contains information for consumers on what they can return back through the Medications Return Program. Rexall stores are registered as collection locations in the HPSA programs.

#### You can return:



Pills  
(tablets, capsules)



Creams, ointments, lotions



Inhalers



Epinephrine Auto-injectors  
(EpiPen)



Suppositories



Over-the-counter (OTC)  
medications



Natural Health Products



Liquids

## D) Media coverage

Throughout the year of 2018, HPSA continued its effort to ensure the knowledge and exposure of the importance of returning consumer health products for safe disposal. The communication objectives of the 2018 Medications Returns Program were:

- To promote the positive role community pharmacy plays in the safe disposal of medications.
- To encourage British Columbians to return unused and expired medications to their local pharmacies using proper return practices.
- To partner with other organizations – locally and around BC – to promote medications return in the media.

### HPSA Social Media

During 2018, as part of its social media strategy, HPSA launched a Facebook page to share best practices, HPSA videos, events, articles and events with other health networks. This platform allows HPSA to connect and share with the public on a more frequent basis to help promote proper disposal of prescription/non-prescription drugs and natural health products. For additional information, please visit HPSA's page at: <https://www.facebook.com/HealthPSA/?ref=bookmarks>



## E) Sponsorship

**RCBC Toll-Free and Recyclopedia:** The Recycling Council of British Columbia “recycling hotline” service provides information on proper consumer health products returns.

**BC Recyclopedia Smart Phone App:** The Recycling Council of British Columbia’s app available for iPhone and Android devices provides BC residents with a list of the 10 nearest collection location sites to drop off consumer health products.

**Drug Free Kids Canada:** For a second year, HPSA sponsored a national campaign to help keep our kids safe with Drug Free Kids Canada. The campaign creative focused on encouraging parental action and return all leftovers to their local pharmacy. The campaign transforms a very simple message into a powerful one – *“Of the things we hand down to our children, lets make sure our prescription drugs aren’t one of them”*. Several organizations joined HPSA to promote August as the National Drug Drop-off Month. The goal was to highlight the issue of the problematic use of prescription drugs by teens and emphasize the need for Canadians to clear their households of any unused and expired prescription drugs as well as non-prescription drugs, and to drop them off at their local pharmacy for safe disposal. [Appendix 5](#) provides an overview of the News Media outreach of the 2018 campaign.

**Institute for Safe Medication Practice Canada** In 2018, HPSA worked closely with the Institute for Safe Medication Practice Canada (ISMP) on empowering patients, families and healthcare providers with knowledge about risks of unused consumer health products and the disposal options available. By working with ISMP and promoting the positive role community pharmacies play in safe disposal, HPSA continued its efforts to raise public awareness. Through newsletters, social platforms and other forms of promotion, ISMP was able to help support HPSA’s vision in diverting as much consumer health products as possible.

Key communication message examples used in 2018 can be viewed in [Appendix 4](#).

- [Consumer newsletter on safe medications use](#)
- [Safe Storage and Disposal information Card](#) (ISMP Canada, Canadian Patient Safety Institute (CPSI), Patients for Patient Safety Canada, Canadian Frailty Network, Canadian Centre on Substance Use and Addiction, Canadian Pharmacists Association)
- [Opioids for pain after day surgery: Your questions answered](#) (ISMP Canada, Canadian Deprescribing Network, Canadian Patient Safety Institute, Patients for Patient Safety Canada, Choosing Wisely Canada, Canadian Agency for Drugs and Technologies in Health (CADTH), Canadian Society of Hospital Pharmacists, Canadian Nurses Association, Canadian Medical Association, Canadian Association of General Surgeons, North York General Hospital).
- [Medication Safety](#) (Canadian Patient Safety Week - Hospital Community event)

## 4. COLLECTION SYSTEM AND FACILITIES

Since 2000, HPSA has increased the number of registered pharmacies from 640 to 1,284 representing 95% of

licensed community pharmacies in the province. HPSA's collection location network 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 bi-annually. 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](http://www.healthsteward.ca), or by accessing the Recycling Council of British Columbia's Recyclepedia app at [www.rcbc.bc.ca](http://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.

## 5. POLLUTION PREVENTION HIERARCHY AND PRODUCT / COMPONENT MANAGEMENT

The pollution prevention hierarchy requirements outlined in the *Recycling Regulation* to reduce the environmental impact are not applicable for consumer health products: due to their nature and inherent health and safety risks, there is no reuse or recycling option available for these products.

In 2018, HPSA disposed 100% of the unused and expired consumer health products collected in British Columbia at government-approved facilities through incineration.

## 6. 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 - see [Appendix 3](#) - that shows the number of registered collection locations per capita by district and demonstrates the high level of consumer access and program coverage in British Columbia. A list of participating pharmacies is found at [Appendix 7](#).

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. HPSA recommends that containers be recycled by the consumer via the blue box program.

In 2018, the average volume of post-consumer health products returned per capita was 0.0186 kg representing a total volume of 86,632.78 kg of consumer health products returned for disposal ([Appendix 3](#)). The highest volume of return for a regional district was Metro Vancouver at 41,140.03 kg followed by Capital at 11,275.96 kg; the lowest volume was Mount Waddington at 198 kg.

Table 1 shows 2018 Volume collected per capita by regional districts.

***Table 1***

Regional District	2018 Volumes (kgs)	Population (2016)	Volume per capita collected (in kg)
Alberni-Clayoquot	575.30	30,981	0.0186
Bulkley-Nechako	604.56	37,896	0.0160
Capital	11,275.96	383,360	0.0294
Cariboo	830.12	61,988	0.0134
Central Kootenay	1,425.84	59,517	0.0240
Central Okanagan	3,850.60	194,882	0.0198
Columbia-Shuswap	642.60	51,366	0.0125
Comox Valley	1,628.10	66,527	0.0245
Cowichan Valley	1,982.51	83,739	0.0237
East Kootenay	961.30	60,439	0.0159
Fraser Valley	5,223.76	295,934	0.0177
Fraser-Fort George	1,252.02	94,506	0.0132
Kitimat-Stikine	591.13	37,367	0.0158
Kootenay Boundary	630.12	31,447	0.0200
Metro Vancouver	41,140.03	2,463,431	0.0167
Mount Waddington	198.00	11,035	0.0179
Nanaimo	4,263.11	155,698	0.0274
North Okanagan	1,884.05	84,354	0.0223
Okanagan-Similkameen	2,203.06	83,022	0.0265
Peace River	476.05	62,942	0.0076
Powell River	454.70	20,070	0.0227
Skeena-Queen Charlotte	232.10	18,133	0.0128
Squamish-Lillooet	389.20	42,665	0.0091
Strathcona	1,042.30	44,671	0.0233
Sunshine Coast	518.40	29,970	0.0173
Thompson-Nicola	2,357.86	132,663	0.0178
<b>Totals</b>	<b>86,632.78</b>	<b>4,647,315</b>	<b>0.0186</b>

## 7. SUMMARY OF DEPOSITS, REFUNDS, REVENUES AND EXPENDITURES

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

The BCMRP is 100% funded by the 152 consumer health products producers that are members of HPSA. No fee, visible or otherwise, is passed on to the consumer.

HPSA’s audited Financial Statements are not province specific. However, financial report for BC can be made available to the government upon request.

## 8. PLAN PERFORMANCE

**Reference:** Recycling Regulation – Part 2, section 8(2)(g)

Since 2012, HPSA has been operating under the 2012-2016 Proposed Stewardship Plan while awaiting approval.

Below are the frame of reference for each performance target.

Performance Targets	2018 Results	Improvement Strategies
<p><b>A. Consumer Awareness</b> [section 5 (1) (c) (iv)] Surveys will take place at specific intervals as the BCMRP further matures and are a tool used to help measure program performance and usage.</p>	<p>See SABC 2018 Insight Survey extracts in <a href="#">Appendix 4</a></p>	<p>HPSA remains committed to continuous improvement and updated consumer awareness and usage targets were reviewed based on 2018 survey for the BCMRP proposed plan (2018 and beyond).</p>
<p><b>B. Number of Collection Points</b> [section 5 (1) (c) (iii)]</p> <ol style="list-style-type: none"> <li>Contact existing pharmacies with ownership and/or manager changes on a quarterly basis.</li> <li>Contact pharmacies demonstrating a significant change in collection pattern.</li> <li>Contact new licensed community pharmacies on a quarterly basis as identified from lists obtained from the B.C. College of Pharmacists.</li> </ol>	<ul style="list-style-type: none"> <li>1,284 collection location sites (increase of 2% over 2017)</li> <li>Maintained participation rate at 95%.</li> <li>Maintained the capita serviced per location under 4,500.</li> </ul>	<p>HPSA continues to contact new community pharmacies on a quarterly basis to ensure participation rate remains at or above 95%.</p>

<p><b>C. Product Recovery Target</b> HPSA to monitor absolute collection of used and expired consumer health products.</p>	<p>In 2018, HPSA collected 86,630 kg of consumer health products.</p>	<p>HPSA is reporting net weight sent for destruction. Containers are reusable and their tare weight (1.74 kgs) is no longer part of volume reported for destruction.</p>
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Performance Targets	2018 Results	Improvement Strategies
<p><b>D. Promotion</b></p> <ul style="list-style-type: none"> <li>a) Promotion of program in different media.</li> <li>b) Publicity on the webpages of 25 Regional Districts or municipalities.</li> <li>c) Track traffic to BC page and access to locations.</li> <li>d) Continue to work with communication firm for the promotion and advertising plan.</li> <li>e) Connect with pharmacists and help disseminate information on the program through the Ambassador or similar initiatives.</li> <li>f) Work with chain and independent pharmacies to increase the availability of collection bags for the public.</li> <li>g) Hold a minimum of 12 special events.</li> </ul>	<ul style="list-style-type: none"> <li>a) Promotion of program through TV, Radio, Print, and Internet (see Section 3 for details).</li> <li>b) HPSA’s promotion on the Regional Districts’ webpages</li> <li>c) 8,264 page views of BC specific content on HPSA’s website and pharmacy locator tool updated monthly with new and deleted collection sites.</li> <li>d) HPSA worked with its communication team regarding development of advertising and promotional materials. New free promotional rack cards were developed in 2018</li> <li>e) National Drop Off Month with Drug Free Kids Canada</li> <li>f) Partnership with ISMP</li> </ul>	<p>HPSA continued to work to expand the scope of advertising and promotional activities through its partnership with the Institute for Safe Medication Practice Canada (ISMP).</p> <p>Starting in the fall of 2018, HPSA worked with an external communication firm to “refresh” its website. The website refreshed was launched on June 14 2019.</p>
<p><b>E. Accessibility Indicators</b></p>	<ul style="list-style-type: none"> <li>• Reported (<a href="#">Appendix 3</a> – Regional District Summary Report)</li> </ul>	

