



HEALTH PRODUCTS
STEWARDSHIP ASSOCIATION

British Columbia Medications Return
Program

Annual Report

for the period of

January 1, 2021– December 31, 2021

Submitted to:

Director
Extended Producer Responsibility Programs
PO Box 9341, STN PROV GOVT
Victoria, BC V8W 9M1

Prepared by:

Terri Drover
Director General
Health Products Stewardship Association

June 30, 2021

Table of Contents

I.	Executive Summary	3
II.	Program Outline	6
III.	Public Education Materials and Strategies	7
A.	Provincial and National Campaigns	7
B.	Website and Social Media	10
C.	Collection Locations	12
IV.	Collection System and Accessibility	12
V.	Pollution Prevention Hierarchy and Product/Component Management	13
VI.	Products Sold and Collected and Recovery Rate	14
VII.	Summary of Deposit, Refund, Revenues and Expenditures	15
VIII.	Plan Performance	16
	Appendix 1 – HPSA Members – BCMRP	18
	Appendix 2 – Regional District Summary report	19
	Appendix 4 – Consumer Behaviour Survey	21
	Appendix 5 – BC Collection Sites	23
	Appendix 6 – Independent Assurance Report	53

I. Executive Summary

The Health Products Stewardship Association (HPSA) was established in 1999 as a federal not-for-profit corporation with an all industry board consisting of brand owners of prescription drugs, non-prescription drugs, natural health products and medical sharps. HPSA, as a producer responsibility organization (PRO), manages extended producer responsibility (EPR) medications and sharps collection programs in Canada.

Since 1997, HPSA has been managing, on behalf of its members, the British Columbia Medications Return Program (BCMRP) for Pharmaceuticals (prescription drugs, non-prescription drugs and natural health products) that are sold in the province of British Columbia through the "consumer/residential" waste stream. HPSA has leveraged its quasi-national experience to bring promotion and education, material collection, end of life material management and regulatory knowledge to the BCMRP.

The program operates pursuant to the requirement of British Columbia Recycling Regulation (B.C. Reg. 449/2004) ("Regulation") under the Province's Environmental Management Act, the approved 2007-2012 BCMRP Plan as well as the subsequent proposed British Columbia Medications Program Plans submitted to the Ministry. The latest amended proposed BCMRP plan was submitted to the Director in January 2021.

The BCMRP is designed to ensure that collection location sites are available throughout the province so that any unused and/or expired Pharmaceuticals returned by the public can, at no cost to the public, be properly collected, packaged, handled, transported, and disposed of in a safe, compliant and environmentally responsible manner.

Compared to 2020, the collected weight of medications has increased in 2021, partially due to lifting pandemic restrictions. Collected pharmaceuticals has increased by 4.5% compared to 2020. At the end of 2021, HPSA undertook a review of its database and removed over 100 pharmacies that had not been active for more than 18 months. In 2021, a total of 1203 BC retail pharmacies or 84.5% of total accredited pharmacies in British Columbia were registered as HPSA collection sites (-7.65% decrease from 2020).

HPSA would like to express its gratitude to the pharmacy community for supporting the BCMRP during these challenging times.

This report is available on HPSA website at <https://healthsteward.ca/members/resources-and-documents/>

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)	<u>Public Education</u> <u>Materials and</u> <u>Strategies</u>	<p>The public continued to receive information on proper pharmaceutical return and disposal through a number of channels, including easy-to-find links to pharmacies through the Recyclepedia app available on HPSA's and the Recycling Council of British Columbia's (RCBC) website, HPSA's geocator on the healthsteward.ca website and on the majority of Regional District or Municipalities' websites which link either directly to HPSA's website or the RCBC Recyclepedia App.</p> <p>National Campaigns: HPSA conducted a consumer behavior survey to better understand consumer's knowledge of safe disposal techniques. Based on the survey data, HPSA planned and executed earned, paid and social media campaigns, resulting in 81 pieces of coverage and 8.26 million media impressions within the first few days of launch, as well as an exclusive with CTV News.</p> <p>Regional outreach and initiatives: Inclusion of the BCMRP info within the BC Recycle curbside recycling guides (282,896 guides distributed).</p>



Recycling Regulation Reference	Topic	Summary Report
Part 2, section 8(2)(b)	<u>Collection System</u>	<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 pharmaceuticals. This network consists of community pharmacies. HPSA produces a Regional District Summary Report (Appendix 2) that shows the number of registered collection location sites per capita by district and demonstrates the high level of consumer access and program coverage in B.C.</p> <p>In 2020, HPSA undertook a GIS analysis to support the assessment of consumer access to Collection Location Sites. The 2020 analysis indicated a high level of accessibility with a population coverage of 99.2%. The next analysis will be conducted in 2023.</p> <p>HPSA continued its partnership with BC First Nations Recycling Initiative (FNRI) with the view to support communities interested in starting a medication return program. In 2021, FNRI visited 13 Indigenous communities.</p>

Recycling Regulation Reference	Topic	Summary Report
Part 2, section 8(2)(c)	<u>Product Environmental Impact Reduction, Reusability and Recyclability</u>	<p><i>n/a</i></p> <p>Reusability and recyclability are not applicable to pharmaceuticals as it would pose an unacceptable health risk to the public.</p>

Recycling Regulation Reference	Topic	Summary Report
Part 2, section 8(2)(d)	<u>Pollution Prevention Hierarchy and Product / Component Management</u>	All pharmaceuticals collected are disposed of through incineration.

Recycling Regulation Reference	Topic	Summary Report
Part 2, section 8(2)(e)	<u>Product Sold and Collected and Recovery Rate</u>	In 2021, the quantity of pharmaceuticals collected for disposal was 98,166.90 kg
Part 2, section 8(2)(e.1)		See Appendix 2 for a breakdown of collection per regional district

Recycling Regulation Reference	Topic	Summary Report
Part 2, section 8(2)(f)	<u>Summary of Deposits, Refunds, Revenues and Expenses</u>	<p>The BCMRP is 100% funded by producers that are members of HPSA.</p> <p>No fees, visible or otherwise, are passed on to the consumer.</p> <p>See Appendix 6 for the 2021 report from independent auditors</p>

II. 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 pharmaceutical producers' regulatory obligations as established by BC *Recycling Regulation* 449/2004. HPSA performs certain duties required under the regulation on behalf of its members. As of December 2021, HPSA's membership was established at [135 stewards](#) ([Appendix 1](#)). The Program is accountable to its members, the general public, and British Columbia government through the Ministry of Environment and Climate Change Strategy. The BCMRP performance is publicly available through the annual report.

The BCMRP is designed to capture unused and/or expired Pharmaceuticals from the residential sector. The Program includes products clearly attributable to an existing steward as well as orphan products (Pharmaceuticals that are no longer in production or the producer is no longer in business or Pharmaceuticals that were purchased outside of Canada) and "free riders" (Pharmaceuticals produced, imported, or distributed by a manufacturer or a retailer that is not a registered member of HPSA).

Accepted Pharmaceuticals

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

*some exemptions apply

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**. The BC collection system has been designed with user convenience and flexibility in mind.