## Appendix 1 - List of BC Producers

AA Pharma Inc.	Abbott Diabetes Care
AbbVie Corporation	Accord Healthcare
Actelion Pharmaceuticals Canada Inc.	Advanced Orthomolecular Research (AOR)
Advantage Solutions	Alcon Canada Inc.
Amgen Canada Inc.	Amway Canada Corporation
Aralez Pharmaceuticals Inc.	Ascensia Diabetes Care Canada Inc.
Astellas Pharma Canada Inc.	AstraZeneca Canada Inc.
Atrium Innovations Inc	Aurium
Auro Pharma Inc	Auto Control Medical
Aventix Animal Health	Baxter Canada
Bayer Inc.	BD Medical
Bell Lifestyle Products	Bimeda-MTC Animal Health Inc.
Bioforce Canada Inc.	Biogen Canada Inc
BioSyent Pharma Inc.	Blistex Corporation
Body Plus Nutritional Products Inc.	Boehringer Ingelheim Canada Ltd.
Boiron Canada	Bristol-Myers Squibb
Canadian Custom Packaging Company	Cardinal Health Medtronic
Cellex Laboratories Inc.	Celgene
Champion Alstoe Animal Health Inc.	Church & Dwight Canada
Cipher Pharmaceuticals Inc.	Columbia Laboratories
D Drops Company	Domrex Pharma Inc.
Duchesnay	Eisai
Elanco	Eli Lilly Canada Inc.
EMD-Serono Canada Inc.	Exzell Pharma
Ferring Inc.	Fresenius Kabi Canada Ltd.
Galderma Canada Inc.	General Nutrition Centres Canada
Generic Medical Partners Inc.	Genuine Health
Gilead Sciences Canada Inc.	GlaxoSmithKline Consumer Healthcare Inc.
GlaxoSmithKline Inc.	Groupe Jean Coutu (PJC) Inc.
Health First Network Association Inc.	Herbalife of Canada
Hospira Healthcare Corporation	HPI Health Products/Lakota
Indivior Canada Inc.	Intervet Canada Corp Merck Animal Health
Jamieson Laboratories	Jamp Pharma Corporation
Janssen Inc.	Laboratoires Atlas Inc.
Leadiant Biosciences, Inc.	Leo Pharma Inc.
Les Laboratoires Nicar Inc.	Loblaw Companies Ltd.
London Drugs Limited	Lundbeck
Mannatech Incorporated	Marcan Pharmaceuticals Inc.
McCarthy & Sons Service (Rafter 8)	McKesson Canada



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McNeil Consumer Healthcare, a Division of Johnson & Johnson	Mead Johnson Nutrition (Canada) Co.
Merck Canada Inc.	Merial Canada Inc.
Methapharm Inc.	Metro Brands, G.P.
Mint Pharmaceuticals Inc	Mylan Pharmaceuticals ULC
Naka Herbs & Vitamins Ltd.	Natural Factors Nutritional Products Ltd.
Nature's Sunshine Products of Canada Ltd.	Nature's Way Canada Ltd.
Nestlé Canada Inc.	New Chapter Inc.
Norbrook Laboratories Inc.	Novartis Animal Health Canada Inc
Novartis Pharmaceutical Canada Inc.	Novo Nordisk
Omega Alpha Pharmaceuticals Inc.	Organika Health Products Inc.
Otsuka Canada Pharmaceuticals Inc.	Overwaitea Food Group Ltd Partnership
Pascoe Canada Inc	PF Consumer Healthcare Canada ULC/PF Soins de Santé SRI
Pfizer Canada Inc.	PharmaChoice
Pharmasave Drugs (National) Ltd	Pharmascience Inc.
Platinum Naturals Ltd	Procter & Gamble Inc.
Purdue Pharma	Puresource Inc.
Purity Life Health Products	Ranbaxy Pharmaceuticals Canada Inc.
RBP Canada Inc.	Rexall Pharmacy Group Ltd
Roche Canada Ltd. - Hoffmann	Roche Diabetes Care, a division of Hoffmann-La Roche Ltd
Sanis Health Inc.	Sanofi Consumers Health
Sanofi-Aventis Canada Inc.	Seaford Pharmaceuticals
Servier Canada Inc.	Shaklee Canada Inc.
Shire Pharma Canada ULC	Shoppers Drug Mart Central
Sisu Inc.	Sobeys National (Mississauga)
SOBI Canada (Swedish Orphan Biovitrum)	St Francis Herb Farm Inc.
Stella Pharmaceutical Canada Inc.	Stericycle Inc.
Sterimax Inc.	Sunovion Pharmaceuticals Inc.
Takeda Canada Inc.	Tanta Pharmaceuticals Inc.
Taro Pharmaceuticals Inc.	The Clorox Company of Canada Ltd.
TOP Nutritionals (Natural Calm Canada)	Tremblay Harrison Inc.
Trillium Health Care Products	UCB Canada Inc.
UniPHARM Wholesale Drugs	USANA Health Sciences
Vertex Pharmaceuticals Incorporated	Vetoquinol Canada Incorporate
Virbac Animal Health Canada	Vita Health Products Inc.
Wal-Mart Canada Corp.	WellSpring Pharmaceutical Canada Corp.
Westcoast Naturals	WN Pharmaceuticals Ltd.
Xediton Pharmaceuticals Inc.	Zoetis Canada

**Appendix 2 - Municipal Garbage and Recycling Calendars**

<b>Regional Districts</b>	<b>Annual Calendars</b>	<b>Number of Calendars</b>
Alberni - Clayoquat		
Bulkley - Nechako		
Capital		
Cariboo		
Central Kootenay		
Central Okanagan		
Columbia Shuswap		
Comox-Strathcona		
Cowichan Valley		
East Kootenay	Invemere	500
Fraser - Fort George		
Fraser Valley	Mission, Chilliwack	14,000 and 23,000
Metro Vancouver		
Central Coast		
Kitimat - Stikine		
Kootenay Boundary		
Mount Waddington		
Nanaimo		
North Okanagan		
Northern Rockies		
Okanagan - Similkameen	Penticton	17,000
Peace River	Peace River	16,000
Powell River		
Skeena-Queen Charlotte		
Squamish-Lillooet		
Strachcona		
Sunshine Coast		
Thompson-Nicola		

### Appendix 3 - Regional District Summary Report

Regional District	2018 Volumes (kg)	Population (2016)	Area (km <sup>2</sup> )	Population Density	Collection Locations (#)	Capita serviced per location
Alberni-Clayoquot	575.30	30,981	6,588	4.70	13	2,383
Bulkley-Nechako	604.56	37,896	73,361	0.52	14	2,707
Capital	11,275.96	383,360	2,340	163.83	105	3,617
Cariboo	830.12	61,988	80,609	0.77	18	3,444
Central Kootenay	1,425.84	59,517	22,095	2.69	19	3,307
Central Okanagan	3,850.60	194,882	2,905	67.09	56	3,609
Columbia-Shuswap	642.60	51,366	28,929	1.78	14	3,669
Comox Valley	1,628.10	66,527	1,701	39.11	17	3,913
Cowichan Valley	1,982.51	83,739	3,475	24.10	22	3,806
East Kootenay	961.30	60,439	27,543	2.19	19	3,181
Fraser Valley	5,223.76	295,934	13,335	22.19	80	3,654
Fraser-Fort George	1,252.02	94,506	50,676	1.86	23	3,938
Kitimat-Stikine	591.13	37,367	104,461	0.36	9	4,152
Kootenay Boundary	630.12	31,447	8,082	3.89	14	2,246
Metro Vancouver	41,140.03	2,463,431	2,883	854.47	663	3,639
Mount Waddington	198.00	11,035	20,244	0.55	4	2,759
Nanaimo	4,263.11	155,698	2,038	76.40	45	3,385
North Okanagan	1,884.05	84,354	7,503	11.24	22	2,909
Northern Rockies	85.90	5,393	85,111	0.06	2	2,697
Okanagan-Similkameen	2,203.06	83,022	10,414	7.97	29	3,774
Peace River	390.15	62,942	117,391	0.54	15	3,702
Powell River	454.70	20,070	5,075	3.95	8	2,509
Skeena-Queen Charlotte	232.10	18,133	19,781	0.92	6	3,022
Squamish-Lillooet	389.20	42,665	16,310	2.62	14	3,048
Strathcona	1,042.30	44,671	18,278	2.44	14	3,191
Sunshine Coast	518.40	29,970	3,777	7.93	9	3,330
Thompson-Nicola	2,357.86	132,663	44,448	2.98	30	4,146
<b>Total</b>	<b>86,632.78</b>	<b>4,647,315</b>	<b>803,845</b>	<b>5.78</b>	<b>1,284</b>	<b>3,108</b>

## Appendix 4 - ISMP outreach

**SafeMedicationUse.ca**  
SUPPORTED BY HEALTH CANADA

BROUGHT TO YOU BY  
**ismp**  
CANADA

A COMPONENT OF THE  
**CMIRPS** **SCDPIM**  
Canadian Medication Incident Reporting and Prevention System  
Système canadien de déclaration et de prévention des incidents médicamenteux

Consumers Can Help Prevent  
Harmful Medication Incidents

**SafeMedicationUse.ca Newsletter**

Volume 9 • Issue 8 • September 19, 2018

### Have Unused Medications Overstayed Their Welcome?

Careful storage and disposal of medications is important to prevent accidents in the home. Leftover medications that are within easy reach can be dangerous to children and pets. Medications that are not securely stored may be accessed by family members or visitors and cause harm. Even a single dose of some medications can cause serious harm or death.

There may be many reasons why medications are kept in a person's home, including:

- Medications are simply "put away" after an illness
- Medications are thought to be needed in the future
- Family members don't know what to do with medications that are left over after a loved one dies

**SafeMedicationUse.ca has the following recommendations for consumers to safely store and dispose of medications:**

- Store your medications out of sight in a cabinet that is out of the reach of children and pets. Ideally, opioids should be stored in a locked cabinet or box.
- Regularly check for unneeded and expired medications.
- Return unneeded and expired medications to a safe disposal location. Most pharmacies have programs to safely destroy medication and keep it out of the environment. Check with your pharmacy or go to [www.healthsteward.ca](http://www.healthsteward.ca) and type in your postal code for a list of participating locations that accept medication returns. You can also call 1-844-535-8889 for more information.

Read some additional tips about safe medication storage and disposal:

- Safe Disposal of Medications – [https://safemedicationuse.ca/newsletter/newsletter\\_disposal.html](https://safemedicationuse.ca/newsletter/newsletter_disposal.html)
- Opioids – Be an Informed Consumer – <https://safemedicationuse.ca/newsletter/question-opioids.html>

#### **Medication safety bulletins contribute to Global Patient Safety Alerts.**

This newsletter was developed in collaboration with Best Medicines Coalition and Patients for Patient Safety Canada. Recommendations are shared with healthcare providers, through the ISMP Canada Safety Bulletin, so that changes can be made together. This newsletter shares information about safe medication practices, is noncommercial, and is therefore exempt from Canadian anti-spam legislation.

**SafeMedicationUse.ca Newsletter** – [www.safemedicationuse.ca](http://www.safemedicationuse.ca)

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**TAKE IT BACK!**  
Responsibly return unused  
and expired medication.

You Can Return:

- All prescription medications
- Over-the-counter drugs
- Natural health products
- Inhalers

## Prevent Medication Accidents

It is important to:



### Store Safely

Store your opioid medication in a secure place; out of reach and out of sight from children, teens and pets.



### Dispose Safely

Take all unused and expired medications back to a pharmacy for safe disposal. Talk with your pharmacist if you have any questions. For locations that accept returns: 1-844-535-8889 healthsteward.ca



### Never share your opioid medication with anyone else.

**What is the risk?** Unused medications can pose a serious hazard to both yourself and others. Unused, unwanted or expired medications should be disposed of as soon as possible when no longer needed to prevent accidental exposure or abuse by others.

Did you know?



16 Canadians are hospitalized each day with opioid poisoning. Those aged 15 to 24 years old have the fastest growing rate of hospitalizations.

—Canadian Institute for Health Information, 2017



In 2016, opioids were responsible for 50% more deaths than car crashes.

—Public Health Agency of Canada, 2017



1 in 10 high school-aged teens in Ontario have tried an opioid medication recreationally.

—Centre for Addiction and Mental Health, 2015

Examples of opioids used for pain after surgery:

hydromorphone    morphine    codeine    oxycodone    tramadol

Notes:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Adapted with permission.



## Institute for Safe Medication Practices (ISMP): Resources for Patients

ISMP makes available three easy to understand handouts for patients. One focuses on the general risks and side effects of opioids and clearly lays out the potential signs of an overdose. An additional handout focuses on preventing medication accidents with opioids, with three clear steps to follow. Recently, ISMP and other groups produced a handout on *Opioids for Pain After Surgery* that highlights five questions that patients may have when taking an opioids following surgery. View the resources at [OpioidStewardship.ca](http://OpioidStewardship.ca).



## PREVENT MEDICATION ACCIDENTS

### 1. Store medications out of sight and reach of:

Children and teens



Visitors



Pets



### 2. Place unused medications in a bag and bring to a pharmacy.



### 3. For locations that accept returns:



1-844-535-8889



healthsteward.ca

Ask a healthcare provider if you have questions.