The collection sites for the *British Columbia Medications Return Program* are community pharmacies. Pharmacy managers interested in participating must complete and sign a Collection Location Agreement. Details on the Program are provided to ensure that the manager and 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 handling of the medication containers.

III. 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 and/or expired consumer health products.

A. Provincial and National Campaigns

In 2021, to determine how Canadians are disposing of their unwanted medications, HPSA conducted a consumer behavior study. The study revealed the following aspects relating to consumer awareness:

- In British Columbia 65% of those who have unwanted medications at home know the right/safe thing to do.
- 52% of those who have unwanted medications at home know where to return them.
- Pharmacies are the leading source of information, as 53% of those who know where to take unwanted/expired medications learned about it from their pharmacist or drug store.

Knowing the right/safe thing to do is higher in rural/remote locations (82%) and in medium or smaller cities (73%) compared to major urban areas (60%). Also, younger Canadians are less likely to be aware than their older counterparts; 82% of those 55+ prove they know the safe/right thing to do compared to 63% of those 35-54 years and 46% of those 18-34 years.

To expand Canadians' knowledge around the safe disposal of unwanted medications, HPSA created integrated **earned, social and paid media campaigns**. The objective of the campaigns was to educate consumers on the importance of safe storage and disposal of unwanted medications and to build HPSA's brand awareness.

Earned Campaign

In July 2021, HPSA developed a press release based on the consumer behavior study and successfully secured an exclusive interview with CTV News, offering Terri Drover, Director-General of HPSA, to speak about the survey results. Provincial, national journalists and media platforms writing about health were also targeted for the additional coverage.

The campaign received 81 pieces of coverage and 8.26 million media impressions within the first few days of launch.



THE CHILLIWACK PROGRESS
KELOWNA CAPITAL NEWS
SURREY NOW-LEADER
OAK BAY NEWS
TRAIL TIMES

Organic Social

Within the campaign strategy, the consumers were also targeted through social media pages. Over 20 different organic social posts were published across HPSA's social channels (Facebook, LinkedIn, Twitter and Instagram). The campaign posts earned a total of 6,016 **impressions**, 236 **engagements** and 38 **shares**.

Sample of social media post

White Papers - Safe Disposal of Medications

In 2021, the safe disposal of unwanted medications was also promoted through HPSA developed consumer and pharmacists-centered white papers published in five different platforms and magazines.

1. **Health Matters** – This magazine was distributed to First Nations health professionals representing 900,000 people living in 634 First Nations across the country.
2. **Today's Kids** – This national magazine's audience is parents raising kids with disabilities.
3. **Caregiver Solutions** - This national magazine's audience is caregivers.
4. **Canadian Healthcare Network** – This pharmacist-centered white paper was sent through an eDirect message to 38,451 pharmacists with an open rate of 20.27%.
5. **Canadian Foundation of Pharmacy** – this pharmacist-centered white paper was published in a magazine of Canadian Foundation of Pharmacy.

Consumer and pharmacist-centered white papers

Content supplied by the Health Products Stewardship Association

Content supplied by the Health Products Stewardship Association

Old meds be gone—safely

Protect your family and the environment with these simple steps to dispose of medications

When pharmacist Rachelle Rocha saw Lillian, one of her regular customers, approach with a sad smile and a plastic bag full of medications, she knew what had happened. Lillian's father, who had been receiving end-of-life care at home, had passed away.

They spent a few minutes in quiet conversation, then walked to the end of the pharmacy counter where Lillian dumped the contents of the plastic bag into a specially designated bin. The bag contained her father's unused medications, including pain medications, and a few other expired medications, vitamins and creams found in his home.

"As pharmacists we are privileged to be with so many of our patients and their loved ones throughout their life journey. We're also equipped to take in unused and expired medications for safe disposal. It's one less thing you have to worry about."



What you can do

Bring back the meds

As part of the fight against the opioid crisis, remind patients to return unused medications

Opioid stewardship has become increasingly important during the COVID-19 pandemic. Reminding your patients that they can bring back unused or expired medications is a simple step to help fulfill that role.

"I pay special attention when someone is undergoing treatment for cancer or receiving end-of-life care at home," says Rachelle Rocha, pharmacist and co-owner of Seasons Pharmacy and Culinaría, part of the Whole Health Pharmacy Partners group, in Sudbury, Ontario. "First and foremost, this is an opportunity to extend compassion and support. And when the time is right, I gently remind them or their caregivers to bring back any unused medications. In most of these bags there are narcotics and other controlled drugs."

Recent data from the Government of Canada confirm that hospitalizations and deaths due to opioid poisoning have increased since the start of the pandemic. A 2018 study found that one in three opioid-related deaths involved people with



Pharmacies on board

90%+ Pharmacies registered in HPSA's programs in the provinces where available (B.C., Manitoba, Ontario, P.E.I.)

Recycle BC Residential Recycling Guide Distribution 2021: HPSA continues to promote the B.C. Medications Return through Recycle BC, distributing a total of 282,896 calendars to the following communities:

Community	Quantity
Village of Anmore	1,019
City of Langley	4,649
City of North Vancouver	8,655
District of North Vancouver	27,384
City of Coquitlam	31,000
District of West Vancouver	13,122
Pitt Meadows	5,479
City of Prince George	24,157
City of Quesnel	3,879
Regional District Kootenay-Boundary (Boundary)	6,475
Regional District Kootenay-Boundary (Kootenay)	7,413
Regional District of North Okanagan	32,577
City of Revelstoke	3,439
Regional District of Central Kootenay	2,329
City of Vancouver	111,319

Partnerships with First Nation's Organizations

In 2021, HPSA partnered with First Nations Recycling Initiative (FNRI), an organization that supports recycling in First Nation communities throughout British Columbia. FNRI collaborates directly with First Nation communities to provide information about BC's recycling stewardship programs and support local community collection events and existing recycling programs.

FNRI conducted 13 informational in person meetings with the following communities:

- Bonaparte Indian Band
- Coldwater Indian Band
- Ditidaht First Nation
- Lower Nicola Indian Band
- Malahat Indian Band
- Seabird Island Band
- Skeetchestn Indian Band
- Squiala First Nation
- Stz'uminus First Nation
- Tzeachten First Nation
- Tla'amin Nation (Sliammon)
- Upper Nicola Band
- Wei Wai Kum First Nation

In Fall 2021, FNRI published revised versions of the [First Nations Recycling Initiative Resource Guide](#) and [BC First Nations Recycling Initiative Program Overview](#), which provide the most-up-to-date information about HPSA's Medications Return Program.

B. Website and Social Media

In 2021, HPSA continued its website "refresh" with an emphasis on regularly updating its Frequently Asked Questions section. To better support prospective and existing collection sites, the website's online forms functionalities were also improved.

Quarterly, over **13K users visited the website**; 89.8% new and 10.2% returning. The top organic words taking the users to the website include *hpsa, recyclepedia, can I return medication to pharmacy*.

Consumers can access unwanted medications returning guidelines as well as the drop-off location map on the website; by entering a postal code, geolocation map displays collection sites in users locality. The searchable Collection Site Finder can be found [here](#).

In 2021, HPSA added a new network, Instagram, to elevate communication's campaigns visual storytelling and engage with the target audience in a way that aligns with their consumption habits. Ongoing series were developed and posted across all social media pages (Instagram, Facebook, Twitter and LinkedIn), highlighting the province, British Columbian pharmacists and consumers educational stories. From July 2021, after the launch of the campaigns until the end of the year, HPSA published a total of **241 posts** across all platforms, with **1,017 likes, 134 comments and 439 new followers**.

60%

of Canadians who know where to take unwanted medications learned about it from their pharmacist or drug store

HEALTH PRODUCTS
BY WATSON & ASSOCIATES

Top performing post

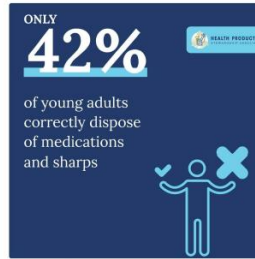
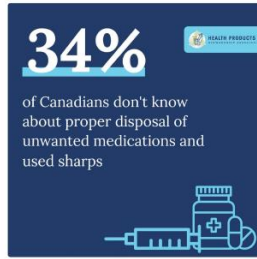
251	36	82	111
Profile Visits 94% from promotion			2,342
Website Taps 88% from promotion			109

Follower increase from January 2021 to December 2021

	155 followers 26 engagements	66% increase in followers 284% increase in eng. rate	258 followers 100 engagements
	57 followers 0 engagement	72% increase in followers - increase in eng. rate	98 followers 31 engagements
	130 followers 1 engagement	32% increase in followers 7000% increase in eng. rate	172 followers 71 engagements
	0 followers 0 engagement	- increase in followers - increase in eng. rate	253 followers 58 engagements

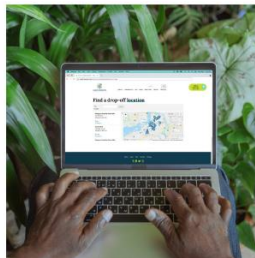
In addition to the organic content, HPSA amplified four Instagram posts through paid promotion. Paid amplification helped expand Instagram's reach to a new and larger audience and built momentum for HPSA's new Instagram account.

268,244 impressions
153,223 people reached
39 website taps
1,408 profile visits
14 new followers



432,363 impressions
285,016 people reached
2,670 website taps
252 profile visits
10 new followers

480,465 impressions
259,172 people reached
109 website taps
2,342 profile visits
42 new followers



339,679 impressions
215,174 people reached
2,044 website taps
160 profile visits
10 new followers

C. Collection Locations

Upon registration, all HPSA collection sites received a package that contains the following consumer-related educational materials:

- Rack cards titled "Take It Back" and bookmarks titled "Don't throw it out" provide information on how the public should safely store and handle unused and expired Pharmaceuticals in the home ([here](#)).
- A Pharmacist's Guide – Medications Return Program can be viewed [here](#).

Pharmacies were also delivered a printable digital poster summarizing numbers from the consumer study with a call-to-action to bring back unwanted medications in the pharmacy.

Did You Know...

HEALTH PRODUCTS STEWARDSHIP ASSOCIATION

34% of Canadians don't know about proper disposal of unwanted medications and used sharps

55% of Canadians know where to take their unwanted medications when they want to get rid of them

60% of Canadians who know where to take unwanted medications learned about it from their pharmacist or drug store

Accidental drug poisoning and overdose are on the **RISE**

HAVE MEDICATIONS AND SHARPS TO GET RID OF? BRING THEM BACK [HERE](#) TO BE DISPOSED OF

IV. Collection System and Accessibility

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's Recyclepedia app at www.rcbc.bc.ca. A list of all HPSA Collection Location Sites for 2021 can be found in [Appendix 5](#).

In order to ensure that the Program provides "reasonable" consumer access to collection facilities, as required under Section 5 (1) (c) (iii) of the Regulation, HPSA undertook a study of its accessibility in British Columbia. The GIS analysis of coverage for the Province of British Columbia was completed in November 2020 to support the assessment of Consumer Access to Collection Location Sites (retail pharmacies participating in the HPSA network). The scenario model chosen was slightly different to that of the SABC accessibility criteria with the drive time shorter. HPSA will be conducting an updated accessibility analysis in 2023.

Accessibility Measure:

Urban	Rural
Percentage of Population within an 18 minute/15 km drive of a Collection Site	Percentage of Population within a 38 minute/50 km drive of a Collection Site
Urban area defined by StatsCan Census Metropolitan Area (CMA)	Rural Area defined as areas outside of a CMA

At the time of the study (2020), HPSA had 1,242 Collection Location Sites registered with the Association. Of those, 854 are urban locations with the remaining 388 located in rural areas. Using this collection network, population coverage within the drive time distances was calculated. Drive time circles were used for this calculation.

Results:

	Population within Drive Time	Total Population	Accessibility
Rural Coverage (38 mn, 50 km)	1,407,534	1,441,454	97.6%
Urban Coverage (18 km, 15 km)	3,204,728	3,206,601	99.9%
Total Provincial Coverage	4,612,262	4,648,055	99.2%

In order to calculate the statistics, the locations and population coverage of the 1,242 pharmacies were analyzed. The 2016 Canadian Census was the basis for the calculations. As the table indicates, provincial population coverage was 99.2%. The Rural classification had 97.6% coverage. Urban results indicate full coverage at 99.9% of possible population. Both of these measures indicate a high level of accessibility.

V. 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 pharmaceuticals: due to their nature and inherent health and safety risks, there is no reuse or recycling option available for these products.

In 2021, HPSA disposed 100% of the unused and expired Pharmaceuticals collected in British Columbia through incineration at Suez (Alberta).

VI. Products Sold and Collected and Recovery Rate

HPSA produces a Regional District Summary Report - see [Appendix 2](#) - that shows the number of registered collection location sites per capita by Regional District and demonstrates the high level of consumer access and program coverage in British Columbia.

Medications may have a long delay between the time of purchase and return and prescription 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 provincial blue box program.

In 2021, the average volume of post-consumer pharmaceuticals returned per capita was 0.0184 kg representing a total volume of **98,166.9 kg** of pharmaceuticals returned for disposal. The highest volume of return for a regional district was Metro Vancouver at **46,490.5 kg** followed by Capital at **11,689.6 kg**.

Table 1 shows 2021 Volume collected per capita by regional districts.