Download from <https://www.ismp-canada.org/download/OpioidStewardship/storage-disposal-information.pdf>

## Prescription Pain Medication:

Know the potential risks of opioid use



### RISKS OF OPIOID USE

Prescription opioids are used to treat pain and come in different forms: including pills, patches and liquid. Even if taken as prescribed, they can lead to dependence or addiction. If not used as directed, opioids may lead to an overdose.

### WHAT IS AN OPIOID?

Some common opioid medications include:

- codeine
- morphine
- oxycodone (e.g. Percocet)
- hydromorphone (e.g. Dilaudid)
- fentanyl
- methadone
- tramadol (e.g. Tramacet)

### REMEMBER!

- Keep your opioids secure or locked up.
- Bring any unused or expired opioids back to any pharmacy or ask a health care provider how to dispose of them.
- Never share your opioid medications with others.
- Do not mix your medication with other drugs (prescribed or over-the-counter) without consulting your health care provider.
- Do not take your medication with alcohol or street drugs.



**FOR MORE INFORMATION:**  
Talk to your pharmacist or other health care provider and visit [ontario.ca/Opioids](http://ontario.ca/Opioids)



CANADIAN SOCIETY OF HOSPITAL PHARMACISTS

# Opioids for pain after surgery:

## Your questions answered – resource for patients

**S**urgical patients are four times more likely to receive opioids as discharge from hospital than their non-surgical counterparts. A recent study of post-operative patients by Bue et al (2018), showed each additional week of opioid prescription is associated with a significant increase in opioid misuse among opioid-naïve patients. A patient resource, "Opioids for pain after surgery: Your questions answered" was developed collaboratively with, and endorsed by, Patients for Patient Safety Canada, the Canadian Patient Safety Institute (CPSI), the Canadian Society of Hospital Pharmacists (CSHP), the Canadian Deprescribing Network, Choosing Wisely Canada, the Canadian Agency for Drugs and Technologies in Health (CADTH), the Canadian Nurses Association (CNA), the Canadian Medical Association (CMA), the Canadian Association of General Surgeons, and the Institute for Safe Medication Practices Canada (ISMP Canada). This resource was developed in accordance with recent guidelines and preferred practices. The handbook, which builds on the movement "3 Questions to Ask about Your Medication", was launched by Choosing Wisely Canada through the Opioid Wisely Campaign. The aim is to equip patients with important messages in plain language about opioid use after surgery. Some

HealthPRO is now accepting commitments from members for its Biosafety Cabinets and Hoods Contract. Ranging from Biosafety Cabinets, Laminar Flow Hoods and Compounding Isolators, including Class I, II and III protection levels for use in a variety of controlled environments, pharmacies and cleanrooms.

For more information, please contact: [Sales@hpc.ca](mailto:Sales@hpc.ca), Director, Capital Equipment [opew@hpc.ca](mailto:opew@hpc.ca)

**THIS RESOURCE WAS DEVELOPED IN ACCORDANCE WITH RECENT GUIDELINES AND PREFERRED PRACTICES**

Key messages include: use the lowest possible dose for the shortest possible time, opioids are usually required for less than one week after surgery, and ask about the use of other methods to reduce pain including non-opioid pain medications. The resource also advises patients to securely store medications and to return any unused medications to a community pharmacy. Improper storage or disposal of opioids has resulted in accidental poisoning, medication errors, and inappropriate use. The Health Product Stewardship Association ([www.healthsteward.ca](http://www.healthsteward.ca)) can be contacted for more information about locations that accept unused medication returns. Opioids for pain after surgery: Your Questions Answered is available: In English: <https://www.ismp-canada.org/download/OpioidStewardship/OpioidAfterSurgery-EN.pdf> In French: <https://www.ismp-canada.org/download/OpioidStewardship/OpioidAfterSurgery-FR.pdf> For more information about use of opioids, visit [www.opioidstewardship.ca](http://www.opioidstewardship.ca)

This article was submitted by Ailie Watt and Sylvia Hyland, Pharmacists, Institute for Safe Medication Practices Canada (ISMP Canada).

38 HOSPITAL NEWS JUNE 2018 [www.hospitalnews.com](http://www.hospitalnews.com)

## Opioids for pain after surgery: Your questions answered

- ### 1. Changes?

**You have been prescribed an opioid.** Opioids reduce pain but will not take away all your pain. Ask your prescriber about other methods of reducing pain including using ice, stretching, physiotherapy, or non-opioid drugs like acetaminophen or ibuprofen. Know your pain control plan and work closely with your prescriber if your pain does not improve.
- ### 2. Continue?

**Opioids are usually required for less than 1 week after surgery.** As you continue to recover from your surgery, your pain should get better day by day. As you get better, you will need less opioids. Consult your healthcare provider about how and when to reduce your dose.
- ### 3. Proper Use?

**Use the lowest possible dose for the shortest possible time.** Overdose and addiction can occur with opioids. Avoid alcohol and sleeping pills (e.g. benzodiazepines like lorazepam) while taking opioids. Do not drive while taking opioids.
- ### 4. Monitor?

**Side effects include: sedation, constipation, nausea and dizziness.** Contact your healthcare provider if you have severe dizziness or inability to stay awake.
- ### 5. Follow-Up?

**Ask your prescriber when your pain should get better.** If your pain is not improving as expected, talk to your healthcare provider.

To find out more, visit: [OpioidStewardship.ca](http://OpioidStewardship.ca) and [DeprescribingNetwork.ca](http://DeprescribingNetwork.ca)

### It is important to:

- Never share your opioid medication with anyone else.
- Store your opioid medication in a secure place, out of reach and out of sight of children, teens and pets.
- Ask about other options available to treat pain.

Take unused medications back to a pharmacy for safe disposal. Talk with your pharmacist if you have questions. For locations that accept returns: 1-844-535-8889 [healthsteward.ca](http://healthsteward.ca)

### Did you know?

About 16 Canadians are hospitalized each day with opioid poisoning. — Canadian Institute for Health Information, 2017

### Examples of opioids used for pain after surgery:

hydromorphone    morphine    codeine    oxycodone    tramadol

Notes:

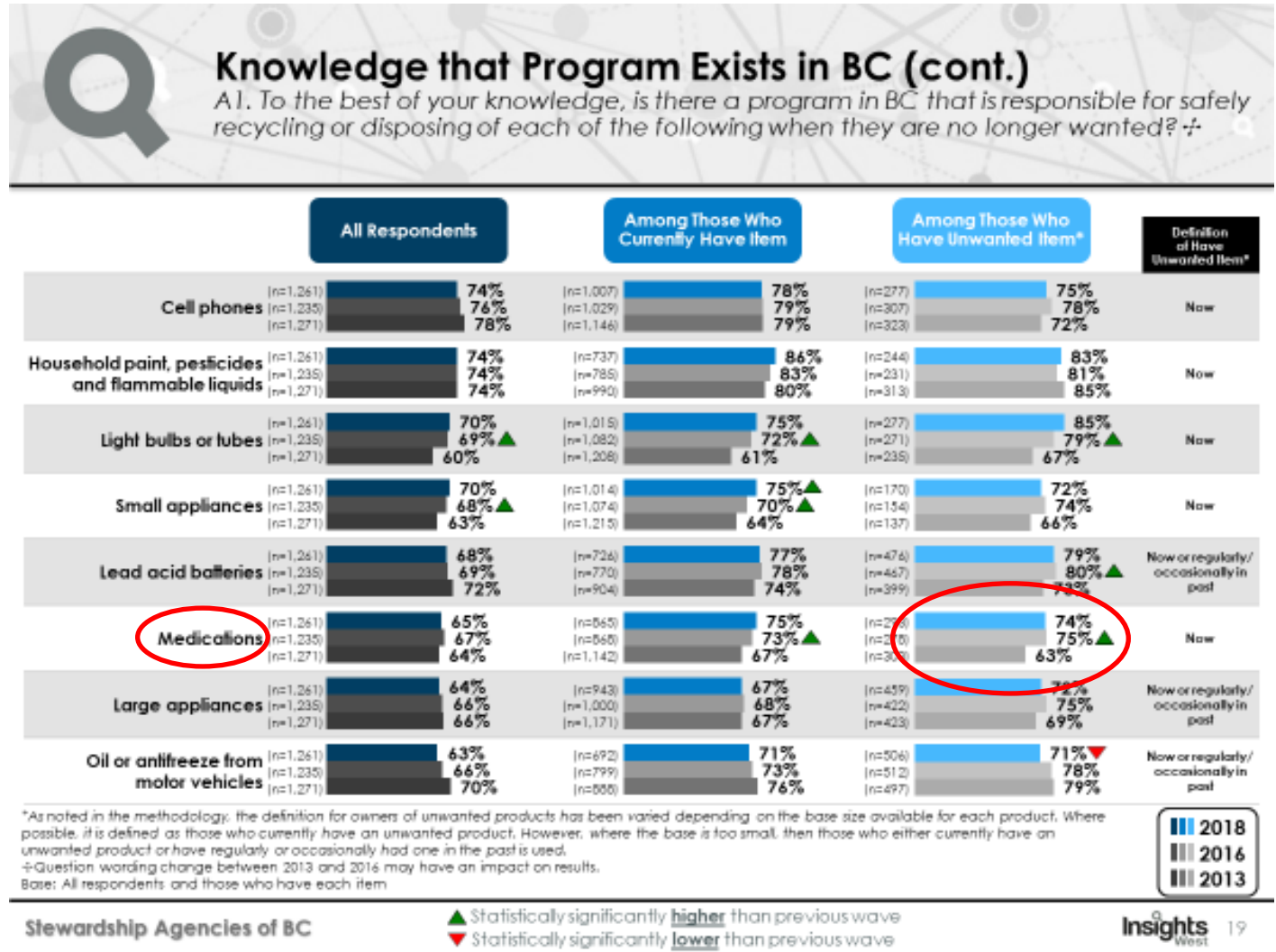
© 2018 ISMP Canada

**Appendix 5 – National Drop Off Month**

**National Drop off Month – News Media Results July 15 – Sept 15**

<b>TOTAL Reach 7,943,650</b>	
<b>News Outlet</b>	<b>Reach</b>
National Post	2M
Yahoo News Cda	1M
Vancouver Sun	909K
Ottawa Citizen	679K
The Province (BC)	411K
Calgary Herald	398K
Hamilton Spectator	322K
London Free Press	186K
Windsor Star	174K
Saskatoon Star Phoenix	109K
Regina Leader Post	99K
Chinese Cdn Papers	90K
Infotel News	57K
Blackburn News	53K
St Catherine's Standard	43K
Peterborough Examiner	23K
Niagara Falls Review	19K
<b>Metroland Media Group (INCLUDES)</b>	<b>approx 150K</b>