Table 1

Regional District	2021 Volume (Kgs)	Population (2021)*	Volume per capital collected (in kg)
Alberni-Clayoquot	558.20	34,244	0.0163
Bulkley-Nechako	748.80	39,814	0.0188
Capital	11,689.60	432,062	0.0271
Cariboo	1,323.30	65,548	0.0202
Central Coast	-	3,624	0.0000
Central Kootenay	1,743.70	64,464	0.0270
Central Okanagan	3,776.60	229,401	0.0165
Columbia-Shuswap	593.30	57,567	0.0103
Comox Valley	1,798.40	74,727	0.0241
Cowichan Valley	2,183.50	91,913	0.0238
East Kootenay	1,073.10	66,694	0.0161
Fraser Valley	6,956.70	340,003	0.0205
Fraser-Fort George	1,788.90	104,339	0.0171
Kitimat-Stikine	733.20	40,423	0.0181
Kootenay Boundary	700.60	33,650	0.0208

Metro Vancouver	46,490.50	2,773,150	0.0168
Mount Waddington	277.40	11,684	0.0237
Nanaimo	4,500.70	173,721	0.0259
North Okanagan	2,237.70	93,425	0.0240
Northern Rockies	-	4,926	0.0000
Okanagan-Similkameen	2,153.80	91,212	0.0236
Peace River	617.00	67,483	0.0091
Powell River	438.10	21,441	0.0204
Skeena-Queen Charlotte	240.20	19,497	0.0123
Squamish-Lillooet	558.70	48,323	0.0116
Strathcona	1,149.30	50,166	0.0229
Sunshine Coast	905.80	32,307	0.0280
Thompson-Nicola	2,929.80	148,289	0.0198
Grand Total	98,166.90	5,214,097	0.0184

*2021 Sub-Provincial
Population Estimates
(BC stats)

VII. Summary of Deposit, Refund, Revenues and Expenditures

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

The BCMRP is 100% funded by [135 pharmaceutical 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.

VIII. Plan Performance

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

Below are the frames of reference for each performance target.

Performance Targets	2021 Results	Improvement Strategies
<p>A. Consumer Awareness [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, as reference, HPSA 2021 consumer behavior Survey extracts in Appendix 4</p>	<p>HPSA remains committed to continuous improvement and updated consumer awareness and usage targets. HPSA will be participating in the 2022 SABC Insight Survey. The next HPSA Survey will occur in 2023.</p>
<p>B. Number of Collection Points [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>	<ul style="list-style-type: none"> • 1,203 collection location sites • Participation rate at 84.5%. • Maintained the capita serviced per location under 4,500. 	<p>HPSA continues to contact new community pharmacies regularly to aim at over 90% participation rate.</p>
<p>C. Product Recovery Target HPSA to monitor absolute collection of used and pharmaceuticals.</p>	<p>In 2021, HPSA collected 98,166.90 kg of pharmaceuticals.</p>	<p>HPSA is looking at ensuring that tare weight (1.74 kg) is no longer part of volume reported for destruction.</p>

Performance Targets	2021 Results	Improvement Strategies
<p>D. Promotion</p> <p>a) Promotion of Program in different media.</p> <p>b) Publicity on the webpages of 25 Regional Districts or municipalities.</p> <p>c) Track traffic to BC page and access to locations.</p> <p>d) Continue to work with communication firm for the</p>	<p>a) Website and Social Media Strategy (see Section 3 for details).</p> <p>b) HPSA's promotion on the Regional Districts' webpages</p> <p>c) Earned, paid and social media campaigns covered by Black Press News Network in BC and largely syndicated across the whole province. The story has</p>	<p>Working with a communications agency, HPSA is expending its strategy to reach consumers, pharmacists and other industry-related stakeholders through various channels:</p> <ol style="list-style-type: none"> 1. Organizing social media campaigns to reach out to younger Canadians and

- promotion and advertising plan.
- e) Connect with pharmacists and help disseminate information on the Program through the Ambassador or similar initiatives.
 - f) Work with chain and independent pharmacies to increase the availability of collection bags for the public.
 - g) Hold a minimum of 12 special events.

been shared across over **62 news outlets.**

Kelowna Capital News (syndicated story) - **10K impressions**
Abbotsford News (syndicated story) - **55K impressions**
Trail Daily Times (syndicated story) - **40K impressions**
Victoria News (syndicated story) - **30K impressions**
Penninsula News Review (syndicated story) - **20K impressions**
The Chilliwack Progress (syndicated story) - **31K impressions**
Saanich News (syndicated story) - **50K impressions**

- industry related organizations
2. Partnering with topic-related organizations to emphasize the protection of the environment and the health: Drug Free Kids Canada.
 3. Participating in events and conferences to highlight HPSA's work and reach out to specific stakeholders, to increase the awareness.

E. Accessibility Indicators

- Reported (Appendix 2 – Regional District Summary Report)



Appendix 1 - HPSA Members – BCMRP

AA Pharma Inc.
Abbott Diabetes Care
AbbVie Corporation
Accord Healthcare
Advanced Orthomolecular Research Inc.
Advantage Solutions
Alcon Canada Inc.
Allergan Inc.
Amgen Canada Inc.
Amway Canada
Apotex Inc.
Ascensia Diabetes Care
Astellas Pharma Canada Inc.
AstraZeneca Canada Inc.
Atrium Innovations Inc.
Auro Pharma
Auto Control Medical Inc.
Bausch Health, Canada Inc.
Baxter Canada
Bayer Inc.
BD Medical
BGP Pharma ULC
BIOFORCE Canada Inc.
Biogen Idec Canada Inc.
BioSyent Pharma Inc.
Blistex Corporation
Body Plus Nutritional Products
Boehringer Ingelheim Canada Ltd.
Boiron Canada Inc.
Bristol-Myers Squibb Canada
Canadian Custom Packaging Company
Cardinal Health Product
Celex Laboratories
Church & Dwight Canada
Cipher Pharmaceuticals
Clorox Company of Canada
Costco Wholesale Canada Ltd.
Ddrops Company
Domrex Pharma
Duchesnay
Eisai
Eli Lilly Canada Inc.
EMD Inc.
Exzell Pharma
Ferring Inc.
Fresenius Kabi Canada Ltd.
Galderma Canada
Generic Medical Partners Inc.
Gilead Sciences Canada, Inc.
GlaxoSmithKline Consumer Healthcare ULC.
GlaxoSmithKline Inc.
GNC Holdings, LLC
Groupe Jean Coutu (PJC) Inc.
Health First Network Association Network
Herbalife of Canada
HLS Therapeutics
HPI Health Products/Lakota
Indivior Canada Ltd
Intervet
Jamieson Laboratories
Jamp Pharma Corporation
Janssen Inc.
Laboratoires Atlas Inc.
Leadiant Biosciences, Inc. Canada
Leo Pharma Inc.
Les laboratoires Nicar Inc.
Lifescan Canada ULC
Loblaws Inc.
London Drugs Ltd
Lundbeck Canada Inc.
Mannatech Inc.
Marcan Pharmaceuticals Inc.
McKesson Canada
McNeil Consumer Care
Mead Johnson Nutrition Canada
Medexus Inc
Merck Canada Inc.
METRO BRANDS, G.P.
Mint Pharmaceuticals Inc.
Miravo Healthcare
Mylan Pharmaceuticals ULC
Natural Factors Nutritional Products Ltd
Nature's Sunshine Products
Nestlé Nutrition - Canada
New Chapter Canada
Novartis Pharmaceutical Inc.
Novo Nordisk Canada Inc.
Omega Alpha Pharmaceuticals
Organika Health Products Inc.
Otsuka Canada Pharmaceutical Inc.
Overwaitea Food Group
Paladin Labs Inc.
Pascoe Canada
PFIZER CANADA ULC / PFIZER CANADA SRI
PharmaChoice
Pharmasave Drugs (National) Ltd.
Pharmascience Inc.
Platinum Naturals
Procter & Gamble Inc.
Purdue Pharma
Puresource Inc
RB Health Canada Ltd.
Rexall Pharmacy Group Ltd.
Roche Canada
Roche Diabetes Care Canada
Sandoz Canada
Sanis Health Inc.
Sanofi Canada Inc.
Sanofi Consumer Health
Seaford Pharmaceuticals Inc.
Servier Canada Inc.
Shaklee Canada Inc.
Shoppers Drug Mart Inc.
SISU Inc.
Sobeys
St Francis Herb Farm Inc.
Stella Pharmaceutical Canada Inc
Stericycle
Sterimax
Sunovion Pharmaceuticals Canada Inc.
Swedish Orphan Biovitrum (Sobi) Canada
Takeda Canada Inc.
Taro Pharmaceuticals
Teva Neuroscience/Novopharm Ltd.
Tremblay Harrison Inc.
Trillium Health Care Products
UCB Pharma Canada
UCB Pharma Canada
USANA Canada Co.
Vertex Pharmaceuticals Incorporated
Vita Health Products Inc.
Wal-Mart
WellSpring Consumer Healthcare
Westcoast Naturals
WN Pharmaceuticals/Webber