Appendix 6 - SABC Insight Survey 2018

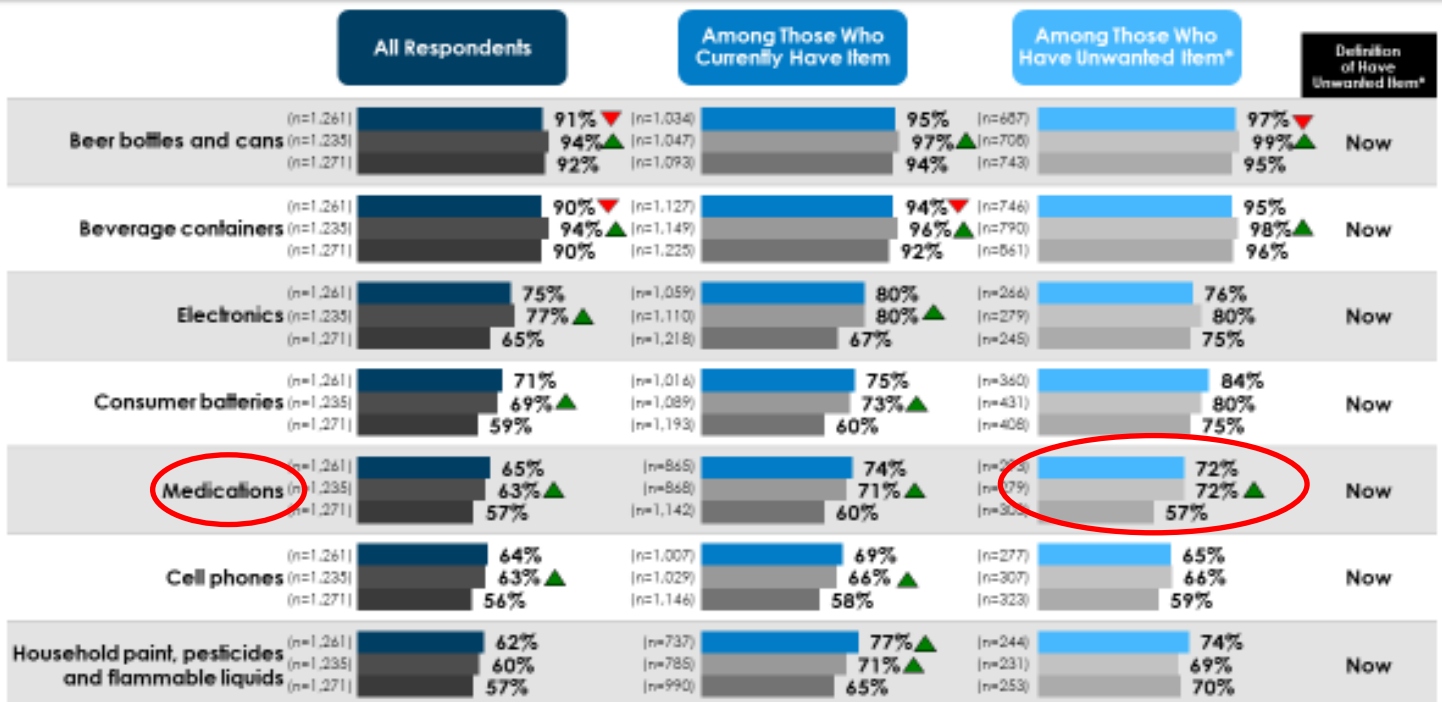






## Knowledge of Locations to Take Unwanted Items

A4. Are you aware of where to take these products for recycling or safe disposal? That is, do you know locations or places in your area that take each of the following from consumers? A4a. Are you aware of what to do with the following to ensure they are recycled?



\*As noted in the methodology, the definition for owners of unwanted products has been varied depending on the base size available for each product. Where possible, it is defined as those who currently have an unwanted product. However, where the base is too small, then those who either currently have an unwanted product or have regularly or occasionally had one in the past is used.  
Base: All respondents and those who have each item



Stewardship Agencies of BC

▲ Statistically significantly higher than previous wave  
▼ Statistically significantly lower than previous wave

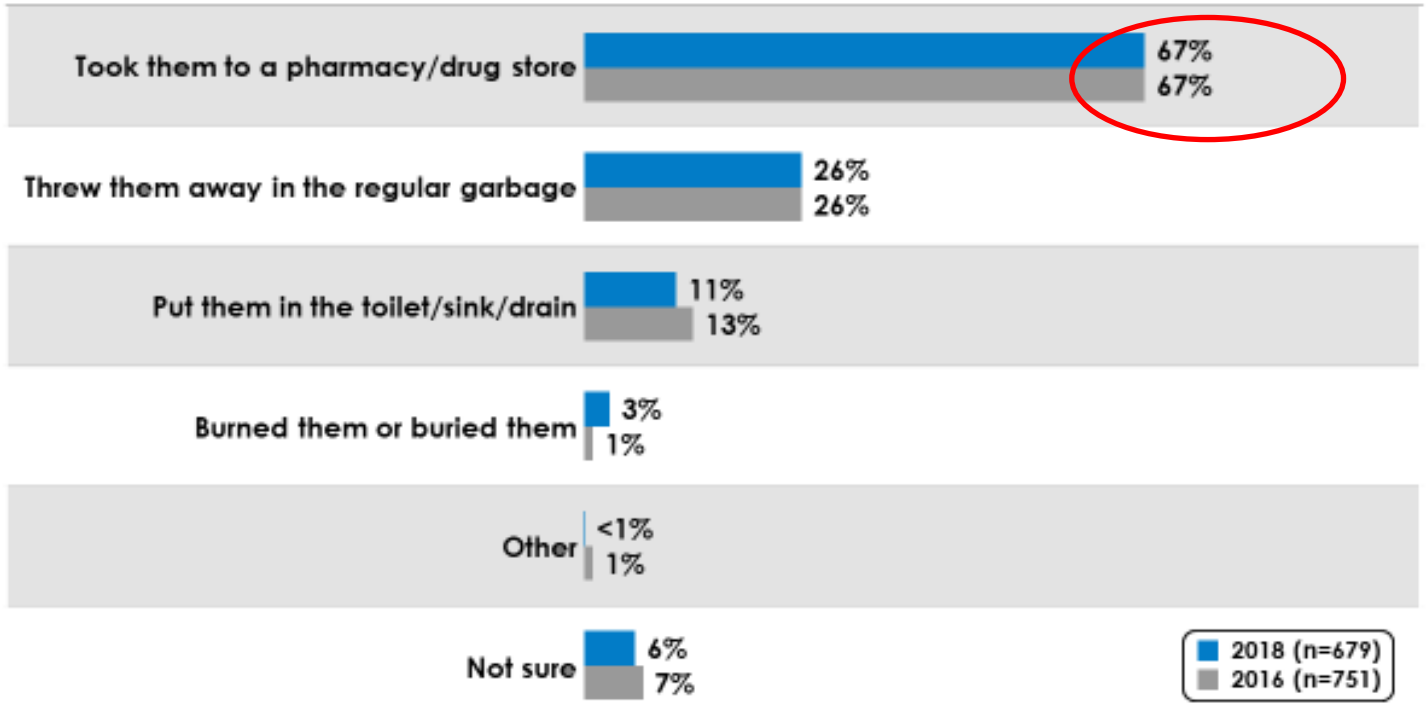
Insights West 21



## Disposal of Unwanted Medications

(Among Those With Unwanted Medications)

C5. In the past, when you had unwanted or expired medications, which of the following did you do to get rid of them?



Base: Currently or in past have had have unwanted medications

Stewardship Agencies of BC

▲ Statistically significantly **higher** than previous wave  
▼ Statistically significantly **lower** than previous wave

Insights West 31

## Appendix 7 - BC Collection Sites

108 Stop Pharmacy	Aaronsons Pharmacy	Ackroyd Pharmacy
Advanced Care Specialty Pharmacy	Agassiz Pharmacy	Albert Bay Drugs
Alberto Pharmacy #1	Alberto Pharmacy #2	Aldergrove Community Pharmacy
Aldergrove Medical Pharmacy LT	All Care Pharmacy #2	Alouette Pharmacy
Alpine Drug Mart IDA	Anchor Compounding Pharmacy	Anderson's Pharmacy No.1
Andreen's Medicine Centre	Anitas Pharmacy	Armstrong Pharm & Wellness Ctr
Askews Pharmacy	Aspen Remedy's Rx Pharmacy	Bahr's Pharmacy
Bain's Pharmacy	Balanced Health Integrative Pharmacy	
Barrys Drugs	BC Drugs Pharmacy	Bentall Pharmacy
Beyond Pharmacy	Biopro Biologics Pharmacy	Bioscript Pharmacy
Blacks Pharmacy	Blueridge Pharmacy	Bond Street Pharmacy
Bonsor Pharmacy	Boomer Drugs	Boundary Pharmacy
Brentwood Pharmacy	Brookwood Remedy's RX	Brookwood Remedy's Rx #2
Bula Pharmacy	Burke Mountain Pharmacy	Burnaby Square Prescriptions Ltd
C.R.C Drugs	Cambell River Health & Drug	Cambie Pharmasave #037
Campus Medicine Ctr Pharmacy	Candrug	Canpharm Drugs
Capitol Hill Pharmacy	Care and Cure Pharmacy	Care In Motion Pharmacy
CareRx Vancouver	Careville Pharmacy	Carmi Remedy's Rx
Cascade Pharmacy	Castlegar Community Pharmacy	Cates Medicine Centre
Cedar Hills Drug Mart #100		Central Drug
Central Drug Store	Central Drugs	Central Drugs - Beban Plaza
Central Drugs #02	Central Drugs-Pacific Station	Central Park Pharmacy
Central Pharmacy	Centric Health Pharmacy	Choices Pharmacy
City Centre Pharmacy Remedy's Rx	Clayton Heights Pharmacy	Clearbrook Pharmacy
Clinic Drugstore	Cloud Pharmacy	Coastal Care Pharmacy
Coastal Care Pharmacy #2	Columbia Prescription Xpress	Columbia Street Pharmacy
Community Apothecary	Community Apothecary #2	Community Outreach Pharmacy
Comox Rexall Drugstore #7102	Continental Pharmacy	Continental Pharmacy #2
Coolaid Dispensary	Cooper's Foods Pharmacy	Cooper's Foods Pharmacy #160

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Cordova Bay Pharmacy IDA	Corning Drugs Ltd #1	Corning Drugs Ltd #2
Costco Pharmacy #051	Costco Pharmacy #054	Costco Pharmacy #055
Costco Pharmacy #059	Costco Pharmacy #1092	Costco Pharmacy #1240
Costco Pharmacy #155	Costco Pharmacy #158	Costco Pharmacy #161
Costco Pharmacy #163	Costco Pharmacy #255	Costco Pharmacy #256
Costco Pharmacy #259	Costco Pharmacy #548	Costco Pharmacy #552
Cottonwood Pharmacy Remedy's RX	Courtenay Pharmacy	Cove Pharmacy
Cowrie Pharmacy	Cranbrook IDA Pharmacy	Cridge Family Pharmacy
Crossroads Remedy's Rx Pharmacy	Crystal Pharm & Medical Supply	Davie Pharmacy
Davies Prescriptions	Dean Pharmacy	Deep Cove Pharmacy
Delta Prescription Clinic	Donex Pharmacy & Department Store	Downtown Clinic Pharmacy
Drug Smart Pharmacy #301	Drugland Pharmacy	Drugstore Pharmacy #1517
Drugstore Pharmacy #1519	Drugstore Pharmacy #1525	Drugstore Pharmacy #1526
Drugstore Pharmacy #1553	Drugstore Pharmacy #1555	Drugstore Pharmacy #1558
Drugstore Pharmacy #1562	Drugstore Pharmacy #6708	Drugstore Pharmacy #6722
Drugstore Pharmacy #6732	Drugstore Pharmacy #6733	Drugstore Pharmacy #6734
Drugstore Pharmacy #8551	Drugstore Pharmacy #8563	Drugstore Pharmacy #8576
Drugstore Pharmacy #8581	Drugstore Pharmacy #8585	Drugstore Pharmacy #8588
Drugstore Pharmacy #9047	Dundas Remedy's RX Pharmacy	Dyck's Pharmacist (Glenmore)
Dyck's Pharmacists (pandosa)	Dyck's Pharmacists (Springfield)	Dyck's Pharmacists (St.Paul)
Eagle Valley Pharmacy Ltd	ESQ- Westshore Health Unit VIHA	East End Pharmacy
Eastside Pharmacy	Edmonds Pharmadrugs	Elements Compounding Pharmacy
Elkford Drugstore	Enderby Pharmacy and Wellness Centre	Estevan Pharmacy Limited
Evergreen Pharmacy	Everwell Pharmacy	Express Scripts Canada Pharmacy
Fairway Drug Mart	Family Care Pharmacy #1	Family Care Pharmacy #2
Family Care Pharmacy #3	Family Care Pharmacy #4	Finlandia Pharmacy
Fleetwood Pharmacy Remedy'sRx	Forbes Pharmacy	Forbes Pharmacy #040
Forbes Pharmacy Burnside	Forbes Pharmacy Goldstream	Forbes Pharmacy IDA
Forbes Pharmacy Millstream	Forbes- Queen Charlotte Islands Pharmacy	Fort Nelson Pharmacy
Fort Royal Pharmacy	Fort St John Phrm&Wellness Ctr	Fortune Creek Pharmacy
Fraser Canyon Pharmacy #312	Fraser Heights Pharmacy Ltd	Fraser Lake Medicine Centre

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Fraser Neighbourhood	Fraser Pharmacy	Fraserview Pharmacy Ltd
	Fruitvale Pharmacy Ltd	Gaetz Pharmacy
Gain Pharmacy	Garden Park Pharmacy	Garden Park Pharmacy NO .2
Garlane Pharmacy #1	Garlane Pharmacy #2	Garlane Prescriptions
Garrison Pharmacy	Gateway Pharmacy	Generation Pharmacy
Gilmore Remedy's Rx	Gladwin Pharmacy	Glen Pharmacy
Glover Medicine Ctr Pharmacy	Glovers Medicine Centre Pharma	Golden Ears Pharmacy
Golden Family Pharmacy	Gonzales Pharmacy	Good Health Pharmacy
Gordon Head/ Oak Bay Community Health Services	Gourlays Golden Pharmacy	Grays Compounding Remedy RX
Grove Pharmacy	Guildford Drug Ltd	Haney Pharmacy
Happy Face Pharmacy Remedys Rx	Harbourside PharmaChoice	Harbourview Drugstore
Hardy Bay Drug Store	Hart Drug Mart	Harvard Pharmacy
Harvest Drive Pharmacy	Health One Pharmacy	HealthPlus Pharmacy
HealthPlus Pharmacy #2	Healthside Pharmacy	Heart IDA at Shelbourne Plaza
Heart IDA Cadboro Bay Pharmacy	Heart IDA Farfield Pharmacy	Island Health – Home & Community Care
Heritage Park Pharmacy	High Gate pharmacy Ltd	Hillcrest Pharmacy
Hillside Family Pharmacy	Hogarths Clinic Pharmacy Ltd	Hollyburn Medicine Ctr Pharm
Home and Community Care	Homelinx Pharmacy	Hope Pharmacy
Howe Sound Pharmacy Ltd	Icare Remedy's Rx	Ideal Drug Mart Ltd
IGS Value Drug Mart	Imperial Pharmacy	Indigo Pharmacy
Ingram Clinic Pharmacy	Inwell Pharmacy Metrotown	Island Pharmacy #06
Island Pharmacy #1	Island Pharmacy #10	Island Pharmacy #2
Island Pharmacy #3	Island Pharmacy #4	Island Pharmacy #5
JC Pharmacy	Jeffs IDA Pharmacy	Jericho Pharmacy & Health Food Store
Kaslo drugs Ltd	Kent Pharmacy Ltd	Kerrisdale Pharmacy
King George Medic Pharmacy	Kingston Pharmacy	Kingsway Pharmacy
Kleo's Pharmacy Remedy's Rx	Knights Medicine Centre	Knowltons Drugstore
Kornak & Hamms Pharmacy	Kripps Pharmacy	Krolls Surrey Pharmacy Ltd
Kootenay Boundary Reg Hosp Phm	Lake Country Remedy's RX	Lakeside Medicine Centre
Lakeside Pharmacy	Lallicare Pharmacy #1	Lallicare Pharmacy #2

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Lambert-Kipp Pharmacy Ltd	Lancaster Prescriptions #1	Lancaster Prescriptions #4
Langdon Pharmacy	Langley IDA Pharmacy	Latoria Pharmacy
Laurel Prescriptions	Lillooet IDA Pharmacy	Lincoln Pharmacy
Lions Gate Pharmacy	Living Room Pharmacy	Loblaw Pharmacy #1518
Loblaw Pharmacy #1520	Loblaw Pharmacy #1521	Loblaw Pharmacy #1522
Loblaw Pharmacy #1523	Loblaw Pharmacy #1524	Loblaw Pharmacy #1527
Loblaw Pharmacy #1528	Loblaw Pharmacy #1531	Loblaw Pharmacy #1532
Loblaw Pharmacy #1551	Loblaw Pharmacy #1552	Loblaw Pharmacy #1554
Loblaw Pharmacy #1556	Loblaw pharmacy #1557	Loblaw Pharmacy #1559
Loblaw Pharmacy #1560	Loblaw Pharmacy #1561	Loblaw Pharmacy #1563
Loblaw Pharmacy #1564	Loblaw Pharmacy #4368	Loblaw Pharmacy #4369
Loblaw pharmacy #4382	Loblaw Pharmacy #4399	Loblaw Pharmacy #4534
Loblaw Pharmacy #4590	Loblaw Pharmacy #4596	Loblaw Pharmacy #4612
Loblaw Pharmacy #4627	Loblaw Pharmacy #4907	
Loblaw Pharmacy #4979	Loblaw Pharmacy #4981	Loblaw Pharmacy #4983
Loblaw pharmacy #4984	Loblaw Pharmacy (T&T Market)	Locks Prescription Pharma Ltd
	London Drugs #02	London Drugs #03
London Drugs #04	London Drugs #05	London Drugs #06
London Drugs #07- Hastings	London Drugs #08	London Drugs #09 - Guildford
London Drugs #10	London Drugs #11	London Drugs #12
London Drugs #14	London Drugs #15	London Drugs #16
London Drugs #17	London Drugs #18	London Drugs #19
London Drugs #25	London Drugs #28	London Drugs #29
London Drugs #35	London Drugs #36	London Drugs #37
London Drugs #39	London Drugs #41	London Drugs #42
London Drugs #44 - Park Royal	London Drugs #46	London Drugs #47
London Drugs #50	London Drugs #51	London Drugs #52
London Drugs #53	London Drugs #54 -Tillicum Road	London Drugs #55
London Drugs #56	London Drugs #61	London Drugs #67
London Drugs #70	London Drugs #71	London Drugs #72
London Drugs #73	London Drugs #74	London Drugs #75

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London Drugs #76	London Drugs #77	London Drugs #78
London Drugs #80	London Drugs #81	London Drugs #82
London Drugs #85	Longevity Compounding Pharmacy	Lonsdale & 3rd Pharmacy
Lonsdale Pharmacy	Low Cost Western Pharmacy	Low Cost Western Pharmacy #2
Lumby Pharmacy	Lynnvalley Pharmacy	MacDonalds Prescriptions #3
MacDonalds Prescriptions #4	MacDonalds Prescriptions #5	MacDonalds Prescriptions Ltd
Maggie's Pharmacy	Maillardville Rexall Drug Store #7110	Main Prescriptions
	Main Street Remedys RX	Mandasi Pharmacy
Mann's Prescription Pharmacy	Manshadi Pharmacy #2	Mar Mar Pharmacy
Mark's Marine Pharmacy	Marks Pharmacy	Marshall Pharmacy Ltd
Mary's pharmacy	Masset Pharmasave #076	McCallum Pharmacy
McCue Drugs	McKesson Spclty Prescript Svcs	Meadows Pharmacy
Medica Pharmacy Ltd.	Medical Centre Pharmacy	Medical Centre Prescriptions
Medical Tower Drugs LTD	Medicare Pharmacy	Medicine Centre #4
Medicine Guru Pharmacy #2	Medicine Shoppe #116	Medicine Shoppe #142
Medicine Shoppe #148	Medicine Shoppe #149	Medicine Shoppe #156
Medicine Shoppe #163	Medicine Shoppe #168	Medicine Shoppe #169
Medicine Shoppe #175	Medicine Shoppe #195	Medicine Shoppe #221
Medicine Shoppe #231	Medicine Shoppe #239	Medicine Shoppe #240
Medicine Shoppe #253	Medicine Shoppe #254	Medicine Shoppe #255
Medicine Shoppe #259	Medicine Shoppe #268	Medicine Shoppe #281
Medicine Shoppe #285	Medicine Shoppe #292	Medicine Shoppe #309
Medicine Shoppe #312	Medicine Shoppe #321	Medicine Shoppe #325
Medicine Shoppe #332	Medicine Shoppe #333	Medicine Shoppe #350
Medicine Shoppe #352	Medicine Shoppe #356	Medicine Shoppe #361
Medicine Shoppe #369/ China Creek Pharmacy LTD	Medicine Shoppe #379	Medicine Shoppe Pharmacy #358
Medicine Shoppe Pharmacy #367		Mediglen Pharmacy
Medis Pharmacy	Medisave Pharmacy #1	Medisave Pharmacy #3
Medisave Pharmacy #4	Medisave Pharmacy #6	Medisave Pharmacy #7
Medlandia Compounding Pharmacy	Medplus Pharmacy #8	MedPure Natural Pharmacy
Med-X Pharmacy	Memorial Compounding Medicine Ctr	Metrocare Pharmacy

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Metropolitan Pharmacy	Minoru Pharmacy	Miracle Prescriptions Remedy's Rx
Mission IDA Pharmacy	MJs Natural Pharmacy	MJs Natural Pharmacy #2
MJs Natural Pharmacy #3	Morgan Creek Medicine Centre	Mount IDA Pharmacy
Munro's Sorrento Prescriptions	Nanaimo Pharmacy	Nanoose Pharmacy
Naz's Pharmacy #3	Naz's Pharmacy #4	Naz's Pharmacy No. 5 Ltd.
Naz's Pharmacy No. 6 Ltd	Naz's Prescription Plus Pharm #2	Naz's Prescription Plus Pharma
Nelson Remedy's Rx	Nesters Pharmacy	Nesters Pharmacy & Wellness - Squamish
Nesters Pharmacy SFU	New Denver Community Pharmacy	New Life Pharmacy
Newgen Pharmachoice	Next Door Pharmacy	Nolans Clinic Pharmacy
Nolans Pharmasave drugs #222	Nordly's Pharmacy Ltd.	North End Pharmacy Remedy's Rx
North Shore Pharmacy	North West Pharmacy	Northmount Pharmacy Ltd
Northshore Drugstore Remedy's RX	Northview Pharmacy	Nurture Rx Pharmacy
Ocean Walk Pharmacy	OH pharmacy	Okanagan Pharmacy
Oliver Pharmacy Remedy's Rx	Omicare Pharmacy	Orchard Remedy's Rx
Otter Co-op Pharmacy		Overwaitea Pharmacy #16
Overwaitea Pharmacy #21	Overwaitea Pharmacy #219	Overwaitea Pharmacy #24
Owl Drugs	P & A Pharmacy Ltd	Pacific Care Pharmacy
Pacific Pharmacy #1	Pacific Pharmacy #2	Pacific Prescriptions & medical supplies #2
Pandora Pharmacy	Park Pacific Pharmacy	Parkridge IDA Pharmacy
PDC Pharmacy	Peace Pharmacy	Peachland Pharmacy
Pemberton Pharmacy LTD	Pender Island Pharmacy	Peninsula Health Unit
Peoples Drug Mart #072	Peoples Drug Mart #110	Peoples Drug Mart #122
Peoples Drug Mart #128	Peoples Drug Mart #134	Peoples Drug Mart #135
Peoples Drug Mart #137	Peoples Drug Mart #146	Peoples Drug Mart #169
Peoples Drug Mart #188	Peoples Drug Mart #239	Peoples Drug Mart #288
Peoples Drug Mart #301	Peoples Drug Mart #321	Peoples Drug Mart #334
Peoples Drug Mart #344	Peoples Drug Mart #356	Peoples Drug Mart #369
Peoples Drug Mart #374	Peoples Drug Mart #379	Peoples Drug Mart #380
Peoples Pharmacy #325	Peoples Pharmacy #372	Peoples Pharmacy #373
Peoples Pharmacy #392	Peoples Pharmacy #398	PG Gateway Pharmacy