Appendix 2 – Regional District Summary report

Regional District	2021 Volumes (kg)	Population (2021)*	Area (km ²)	Population Density	Collection Locations (#)	Capita serviced per location
Alberni-Clayoquot	558.20	34,244	6,588	5.20	13	2,634
Bulkley-Nechako	748.80	39,814	73,361	0.54	11	3,619
Capital	11,689.60	432,062	2,340	184.64	107	4,038
Cariboo	1,323.30	65,548	80,609	0.81	15	4,370
Central Coast	-	3,624	24,492	0.14	0	N/A
Central Kootenay	1,743.70	64,464	22,095	2.92	18	3,581
Central Okanagan	3,776.60	229,401	2,905	78.97	49	4,682
Columbia-Shuswap	593.30	57,567	28,929	1.99	10	5,757
Comox Valley	1,798.40	74,727	1,701	43.93	18	4,152
Cowichan Valley	2,183.50	91,913	3,475	26.45	23	3,996
East Kootenay	1,073.10	66,694	27,543	2.42	16	4,168
Fraser Valley	6,956.70	340,003	13,335	25.50	83	4,096
Fraser-Fort George	1,788.90	104,339	50,676	2.06	22	4,743
Kitimat-Stikine	733.20	40,423	104,461	0.39	9	4,491
Kootenay Boundary	700.60	33,650	8,082	4.16	9	3,739
Metro Vancouver	46,490.50	2,773,150	2,883	961.90	616	4,502
Mount Waddington	277.40	11,684	20,244	0.58	4	2,921
Nanaimo	4,500.70	173,721	2,038	85.24	44	3,948
North Okanagan	2,237.70	93,425	7,503	12.45	17	5,496
Northern Rockies	-	4,926	85,111	0.06	0	N/A
Okanagan-Similkameen	2,153.80	91,212	10,414	8.76	28	3,258
Peace River	617.00	67,483	117,391	0.57	13	5,191
Powell River	438.10	21,441	5,075	4.22	7	3,063
Skeena-Queen Charlotte	240.20	19,497	19,781	0.99	5	3,899
Squamish-Lillooet	558.70	48,323	16,310	2.96	13	3,717
Strathcona	1,149.30	50,166	18,278	2.74	13	3,859
Sunshine Coast	905.80	32,307	3,777	8.55	7	4,615
Thompson-Nicola	2,929.80	148,289	44,448	3.34	33	4,494
Total	98,166.90	5,214,097	803,845	6.49	1,203	4,117

*2021 Sub-Provincial Population Estimates (BC stats)

Appendix 3 – Samples of HPSA Materials

TAKE IT BACK!

Responsibly return unused and expired medication.



You Can Return:






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

It is important to check your home regularly for medications that are expired or no longer needed. Disposing of them properly can prevent misuse, accidental ingestion, and protect the environment in the process.

Visit www.healthsteward.ca to find your nearest participating pharmacy.



MEDICATIONS RETURN PROGRAM: PHARMACISTS' GUIDE

<p>1</p> <p>Upon receipt of an empty collection bin, lid, liner and zip ties, please ensure bins are kept in an access-controlled and secure area behind the pharmacy counter.</p>	
<p>2</p> <p>Please refer to the Accepted and Not Accepted decal to determine what is accepted through the Medications Return program and what is not. The HPSA website: www.healthsteward.ca, is also a great resource tool.</p>	
<p>3</p> <p>Be sure to place all loose pills directly into the lined collection bin, and recycle outer packaging when possible. Liquids and creams must remain in its original bottle or tube. Do not put any free liquids or denatured drugs in the container.</p>	
<p>4</p> <p>A full bin should not exceed 23 kilograms (50 pounds). Once the bin is full, secure the liner by tying it closed. Apply firm pressure to the lid until the seal is formed. Using the provided zip ties, weave through each hole above the bin to seal and lock the ties into place.</p>	
<p>5</p> <p>To schedule a pickup, complete the Service and Supply Request form and send to HPSA by e-mailing info@healthsteward.ca, or by faxing 1-844-228-2099.</p>	

For immediate assistance, contact our toll-free number 1-844-535-8889.



Appendix 4 – Consumer Behaviour Survey



Prove They Know What Safe to Do (Unaided) x Region

	TOTAL		BC		MB		ON		PEI	
	All Respondents (n=1,615)	Usually Have Item (n=1,565)	All Respondents (n=403)	Usually Have Item (n=385)	All Respondents (n=309)	Usually Have Item (n=297)	All Respondents (n=602)	Usually Have Item (n=588)	All Respondents (n=301)	Usually Have Item (n=295)
NET – All Medicine	66%	66%	65%	65%	62%	62%	66%	66%	78% ↑	77%
SUBNET – All Rx medicine	65%	65%	64%	65%	62%	62%	65%	65%	77% ↑	78% ↑
<i>Rx medication</i>	64%	65%	64%	65%	61%	60%	64%	65%	77% ↑	77% ↑
<i>Rx lotions/ointments</i>	50%	51%	51%	54%	44%	42% ↓	49%	50%	60% ↑	61% ↑ ON
SUBNET – All OTC medicine	42%	42%	44%	44%	33% ↓	33% ↓	42%	42%	44%	45%
<i>OTC medication</i>	41%	42%	43%	43%	33% ↓	34% ↓	41%	42%	44%	45%
<i>OTC lotions/ointments</i>	22%	22%	26%	27% ↑	16% ↓	14% ↓	21%	21%	24%	25%
Natural health products	23%	24%	26%	27%	15% ↓	14% ↓	22%	24%	27%	27%
	(n=341)		(n=70*)		(n=62*)		(n=141)		(n=68*)	
Medical sharps	-	54%	-	52%	-	53%	-	54%	-	75% ↑

*Small sample size, interpret with caution.