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PharmaChoice #007	Pharmachoice #9045	Pharmachoice #9062
Pharmachoice Maple Ridge Pharmacy	Pharmachoice South Slope	Pharmacists Clinic
Pharmacy Drugstore	Pharmacy Drugstore #2	Pharmacy Apoteka
Pharmalife Pharmacy	Pharmasave #006	Pharmasave #008
Pharmasave #013	Pharmasave #021	Pharmasave #026
Pharmasave #028	Pharmasave #032	Pharmasave #034
Pharmasave #042	Pharmasave #043	Pharmasave #057
Pharmasave #059	Pharmasave #060	Pharmasave #063
Pharmasave #065	Pharmasave #066	Pharmasave #071
Pharmasave #073	Pharmasave #075- Telepharmacy	Pharmasave #077
Pharmasave #081	Pharmasave #082	Pharmasave #083
Pharmasave #084	Pharmasave #086	Pharmasave #089
Pharmasave #092	Pharmasave #095	Pharmasave #097
Pharmasave #100	Pharmasave #1001	Pharmasave #1002 -Bridge Pharmacy
Pharmasave #1008	Pharmasave #102	Pharmasave #105
Pharmasave #106	Pharmasave #107	Pharmasave #108
Pharmasave #1100	Pharmasave #1106	Pharmasave #115
Pharmasave #120	Pharmasave #129	Pharmasave #139
Pharmasave #142	Pharmasave #148	Pharmasave #151
Pharmasave #154	Pharmasave #162	Pharmasave #178
Pharmasave #179	Pharmasave #181	Pharmasave #182
Pharmasave #183	Pharmasave #19	Pharmasave #190
Pharmasave #198	Pharmasave #202	Pharmasave #203
Pharmasave #205	Pharmasave #206	Pharmasave #211
Pharmasave #213	Pharmasave #214	Pharmasave #221
Pharmasave #230	Pharmasave #232	Pharmasave #241
Pharmasave #242	Pharmasave #244	Pharmasave #246
Pharmasave #248	Pharmasave #249	Pharmasave #250
Pharmasave #253	Pharmasave #255	Pharmasave #257
Pharmasave #260	Pharmasave #264	Pharmasave #265
Pharmasave #267	Pharmasave #270	Pharmasave #275

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Pharmasave #276	Pharmasave #278	Pharmasave #280
Pharmasave #282	Pharmasave #284	Pharmasave #285
Pharmasave #286	Pharmasave #287	Pharmasave #291
Pharmasave #296	Pharmasave #298	Pharmasave #67
Pharmasave #79	Pharmasave #87	Pharmasave #96
Pharmasave Courtenay # 1006	Pharmasave Gateway Crossing #053	Pharmasave Health Center #056
Pharmasave Health Centre #001	Pharmasave Health Centre #002	Pharmasave Health Centre #003
Pharmasave Health Centre #004	Pharmasave Health Centre #005	Pharmasave Health Centre #007
Pharmasave Health Centre #010	Pharmasave Health Centre #011	Pharmasave Health Centre #014
Pharmasave Health Centre #015	Pharmasave Health Centre #016	Pharmasave Health Centre #017
Pharmasave Health Centre #020	Pharmasave Health Centre #022	Pharmasave Health Centre #024
Pharmasave Health Centre #027	Pharmasave Health Centre #029	Pharmasave Health Centre #030
Pharmasave Health Centre #038	Pharmasave Health Centre #049	Pharmasave Health Centre #050
Pharmasave Health Centre #051	Pharmasave Health Centre #052	Pharmasave Health Centre #058
Pharmasave Health Centre #061	Pharmasave Health Centre #064	Pharmasave Health Centre #080
Pharmasave Health Centre #094	Pharmasave Health Centre #098	Pharmasave Health Centre #099
Pharmasave Health Centre #1000	Pharmasave Health Centre #1007	Pharmasave Health Centre #1011
Pharmasave Health Centre #1110	Pharmasave Health Centre #130	Pharmasave Health Centre #167
Pharmasave Health Centre #207	Pharmasave Health Centre #012	Pharmasave Health Centre #1010
Pharmasave Newton # 91	Pharmasave Oak Bay #152	Pharmasave Shannon Mews #018
Pharmasave Steveston Village	Pharmasave Willowbrook# 1017	
Pharmatrust Pharmacy #2	Pharmawest Pharmacy	Pharmcity Drugs #3
Pharmasave Health Centre #045	Phoenix Dispensary Ltd	PHS Labpharma
Pier Health Resource Centre	Pinetree Pharmacy	Platinum Care Pharmacy
Plaza Pharmacy	Point Grey Pharmacy	Pratts Compounding Pharmacy
Prescription Hlth Studio Inc		Pricesmart Foods #2281
Pricesmart Foods Pharmacy #2240	Pricesmart Foods Pharmacy #2274	Princeton Pharmacy
Pro-Health Pharmacy	Promontory Pharmacy	Prosper Pharmacy
Prosper Pharmacy N0.2	Prosper Pharmacy N0.3	Pure Integrative Pharmacy #10
Pure Integrative pharmacy #17	Pure Integrative Pharmacy #18	Pure Integrative Pharmacy #19
Pure Integrative Pharmacy #21	Pure Integrative Pharmacy #23	Pure Integrative Pharmacy #25

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Pure Integrative Pharmacy #26	Pure Integrative Pharmacy #27	Pure Integrative Pharmacy #4
Pure Integrative Pharmacy #5	Pure Integrative Pharmacy #6	Pure Integrative Pharmacy #9
Pure Pharmacy #24	Pure Pharmacy Health Centre #01	Quadra Maple Pharmacy
Quadra Village Drug Mart	Qualicum Medicine Centre	Queens Apothecary Ltd
Queensborough Community Pharma	R.E.A.C.H. Centre Pharmacy	Rainforest Wellness Pharmacy
Regency Medicine Centre #2	Regency Medicine Centre #6	Regency Prescriptions #1
	Reid Street Pharmacy	Remedy's Rx #202
Remedy's Rx #261	Remedy's RX #298	Remedy's Rx #366
Remedy's Rx #367	Remedy's Rx Ridgeway Pharmacy	Remedy's SRX North Ave. Pharmacy
Revolution Pharmacy	Rexall #7127	Rexall #7164
Rexall #7167	Rexall #7171	Rexall #7174
Rexall Drug Store #7103	Rexall Drug Store #7104	Rexall Drug Store #7107
Rexall Drug Store #7111	Rexall Drug Store #7114	Rexall Drug Store #7116
Rexall Drug Store #7117	Rexall Drug Store #7121	Rexall Drug Store #7122
Rexall Drug Store #7123		Rexall Drug Store #7126
Rexall Drug Store #7128	Rexall Drug Store #7129	Rexall Drug Store #7133
Rexall Drug Store #7139	Rexall Drug Store #7152	Rexall Drug Store #7154
Rexall Drug Store #7157	Rexall Drug Store #7158	Rexall Drug Store #7159
Rexall Drug Store #7160	Rexall Drug Store #7161	Rexall Drug Store #7162
Rexall Drug Store #7169	Rexall Drug Store #7170	Rexall Drug Store #7175
Rexall Drug Store #7177	Rexall Drug Store #7181	Rexall Drug Store #7182
Rexall Drug Store #7185	Rexall Drug Store #7187 (Courtenay)	Rexall Drug Store #7191
Rexall Drug Store #7193	Rexall Drug Store #7194	Rexall Drug Store #7195
Rexall Drug Store Royal Centre #7149	Rexall Pharmacy #7131	Rexall Pharmacy #7136
Rexall Pharmacy #7163	Richmond Medical Pharmacy	Ritecare Pharmacy
Robins Pharmacy		Rose Valley Pharmacy Remedy's Rx
Royal City Drugs	Royal Oak Health Unit	Rutland Medical Pharmacy
Rx Drug Mart #1000	Rx Drug Mart #1001	Rx Drug Mart #1002
Rx Drug Mart #1003	Rx Pharmacy Solutions	
RX Ram Pharmacy Specialists	Rx Ram Pharmacy Specialists Millstone	SafeMed Pharmacy
Safeway Food & Drug Pharma #007	Safeway Food & Drug Pharma #082	Safeway Food & Drug Pharma #1

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Safeway Food & Drug Pharma #109	Safeway Food & Drug Pharma #121	Safeway Food & Drug Pharma #122
Safeway Food & Drug Pharma #123	Safeway Food & Drug Pharma #126	Safeway Food & Drug Pharma #127
Safeway Food & Drug Pharma #133	Safeway Food & Drug Pharma #14	Safeway Food & Drug Pharma #140
Safeway Food & Drug Pharma #142	Safeway Food & Drug Pharma #144	Safeway Food & Drug Pharma #148
Safeway Food & Drug Pharma #153	Safeway Food & Drug Pharma #161	Safeway Food & Drug Pharma #162
Safeway Food & Drug Pharma #165	Safeway Food & Drug Pharma #170	Safeway Food & Drug Pharma #184
Safeway Food & Drug Pharma #193	Safeway Food & Drug Pharma #198	Safeway Food & Drug Pharma #2
Safeway Food & Drug Pharma #2271	Safeway Food & Drug Pharma #23	Safeway Food & Drug Pharma #33
Safeway Food & Drug Pharma #38	Safeway Food & Drug Pharma #42	Safeway Food & Drug Pharma #43
Safeway Food & Drug Pharma #44	Safeway Food & Drug Pharma #47	Safeway Food & Drug Pharma #4900
Safeway Food & Drug Pharma #4908	Safeway Food & Drug Pharma #4940	Safeway Food & Drug Pharma #4942
Safeway Food & Drug Pharma #4963	Safeway Food & Drug Pharma #4970	Safeway Food & Drug Pharma #53
Safeway Food & Drug Pharma #58	Safeway Food & Drug Pharma #59	Safeway Food & Drug Pharma #62
Safeway Food & Drug Pharma #70	Safeway Food & Drug Pharma #71	Safeway Food & Drug Pharma #78
Safeway Food & Drug Pharma #84	Safeway Food & Drug Pharma #88	Safeway Food & Drug Pharma #89
Safeway Food & Drug Pharma #90	Safeway Food & Drug Pharma #92	Safeway Food & Drug Pharma #93
Safeway Food & Drug Pharma #99	Safeway Food & Drug Pharmacy #820	Safeway Pharmacy #4904
Safeway Pharmacy #4906	Safeway Pharmacy #4919	Safeway Pharmacy #4927
Safeway Pharmacy #4941	Safeway Pharmacy #4949	Safeway Pharmacy #4956
Safeway Pharmacy #4967	Safeway Pharmacy #4972	Safeway Pharmacy #4977
Saigon Pharmacy	Salmon Arm Prescription Centre	Salt Spring Pharmacy
Sams Pharmacy	Sandell IDA Pharmacy	Sardis pharmacy
Satnam Pharmacy	Save on Foods Pharmacy # 2227	Save on Foods Pharmacy # 2246
Save-On-Foods #918	Save-On-Foods #963	Save-On-Foods Pharmacy
Save-On-Foods Pharmacy #2207	Save-On-Foods Pharmacy #2208	Save-On-Foods Pharmacy #2210-W
Save-On-Foods Pharmacy #2213	Save-On-Foods Pharmacy #2215	Save-On-Foods Pharmacy #2221
Save-On-Foods Pharmacy #2224	Save-On-Foods Pharmacy #2228	Save-On-Foods Pharmacy #2235
Save-On-Foods Pharmacy #2242	Save-On-Foods Pharmacy #2249	Save-On-Foods Pharmacy #2263
Save-On-Foods Pharmacy #902	Save-On-Foods Pharmacy #903	Save-On-Foods Pharmacy #904
Save-On-Foods Pharmacy #907	Save-On-Foods Pharmacy #909	Save-On-Foods Pharmacy #910
Save-On-Foods Pharmacy #915	Save-On-Foods Pharmacy #916	Save-On-Foods Pharmacy #919