Base: All respondents and usually have each

A2. If someone in your province has the following in their household and they are **expired or unwanted**, what is the **safe/ right** thing to do with them?



MEDICAL SAFE COLLECTION AND AWARENESS STUDY
MARCH 2021

↑ Statistically significantly higher than other region(s).
↓ Statistically significantly lower than other region(s).

17



Location Awareness x Region

	TOTAL		BC		MB		ON		PEI	
	All Respondents (n=1,600)	Usually Have Item (n=1,565)	All Respondents (n=398)	Usually Have Item (n=385)	All Respondents (n=306)	Usually Have Item (n=297)	All Respondents (n=598)	Usually Have Item (n=588)	All Respondents (n=298)	Usually Have Item (n=295)
All Medicine										
Claimed location awareness	56%	55%	53%	53%	49%	50%	57% ↑ MB	57% ↑ MB	66% ↑	66% ↑
Proven location awareness	55%	55%	53%	52%	48%	49%	56% ↑ MB	56% ↑ MB	65% ↑	65% ↑

Source of Awareness of Collection Locations

(Among Those Aware Where to Take Each)

Subgroup Differences

- Younger Canadians are more likely to rely on WOM or the Internet than their older counterparts, who instead turn more to a pharmacist or drug store.



		Medical Sharps (n=240)				Medicine (n=904)			
BC (n=44)**	MB (n=45)**	ON (n=92*)	PEI (n=59*)		BC (n=218)	MB (n=149)	ON (n=328)	PEI (n=209)	
71%	84% ↑ ON	71%	71%	Pharmacy/drug store/pharmacist	60%	53%	60%	62%	69% ↑ BC
16%	14%	15%	15%	Friends/family/word of mouth	20%	22%	24%	19%	23%
32% ↑ PEI	14%	31%	31%	Doctor/nurse/other medical professional	18%	14%	15%	19% ↑ PEI	11%
**	10%	4%	10%	Internet/websites	15%	14%	10%	16%	16%
12%	0%	12%	12%	Hospital	6%	5%	4%	6%	4%
3%	3%	3%	3%	Other	11%	9%	9%	11% ↑ PEI	6%
3%	7%	5%	5%	Not sure	12%	17% ↑ ON	21% ↑ ON, PEI	10%	11%

Largely this is advertising, PSA or specific media (7%).

*Small sample size, interpret with caution. **Sample size too small for reliable reporting. Base: Know where collection locations are and for sharps have sharps A6. Where did you learn about where to take the following items to be safely collected?



MEDICAL SAFE COLLECTION AND AWARENESS STUDY MARCH 2021

↑ Statistically significantly higher than other region(s).
 ↓ Statistically significantly lower than other region(s).



Appendix 5 – BC Collection Sites

360Care Denman Pharmacy
49th Parallel Pharmacy
Aaronson's Pharmacy (Cook St.) Ltd.
Abby Pharmacy
Ackroyd Pharmacy
Admirals Pharmasave #285
Agassiz Pharmacy
Aldergrove Community Pharmacy
Aldergrove Medical Pharmacy LT
Alert Bay Drugs
Alouette Pharmacy
Anchor Compounding Pharmacy
Anderson's Pharmacy No.1
Andreen's Pharmacy
Armstrong Pharmacy and Wellness Centre
Ashcroft IDA Pharmacy
Askew's Pharmacy
Aspen Remedy'sRx Pharmacy
Atlas Drug Mart
Balanced Health Integrative Pharmacy
Barnet Pharmacy
Barriere IDA Pharmacy
Barrys Drug Mart
Bell Pharmacy
Best Care Pharmacy
Beta Pharmacy
Better Me Pharmacy
Biopro Biologics Pharmacy
Bioscript Pharmacy
Black's Pharmacy
Blueridge Pharmacy
Bonsor Pharmacy
Brentwood Pharmacy
Broadway Pharmasave #73
Brookwood Remedy's Rx Pharmacy #2
Brookwood Remedy'sRX
Bula Pharmacy
Burke Mountain Pharmacy

Burnaby Pharmacy
Burnaby Square Pharmacy
C.R.C Drugs
Cambie Pharmasave #037
Campbell River Health & Drug Store
Canpharm Drugs
Capitol Hill Pharmacy
Care In Pharmacy
Care N Cure Pharmacy
Carmi Remedy'sRx
Cascade Pharmacy
Castlegar Community Pharmacy
Cates Medicine Centre
Cedar Hills Drug Mart
Central Drugs - Beban Plaza
Central Drugs - Brickyard
Central Drugs - Colvile
Central Drugs - Dunsmuir
Central Drugs - Lantzville
Central Drugs - Pacific Station
Central Lonsdale Pharmacy
Central Park Pharmacy
Central Pharmacy-Campbell
Chemmart Pharmacy
Chilliwack Pharmacy
Choices Pharmacy
City Centre Remedy'sRx
Clayton Heights Care First Pharmacy
Clayton Heights Pharmacy
Clearbrook Pharmacy
Clinic Drug Store
Cloud Pharmacy
Coal Harbour Pharmacy
Coastal Care Pharmacy #2
Collingwood Pharmacy
Columbia Prescription X-press
Columbia St. Pharmacy
Community Apothecary
Community Apothecary #2
Community Outreach Pharmacy
Community Pharmacy

Continental Pharmacy
Continental Pharmacy #2
Cool-Aid Dispensary
Cordova Bay Pharmacy
Corning Drugs Ltd.
Costco Pharmacy # 158
Costco Pharmacy # 155
Costco Pharmacy # 161
Costco Pharmacy # 163
Costco Pharmacy # 51
Costco Pharmacy # 54
Costco Pharmacy # 55
Costco Pharmacy # 59
Costco Pharmacy #1092
Costco Pharmacy #255
Costco Pharmacy #256
Costco Pharmacy #259
Costco Pharmacy #548
Costco Pharmacy #552
Cottonwood Pharmacy Remedy's RX
Country Grocer Pharmacy
Courtenay Pharmacy
Cove Pharmacy
Cowrie Pharmacy
Cranbrook IDA Pharmacy
Cridge Family Pharmacy
Cridge Family Pharmacy 2
Cridge Family Pharmacy 3
Crossroads Pharmacy
Crystal Pharm & Medical Supply
Davie Pharmacy
Davies Prescriptions
Dawson Pharmacy
Dean Pharmacy
Deep Cove Pharmacy
Delta Prescription Clinic
Downtown Clinic Pharmacy
Drugstore Pharmacy #1517
Drugstore Pharmacy #1519
Drugstore Pharmacy #1525
Drugstore Pharmacy #1555

Drugstore Pharmacy #1558
Drugstore Pharmacy #1562
Drugstore Pharmacy #6722
Drugstore Pharmacy #6733
Drugstore Pharmacy #6734
Drugstore Pharmacy #8581
Drugstore Pharmacy #8588
DTES Connections Pharmacy
Duncan Pharmacy
Dundas Remedy's RX Pharmacy
Eastside Pharmacy
Edmonds Pharmacy
Elements Compounding Pharmacy
Elkford Drugstore
Elysian Pharmacy Ltd
Enderby Pharmacy and Wellness Centre
ESQ-Westshore Health Unit VIHA
Estevan Pharmacy Limited
Evergreen Pharmacy
Express Scripts Canada Pharmacy
Family Care Pharmacy
Family Care Pharmacy #2
Family Care Pharmacy #3
Family Care Pharmacy #4
Finlandia Pharmacy
Fleetwood Pharmacy Remedy'sRx
Forbes Pharmacy
Forbes Pharmacy - Queen Charlotte
Forbes Pharmacy #1007
Forbes Pharmacy Burnside
Forbes Pharmacy Goldstream
Forbes Pharmacy IDA
Forbes Pharmacy Millstream
Forbes Pharmacy Sooke
Fort Nelson Pharmacy
Fort Royal Pharmacy
Fort Royal Pharmacy Hillside
Fort Royal Pharmacy Oak Bay
Fort St John Phrm&Wellness Ctr
Fraser Canyon Pharmacy #312
Fraser Heights Pharmacy Ltd

Fraser Lake Medicine Centre
Fraser Outreach Pharmacy
Fraser PharmaChoice
Fraser Pharmacy
Fraserview Pharmacy Ltd
Freshco Pharmacy #4252
Freshco Pharmacy #4256
Freshco Pharmacy #4257
FreshCo Pharmacy #4269
FreshCo Pharmacy #4270
Frontier Street Pharmacy I.D.A
Gain Pharmacy
Garlane Pharmacy #1
Garrison Pharmacy
Gateway Pharmacy
Gilmore Remedy's Rx
Gladwin Pharmacy
Glen Pharmacy
Glover Remedy's Rx 1011
Glovers Medicine Centre Pharma
Gold River Telepharmacy #9060
Golden Ears Pharmacy
Golden Family Pharmacy
Gordon Head Pharmacy
Grace Pharmacy
Grays Compounding Remedy RX
Grove Pharmacy
Guardian Sunstone Pharmacy
Guildford Drug Ltd
Haney Pharmacy
Harbourside PharmaChoice
Harbourview Drugstore
Hardy Bay Drug Store
Hart Drug Mart
Harvard Pharmacy
Harvest Drive Pharmacy
Health RX Pharmacy
Healthcare Pharmacy
Healthcare Pharmacy #2
HealthPlus Pharmacy
HealthPlus Pharmacy #2

Heart IDA at Shelbourne Plaza
Heart IDA Cadboro Bay Pharmacy
Heart IDA Farfield Pharmacy
Heart Pharmacy (VVIC)
Heritage Park Pharmacy
Hillcrest Pharmacy
Hillside Family Pharmacy
Hogarths Clinic Pharmacy Ltd
Homelinx Pharmacy
Hope Pharmacy
Howe Sound Pharmacy Ltd
Hub Pharmacy
Icare Remedy's Rx
IDA Bowser Pharmacy
Ideal Drug Mart Ltd
IGS Value Drug Mart
Imperial Neighbourhood Pharmacy
Imperial Pharmacy
Indigo Pharmacy Group
Ingram Clinic Pharmacy
Innomar Pharmacy
Inwell Pharmacy Metrotown
Island Pharmacy #06
Island Pharmacy #1
Island Pharmacy #10
Island Pharmacy #2
Island Pharmacy #3
Island Pharmacy #4
Island Pharmacy #7
Island Pharmacy #8
JC Pharmacy
Jericho Pharmacy & Health Food Store
Kaslo drugs Ltd
Katie Pharmacy
Kelowna Drug Mart
Kerrisdale Pharmacy
King George Medic Pharmacy
Kingston Pharmacy
Kleo's Pharmacy Remedy's Rx
Kornak & Hamms Pharmacy
Kripps Pharmacy

Kroll's Surrey Pharmacy Ltd
Lake Country Remedy's RX
Lakeside Medicine Centre
Lakeside Pharmacy
Lallicare Pharmacy #1
Lambert-Kipp Pharmacy Ltd
Lancaster Prescriptions #1
Lancaster Prescriptions #4
Landmark Pharmacy
Langdon Pharmacy
Langley IDA Pharmacy
Latoria Pharmacy
Laurel Prescriptions
LG Pharmacy
Lifecare Pharmacy
LifeConnect Pharmacy
Lincoln 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 #4369
Loblaw pharmacy #4382
Loblaw Pharmacy #4534

Loblaw Pharmacy #4590
Loblaw Pharmacy #4596
Loblaw Pharmacy #4612
Loblaw Pharmacy #4613
Loblaw Pharmacy #4614
Loblaw Pharmacy #4616
Loblaw Pharmacy #4627
Loblaw Pharmacy #4979
Loblaw Pharmacy #4980
Loblaw Pharmacy #4981
Loblaw Pharmacy #4983
Loblaw pharmacy #4984
Loblaw Pharmacy #6708
Loblaw Pharmacy #6732
Loblaw Pharmcy #1526
Loblaws Pharmacy #1553
Loblaws Pharmacy #4617
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
London Drugs #76
London Drugs #77
London Drugs #78
London Drugs #80
London Drugs #81
London Drugs #82
London Drugs #85
London Drugs #90
London Drugs No. 88
Longevity Compounding Pharmacy
Lonsdale & 3rd Pharmacy
Lonsdale Pharmacy
Lumby I.D.A. Pharmacy
MacDonalds Prescriptions #2
MacDonalds Prescriptions #3
MacDonald's Prescriptions #4
MacDonalds Prescriptions #5
Mackenzie Consumers Co-operative Pharmacy
Mackenzie Pharmachoice #9069
Maggie's Pharmacy

Main Prescriptions
Mann's Prescription Pharmacy
Manshadi Pharmacy #2
Marks Pharmacy
Marshall Pharmacy Ltd
Mary's pharmacy
Masset Pharmasave #076- Telepharmacy
McCallum Pharmacy
McCue Pharmacy
McKesson Spclty Prescript Svcs
Meadows Pharmacy
Medical Centre Prescriptions
Medical Tower Drugs LTD
Medicare Pharmacy
Medicine Guru
Medicine Shoppe #116
Medicine Shoppe #142
Medicine Shoppe #148
Medicine Shoppe #156
Medicine Shoppe #163 - Surrey
Medicine Shoppe #168
Medicine Shoppe #169
Medicine Shoppe #195
Medicine Shoppe #221
Medicine Shoppe #231
Medicine Shoppe #239
Medicine Shoppe #240
Medicine Shoppe #253
Medicine Shoppe #255
Medicine Shoppe #259
Medicine Shoppe #268
Medicine Shoppe #281
Medicine Shoppe #292
Medicine Shoppe #312
Medicine Shoppe #321
Medicine Shoppe #325
Medicine Shoppe #332
Medicine Shoppe #333
Medicine Shoppe #350
Medicine Shoppe #361
Medicine Shoppe #369/ China Creek Pharmacy LTD