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Save-On-Foods Pharmacy #921	Save-On-Foods Pharmacy #922	Save-On-Foods Pharmacy #924
Save-On-Foods Pharmacy #928	Save-On-Foods Pharmacy #929	Save-On-Foods Pharmacy #930
Save-On-Foods Pharmacy #931	Save-On-Foods Pharmacy #932	Save-On-Foods Pharmacy #933
Save-On-Foods Pharmacy #935	Save-On-Foods Pharmacy #936	Save-On-Foods Pharmacy #937
Save-On-Foods Pharmacy #939	Save-On-Foods Pharmacy #943	Save-On-Foods Pharmacy #946
Save-On-Foods Pharmacy #947	Save-On-Foods Pharmacy #948	Save-On-Foods Pharmacy #951
Save-On-Foods Pharmacy #952	Save-On-Foods Pharmacy #954	Save-On-Foods Pharmacy #955
Save-On-Foods Pharmacy #956	Save-On-Foods Pharmacy #957	Save-On-Foods Pharmacy #962
Save-On-Foods Pharmacy #963	Save-On-Foods Pharmacy #965	Save-On-Foods Pharmacy #966
Save-On-Foods Pharmacy #967	Save-On-Foods Pharmacy #968	Save-On-Foods Pharmacy #969
Save-On-Foods Pharmacy #970	Save-On-Foods Pharmacy #971	Save-On-Foods Pharmacy #972
Save-On-Foods Pharmacy #973	Save-On-Foods Pharmacy #975	Save-On-Foods Pharmacy #977
Save-On-Foods Pharmacy #979	Save-On-Foods Pharmacy #980	Save-On-Foods Pharmacy #981
Save-On-Foods Pharmacy #983	Save-On-Foods Pharmacy #984	Save-On-Foods Pharmacy #985
Save-On-Foods Pharmacy #987	Save-On-Foods Pharmacy #988	Save-On-Foods Pharmacy #989
Save-On-Foods Pharmacy #990	Save-on-foods Pharmacy #991	Save-On-Foods Pharmacy #992
Save-On-Foods Pharmacy #993	Save-On-Foods Pharmacy #995	Save-On-Foods Pharmacy #996
Save-On-Foods Pharmacy #999	Scott Road Pharmacy	Scottcare Pharmacy
Seabird Pharmacy	Service Plus #3	Shawnigan Lake Peoples Phrm #304
Shoppers Drug Mart #0201	Shoppers Drug Mart #0202	Shoppers Drug Mart #0203
Shoppers Drug Mart #0204	Shoppers Drug Mart #0205	Shoppers Drug Mart #0208
Shoppers Drug Mart #0209	Shoppers Drug Mart #0210	Shoppers Drug Mart #0211
Shoppers Drug Mart #0212	Shoppers Drug Mart #0213	Shoppers Drug Mart #0214
Shoppers Drug Mart #0216	Shoppers Drug Mart #0217	Shoppers Drug Mart #0219
Shoppers Drug Mart #0221	Shoppers Drug Mart #0222	Shoppers Drug Mart #0223
Shoppers Drug Mart #0225	Shoppers Drug Mart #0226	Shoppers Drug Mart #0227
Shoppers Drug Mart #0228	Shoppers Drug Mart #0230	Shoppers Drug Mart #0231
Shoppers Drug Mart #0232	Shoppers Drug Mart #0233	Shoppers Drug Mart #0234
Shoppers Drug Mart #0236	Shoppers Drug Mart #0237	Shoppers Drug Mart #0238
Shoppers Drug Mart #0239	Shoppers Drug Mart #0241	Shoppers Drug Mart #0242
Shoppers Drug Mart #0243	Shoppers Drug Mart #0244	Shoppers Drug Mart #0246

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Shoppers Drug Mart #0248	Shoppers Drug Mart #0251	Shoppers Drug Mart #0252
Shoppers Drug Mart #0253	Shoppers Drug Mart #0254	Shoppers Drug Mart #0255
Shoppers Drug Mart #0257	Shoppers Drug Mart #0258	Shoppers Drug Mart #0260
Shoppers Drug Mart #0261	Shoppers Drug Mart #0262	Shoppers Drug Mart #0263
Shoppers Drug Mart #0265	Shoppers Drug Mart #0266	Shoppers Drug Mart #0267
Shoppers Drug Mart #0268	Shoppers Drug Mart #0269	Shoppers Drug Mart #0271
Shoppers Drug Mart #0272	Shoppers Drug Mart #0273	Shoppers Drug Mart #0275
Shoppers Drug Mart #0276	Shoppers Drug Mart #0277	Shoppers Drug Mart #0278
Shoppers Drug Mart #0279	Shoppers Drug Mart #0280	Shoppers Drug Mart #0281
Shoppers Drug Mart #0283	Shoppers Drug Mart #0286	Shoppers Drug Mart #0287
Shoppers Drug Mart #0288	Shoppers Drug Mart #0290	Shoppers Drug Mart #0291
Shoppers Drug Mart #2102	Shoppers Drug Mart #2107	Shoppers Drug Mart #2109
Shoppers Drug Mart #2112	Shoppers Drug Mart #2113	Shoppers Drug Mart #2115
Shoppers Drug Mart #2121	Shoppers Drug Mart #2122	Shoppers Drug Mart #2123
Shoppers Drug Mart #2125	Shoppers Drug Mart #2126	Shoppers Drug Mart #2127
Shoppers Drug Mart #2131	Shoppers Drug Mart #2133	Shoppers Drug Mart #2139
Shoppers Drug Mart #2141	Shoppers Drug Mart #2143	Shoppers Drug Mart #2144
Shoppers Drug Mart #2153	Shoppers Drug Mart #2156	Shoppers Drug Mart #2158
Shoppers Drug Mart #2160	Shoppers Drug Mart #2161	Shoppers Drug Mart #2200
Shoppers Drug Mart #2201	Shoppers Drug Mart #2203	Shoppers Drug Mart #2204
Shoppers Drug Mart #2205	Shoppers Drug Mart #2207	Shoppers Drug Mart #2208
Shoppers Drug Mart #2209	Shoppers Drug Mart #2210	Shoppers Drug Mart #2211
Shoppers Drug Mart #2212	Shoppers Drug Mart #2213	Shoppers Drug Mart #2214
Shoppers Drug Mart #2215	Shoppers Drug Mart #2216	Shoppers Drug Mart #2217
Shoppers Drug Mart #2218	Shoppers Drug Mart #2221	Shoppers Drug Mart #2222
Shoppers Drug Mart #2223	Shoppers Drug Mart #2224	Shoppers Drug Mart #2225
Shoppers Drug Mart #2226	Shoppers Drug Mart #2227	Shoppers Drug Mart #2228
Shoppers Drug Mart #2230	Shoppers Drug Mart #2231	Shoppers Drug Mart #2234
Shoppers Drug Mart #2235	Shoppers Drug Mart #2236	Shoppers Drug Mart #2237
Shoppers Drug Mart #2238	Shoppers Drug Mart #2239	Shoppers Drug Mart #2241
Shoppers Drug Mart #2243	Shoppers Drug Mart #2244	Shoppers Drug Mart #2245

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Shoppers Drug Mart #2246	Shoppers Drug Mart #2247	Shoppers Drug Mart #2248
Shoppers Drug Mart #2249	Shoppers Drug Mart #2250	Shoppers Drug Mart #2251
Shoppers Drug Mart #2252	Shoppers Drug Mart #2254	Shoppers Drug Mart #2255
Shoppers Drug Mart #2256	Shoppers Drug Mart #2257	Shoppers Drug Mart #2259
Shoppers Drug Mart #2260	Shoppers Drug Mart #2263	Shoppers Drug Mart #2264
Shoppers Drug Mart #2266	Shoppers Drug Mart #2267	Shoppers Drug Mart #2270
Shoppers Drug Mart #2271	Shoppers Drug Mart #2273	Shoppers Drug Mart #2274
Shoppers Drug Mart #2275	Shoppers Drug Mart #2276	Shoppers Drug Mart #2277
Shoppers Drug Mart #2279	Shoppers Drug Mart #2282	Shoppers Drug Mart #2283
Shoppers Drug Mart #2284	Shoppers Drug Mart #2285	Shoppers Drug Mart #2287
Shoppers Drug Mart #2288	Shoppers Drug Mart #2289	Shoppers Drug Mart #2290
Shoppers Drug Mart #2291	Shoppers Drug Mart #2292	Shoppers Drug Mart #2294
Shoppers Drug Mart #2295	Shoppers Drug Mart #2297	Shoppers Drug Mart #2299
Shoppers Drug Mart #274	Shoppers Drug Mart #3005	Shoppers Drug Mart #3007
Shoppers Drug Mart #3076	Shoppers Drug Mart #3077	Shoppers Drug Mart #3079
Shoppers Drug Mart #3082	Shoppers Drug Mart #2118	Shoppers Simply Pharmacy #3087
Sidney Pharmacy #2	Silvermere Pharmacy	Silvermere Pharmacy #2 Ltd
Similkameen Pharmacy	Sina Pharmacy	Skaha Remedy's Rx Pharmacy
Somerset Pharmacy Services	Southland Pharmacy	Sparwood Remedy's Rx
Squamish Pharmacy	St Anthony's Clinic Pharmacy #2	Sterling Centre Remedy's Rx
Steveston Pharmacy	STS Pain Pharmacy	STS Pain Pharmacy #2
Sukhs Pharmacy	Sullivan Pharmacy Inc	Summerland Medicine Centre
Suncoast Pharmacy	Suncoast Pharmacy #15	Sunnyside Evergreen Pharmacy
Sunrise Pharmacy Ltd	Sunset Pharmacy Ltd	Super Grocer & Pharmacy
Super Pharmacy	Super-Care Pharmacy	Surlang MedCentre
Synergy Wellness & Pharmacy	T&T Pharmacy Landsdowne	Vancouver Police Depart 2
Tang's Prescription Remedy's Rx	Terra Nova Pharmachoice	The Drive Pharmacy
Third Ave Evergreen Pharmacy	Thrifty Foods and Pharmacy #06	Thrifty Foods and Pharmacy #10
Thrifty Foods and Pharmacy #13	Thrifty Foods and Pharmacy #16	Thrifty Foods and Pharmacy #19
Thrifty Foods and Pharmacy #23	Thrifty Foods and Pharmacy #24	Thrifty Foods and Pharmacy #27
Thrifty Foods and Pharmacy #29	Thrifty Foods Pharmacy #9481	Total Care Pharmacy

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Town Centre Pharmacy	Tsawwassen Pharmacy	Tumbler Ridge Pharmacy
Turtle Bay Pharmacy	Unicare Pharmacy	Universal Pharmacy
University Heights Pharmacy	University Pharmacy	Urban Fare Pharmacy #914
Valley Evergreen Pharmacy	Vancouver Pharmacy - The Lux	Vanderhoof Medicine Centre
Victoria Compounding Pharmacy	Victoria Health Unit Clinical Pharmacy	View Pharmacy
Village Pharmacy	Vital Health Pharmacy	Viva Care Pharmacy
Viva Med Pharmacy		Wallace Pharmacy Ltd
Wal-Mart #1205	Wal-Mart #1207	Wal-Mart #1208
Wal-Mart Pharmacy #1011	Wal-Mart Pharmacy #1015	Wal-Mart Pharmacy #1018
Wal-Mart Pharmacy #1036	Wal-Mart Pharmacy #1077	Wal-Mart Pharmacy #1093
Wal-Mart Pharmacy #1100	Wal-Mart Pharmacy #1104	Wal-Mart Pharmacy #1106
Wal-Mart Pharmacy #1112	Wal-Mart Pharmacy #1113	Wal-Mart Pharmacy #1119
Wal-Mart Pharmacy #1143	Wal-Mart Pharmacy #1181	Wal-Mart Pharmacy #1192
Wal-Mart Pharmacy #1206		Wal-Mart Pharmacy #3008
Wal-Mart Pharmacy #3019	Wal-Mart Pharmacy #3025	Wal-Mart Pharmacy #3040
Wal-Mart Pharmacy #3042	Wal-Mart Pharmacy #3057	Wal-Mart Pharmacy #3059
Wal-Mart Pharmacy #3060	Wal-Mart Pharmacy #3070	Wal-Mart Pharmacy #3072
Wal-Mart Pharmacy #3098	Wal-Mart Pharmacy #3109	Wal-Mart Pharmacy #3158
Wal-Mart Pharmacy #3163	Wal-Mart Pharmacy #3167	Wal-Mart Pharmacy #3169
Wal-Mart Pharmacy #3183	Wal-Mart Pharmacy #3188	Wal-Mart Pharmacy #3199
Wal-Mart Pharmacy #3651	Wal-Mart Pharmacy #3652	Wal-Mart Pharmacy #3661
Wal-Mart Pharmacy #5776	Wal-Mart Pharmacy #5777	Wal-Mart Pharmacy #5834
Wal-Mart Pharmacy #5838	Wal-Mart Pharmacy #5853	Wellness Pharmacy #08
Wellness Pharmacy #2	Wellness Pharmacy #3	Wellness Pharmacy #6
Wellness Pharmacy 1	Wellness Pharmacy No. 4 Ltd	Wellness Pharmacy No. 5
Wellness Pharmacy No. 7 Ltd	Wescana Pharmacy #02	Wescana Pharmacy #03
	Wescana Pharmacy #05	Wescana Pharmacy #06
Wescana Pharmacy #07	Wescana Pharmacy #09	Wescana Pharmacy #1
West 10th Medical Pharmacy	West Coast Pharmacy	West End Medicine Centre
Westbank Remedy's Rx Pharmacy	Westin Pharmacy and Medical Supplies LTD	Westwood Pharmacy
Whalley Pharmacy	White Rock Pharmacy	Willowbrook Pharmacy



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Wilson Pharmacy	Winfield IDA Pharmacy	Winmed Pharmacy
Yale Pharmacy	Yale Road Pharmacy	YNP Dunbar Pharmacy
York Pharmacy	Your Community Pharmacy	YPS Denman Pharmacy
Yyoung Medicine Mart	YYoung Medicine Mart Main	

## Appendix 8 - Independent Assurance Report

### INDEPENDENT PRACTITIONER'S REASONABLE ASSURANCE REPORT ON SECTION 8(2)(b), (d), (e) AND (g) OF THE B.C. REGULATION 449/2004 (Recycling Regulation)

To the Ministry of the Environment and Climate Change Strategy

We have been engaged by Health Products Stewardship Association to undertake a reasonable assurance engagement in respect of the following information (collectively, "the information"), detailed within Health Products Stewardship Association's annual report to the Ministry of Environment and Climate Change Strategy and in the accompanying Appendix 1 and 2 for the year ending December 31, 2018:

- 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 B.C. Regulation 449/2004 (Recycling Regulation);
- The description of how the recovered product was managed in accordance with the pollution prevention hierarchy in accordance with Section 8(2)(d) of the Recycling Regulation;
- The total amount of the producer's product sold and collected and, if applicable, the producer's recovery rate in accordance with Section 8(2)(e) of the Recycling Regulation; and,
- Performance for the year in relation to approved targets under Section 8(2)(b), (d) and (e) in accordance with Section 8(2)(g) of the Recycling Regulation.

#### *Management's Responsibility*

Management is responsible for the preparation of the annual report comprising the information required by section 8(2)(b), (d), (e) and (g) of the Recycling Regulation in accordance with applicable criteria set out in Appendix 1 of this report. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of Health Products Stewardship Association's annual report that is free from material misstatement, whether due to fraud or error.

#### *Our Responsibility*

Our responsibility is to express a reasonable assurance opinion on Health Products Stewardship Association's information. We conducted our reasonable assurance engagement in accordance with Canadian Standard on Assurance Engagements 3000, *Attestation engagements other than audits or reviews of historical financial information*. This standard requires that we plan and perform this engagement to obtain reasonable assurance about whether Health Products Stewardship Association's information is fairly stated, in all material respects.

Reasonable assurance is a high level of assurance, but is not a guarantee that an engagement conducted in accordance with this standard will always detect a material instance of non-compliance with specified requirements when it exists. Instances of non-compliance can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users of our report. A reasonable assurance compliance reporting engagement involves performing procedures to obtain evidence about Health Products Stewardship Association's information compliance with specified requirements. The nature, timing and extent of procedures selected depend on our professional judgment, including an assessment of the risks of material misstatement of the information, whether due to fraud or error and involve obtaining evidence about the information.



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Independent member of  
MOORE STEPHENS

A reasonable assurance engagement also includes assessing the suitability in the circumstances of management's use of applicable criteria, applied as explained in Appendix 1 of this report, as the basis for preparing information required by Section 8(2)(b), (d), (e) and (g) of the Recycling Regulation; evaluating the appropriateness of quantification methods and reporting policies used, and the reasonableness of estimates made by management; and evaluating the overall presentation of the information detailed within the annual report and accompanying Appendix 1 and 2.

We believe the evidence we obtained is sufficient and appropriate to provide a basis for our opinion. Relevant information required by Section 8(2)(b), (d), (e) and (g) of the Recycling Regulation is set out in Appendix 1 and 2 of this report.

#### *Our Independence and Quality Control*

We have complied with the relevant rules of professional conduct / code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies Canadian Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance Engagements* and, accordingly, maintains a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

#### *Basis for Qualified Opinion*

As discussed in Appendix 1 of this report, quantification is subject to inherent limitation because our assessment of the total weight of all of the pharmaceuticals that were collected at the collection locations and the total weight of all pharmaceutical that were incinerated is strictly based on the information provided by the collection service providers.

In addition, as discussed in Appendix 2 of this report, Health Products Stewardship Association has not reported the recovery rate and its performance for the year ending December 31, 2018 and, therefore, we are unable to express an opinion on these items.

#### *Qualified Opinion*

In our opinion, except for the effects of the matters described in the Basis for Qualified Opinion paragraph, Health Products Stewardship Association's information for the year ended December 31, 2018, is fairly stated, in all material respects.

Marcil Lavallée

*Purpose of Statement*

Health Products Stewardship Association's information has been prepared to report to the Ministry of the Environment and Climate Change Strategy and is not intended to be and should not be used for any other purpose.

*Marcil Lavallée*

Chartered Professional Accountants, Licensed Public Accountants  
Ottawa, Ontario

June 21, 2019

Marcil Lavallée

**HEALTH PRODUCTS STEWARDSHIP ASSOCIATION**

APPENDIX 1  
DECEMBER 31, 2018

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**1. COLLECTION FACILITIES**

The location of collection facilities and any changes in the number and location of collection facilities from the previous report in accordance with Section 2(2)(b) of the Recycling Regulation.

Specific disclosures in Health Products Stewardship Association’s annual report for which evaluation criteria were developed	
Disclosure per Annual Report	Reference
Total number of collection locations in 2018 – 1,284	Pages 1 and 9 Appendix 3: Regional District Summary Report Appendix 7: BC Collection Sites
The British Columbia Medications Return Program (BCMRRP) increased the number of collection location sites again this year with 1,284 registered collection sites (1,254 in 2017) representing a total of 95% of licensed BC community pharmacies.	Section 1: Executive Summary (page 1)
Since 2000, HPSA has increased the number of registered pharmacies from 640 to 1,284 representing 95% of licensed community pharmacies in the province.	Section 4: Collection System and Facilities (page 9)

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:

- Collections facilities are facilities that have a signed contract with Health Products Stewardship Association for the collection of medications during the reporting period of January 1<sup>st</sup> to December 31, 2018.
- Health Products Stewardship Association maintains a listing of all collection facilities for the program, including the location of the collection facility, the total of which agrees to the number of collection facilities as disclosed in the Annual Report.
- The change in number of collection facilities is calculated by comparing the current number of collection facilities, a sum of all of the collection facilities that have a signed contract within a given reporting year and those that closed within the same reporting year, to the number of collection facilities reported in the prior reporting year.

**HEALTH PRODUCTS STEWARDSHIP ASSOCIATION**

APPENDIX 1  
DECEMBER 31, 2018

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**2. POLLUTION PREVENTION HIERARCHY**

The description of how the recovered product was managed in accordance with Section 8(2)(d) of the Recycling Regulation.

Specific disclosures in Health Products Stewardship Association’s annual report for which evaluation criteria were developed	
<b>Disclosure per Annual Report</b>	<b>Reference</b>
HPSA disposed 100% of the unused and expired consumer health products collected in British Columbia at government-approved facilities through incineration.	Page 10

The following evaluation criteria were applied to the description of how the recovered product was managed in accordance with the pollution hierarchy in accordance with Section 8(2)(d) of the Recycling Regulation:

- All of the products are collected by one company. For the January 1, 2018 to November 30, 2018 period, Stericycle was responsible of the collection. For the December 1, 2018 to December 31, 2018 period, Whitecap Environment Services was responsible of the collection.
- We obtained their monthly invoices, which contains a breakdown of the total product collected by weight. The report is broken down by dates and locations.
- We obtained the quarterly Certificates of Destruction provided by Stericycle. Starting December 1, 2018, SUEZ North America was responsible of the destruction, so we obtained their December 2018 Certificate of Destruction. We compared the totals on the Certificates of Destruction to the monthly invoices to ensure that they are consistent.
- We reported this total to the Annual Report for the reporting period January 1<sup>st</sup> to December 31, 2018. As per the Certificates of Destruction the total product collected was incinerated.

As established by management, there is an unavoidable risk of material misstatements due that we consider it impractical to introduce surveillance controls on the data produced by the collection service providers (Stericycle, Whitecap Environment Services and SUEZ North America) and on their control activities. Our statement on the total weight of pharmaceutical waste is strictly based on the information provided by the collection service providers.

**HEALTH PRODUCTS STEWARDSHIP ASSOCIATION**

APPENDIX 1  
DECEMBER 31, 2018

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**3. PRODUCT COLLECTION**

The description of the total amount of the producer’s product collected, in accordance with Section 8(2)(e) of the Recycling Regulation.

Specific disclosures in Health Products Stewardship Association’s annual report for which evaluation criteria were developed	
Disclosure per Annual Report	Reference
86,632.78 kg was collected in 2018	Pages 1, 3 and 10 Section 6, Table 1 Appendix 3: Regional District Summary Report
In 2018, the average volume of post-consumer health products returned per capita was 0.0186 kg representing a total volume of 86,632.78 kg of consumer health products returned for disposal (Appendix 3).	Section 6: Product sold and collected and recovery rate (page 10)

The following evaluation criteria were applied to the description of the total amount of producer’s product accordance with Section 8(2)(e) of the Recycling Regulation:

- All of the product is collected by one company, Stericycle. For the January 1, 2018 to November 30, 2018 period, Stericycle was responsible of the collection. For the December 1, 2018 to December 31, 2018 period, Whitecap Environment Services was responsible of the collection.
- We obtained their monthly invoices, which contains a breakdown of the total product collected by weight. The report is broken down by dates and locations.
- We reported this total to the Annual Report for the reporting period January 1<sup>st</sup> to December 31, 2018.

As established by management, there is an unavoidable risk of material misstatements due that we consider it impractical to introduce surveillance controls on the data produced by the collection service providers (Stericycle, Whitecap Environment Services and SUEZ North America) and on their control activities. Our statement on the total weight of pharmaceutical collected is strictly based on the information provided by the collection service providers.

## **HEALTH PRODUCTS STEWARDSHIP ASSOCIATION**

**APPENDIX 2**  
**DECEMBER 31, 2018**

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### **Product sold and recovery rate**

Health Products Stewardship Association has not reported the recovery rate for the year in accordance with 8(2)(e) of the Recycling Regulations for the year ended December 31, 2018 as the approved stewardship plan does not outline the requirement to report recovery rates. If the stewardship program does not report a recovery rate in the approved plan, assurance for producer's product sold data is not required as outlined in the Assurance Requirements.

### **Performance Targets**

Health Products Stewardship Association has not reported its performance for the year in relation to approved targets under 8(2)(b), (d) and (e) in accordance with 8(2)(g) of the Recycling Regulation for the year ended December 31, 2018 as Health Products Stewardship Association is not required to report this to the Director as there are no targets set in the approved stewardship plan for these sections applicable to the reporting year.