Medicine Shoppe #379
Medicine Shoppe #402
Medicine Shoppe #409
Medicine Shoppe Pharmacy #358
Medicine Shoppe Pharmacy #406
Mediglen Pharmacy
Medis Pharmacy
Medisave Pharmacy #4
Medisave Pharmacy #6
Medisave Pharmacy #7
Medlandia Compounding Pharmacy
Mednow Pharmacy
MedPure Natural Pharmacy
Memorial Compounding Pharmacy
Metrocare Pharmacy
Minoru Pharmacy
Miracle Prescriptions Remedy's Rx
MJs Natural Pharmacy
MJs Natural Pharmacy #3
Morgan Creek Medicine Centre
Mt. Lehman Pharmacy Ltd.
Nakusp Pharmachoice
Nanaimo Pharmacy
Nanoose Pharmacy
Naz's Pharmacy #3
Naz's Pharmacy #4
Naz's Pharmacy No. 5
Naz's Prescription Plus Pharm #2
Naz's Prescription Plus Pharmacy
Nelson Clinic Pharmacy
Nelson Remedy's Rx
Nester's Pharmacy & Wellness - Squamish
Nester's Pharmacy Ltd
Nester's Pharmacy SFU
New Denver Community Pharmacy and Telepharmacy
New Life Pharmacy
New West Pharmachoice
Newgen PharmaChoice
Nolan's Pharmasave Drugs #222
Nordlys Pharmacy
North Shore Pharmacy

North West Pharmacy
Northmount Pharmacy Ltd
Northshore Drugstore Remedy's RX
Northview Pharmacy
OH pharmacy
Okanagan Pharmacy
Oliver Pharmacy Remedy's Rx
Omnicare Pharmacy
Otter Co-op at Parallel Pharmacy
Otter Co-op Pharmacy
Otter Co-Op Pharmacy (Mt. Lehman)
Owl Drugs
Oxford Pharmacy
P & A Pharmacy Ltd
Pacific Pharmacy #1
Pacific Pharmacy #3
Pacific Prescriptions & Medical Supplies No.2
Pandora Pharmacy
Park Pacific Pharmacy
Parksville Pharmacy
PDC Pharmacy
Peace Pharmacy
Peachland Pharmacy
PeerConnect Pharmacy
Pender Island Pharmacy
Peninsula IDA Pharmacy
Peoples Drug Mart #134
Peoples Drug Mart #369
Peoples Pharmacy
Peoples Pharmacy #377
PharmaChoice #007
Pharmachoice #9045
PharmaChoice #9062
Pharmachoice Langford Pharmacy
PharmaChoice Maple Ridge Pharmacy
Pharmachoice Pharmacy #9063
Pharmachoice Pharmacy #9072
PharmaChoice South Slope
Pharmachoice Trail Apothecary
Pharmacy Drugstore
Pharmacy Drugstore #2

Pharmacy #24
Pharmacy Apoteka
Pharmalife Pharmacy
Pharmasave #006
Pharmasave #008
Pharmasave #022
Pharmasave #026
Pharmasave #028
Pharmasave #034
Pharmasave #042
Pharmasave #043
Pharmasave #057
Pharmasave #063
Pharmasave #067
Pharmasave #075- Telepharmacy
Pharmasave #077
Pharmasave #081
Pharmasave #082
Pharmasave #086
Pharmasave #089 Tabor Plaza
Pharmasave #092
Pharmasave #095
Pharmasave #100
Pharmasave #1002 -Bridge Pharmacy
Pharmasave #1009
Pharmasave #1012
Pharmasave #1016
Pharmasave #102
Pharmasave #1025
Pharmasave #1029
Pharmasave #105
Pharmasave #106
Pharmasave #107
Pharmasave #1088
Pharmasave #1100
Pharmasave #1101
Pharmasave #1106
Pharmasave #1109
Pharmasave #115
Pharmasave #120
Pharmasave #129

Pharmasave #139
Pharmasave #142
Pharmasave #148
Pharmasave #151
Pharmasave #154
Pharmasave #162
Pharmasave #178
Pharmasave #179
Pharmasave #18
Pharmasave #181
Pharmasave #182
Pharmasave #183
Pharmasave #190
Pharmasave #198
Pharmasave #203
Pharmasave #205
Pharmasave #206
Pharmasave #21
Pharmasave #211
Pharmasave #213
Pharmasave #214
Pharmasave #221
Pharmasave #230
Pharmasave #232
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 #275
Pharmasave #276
Pharmasave #278
Pharmasave #280

Pharmasave #282
Pharmasave #284
Pharmasave #287
Pharmasave #291
Pharmasave #294 Orchards Walk
Pharmasave #296
Pharmasave #32
Pharmasave #71
Pharmasave #79
Pharmasave #87
Pharmasave #96
Pharmasave Cumberland #1015
Pharmasave Gateway Crossing #053
Pharmasave Gladwin
Pharmasave Health Center #1008 - Metrotown
Pharmasave Health Centre #001
Pharmasave Health Centre #002
Pharmasave Health Centre #005
Pharmasave Health Centre #007
Pharmasave Health Centre #010
Pharmasave Health Centre #011
Pharmasave Health Centre #015
Pharmasave Health Centre #016
Pharmasave Health Centre #020
Pharmasave Health Centre #024
Pharmasave Health Centre #027
Pharmasave Health Centre #029
Pharmasave Health Centre #038
Pharmasave Health Centre #049
Pharmasave Health Centre #052
Pharmasave Health Centre #059
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 #1006
Pharmasave Health Centre #1011
Pharmasave Health Centre #1022
Pharmasave Health Centre #1110

Pharmasave Health Centre #207
Pharmasave Heath Centre #012
Pharmasave Heath Centre #1010
Pharmasave James Bay #130
Pharmasave Lions Gate
Pharmasave Oak Bay #152
Pharmasave Riverbend 1033
Pharmasave Scott Town #167
Pharmasave Steveston Village
Pharmasave Willowbrook# 1017
Pharmawest Pharmacy
Pharmawise Pharmacy
Pharmcity Drugs #3
Pharmsave Health Centre #045
Phoenix Pharmacy
Pier Health Resource Centre
Platinum Care Pharmacy
Plaza Pharmacy
Point Grey Pharmacy
Powell River Pharmacy
Pratts Compounding Pharmacy
Pricesmart Foods #2281
Pricesmart Foods Pharmacy #2274
Princeton Pharmacy
Pro-Health Pharmacy
Pro-Health Pharmacy #2
Promontory Pharmacy
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
Pure Integrative Pharmacy #26
Pure Integrative Pharmacy #27
Pure Integrative Pharmacy #28
Pure Integrative Pharmacy #29
Pure Integrative Pharmacy #4
Pure Integrative Pharmacy #5

Pure Integrative Pharmacy #9
Pure Pharmacy #24
Pure Pharmacy Health Centre #01
Quadra Maple Pharmacy
Qualicum Pharmacy
Queens Apothecary Ltd
Queensborough Community Pharma
R.E.A.C.H. Centre Pharmacy
Rage's Pharmacy
Rainforest Wellness Pharmacy
Regency Medicine Centre
Reid Street Pharmacy
Remedy's Rx #202
Remedy's RX #298
Remedy's Rx #366
Remedy's Rx #367
Revelstoke Family Pharmacy
Revolution Pharmacy
Rexall #7102
Rexall #7104
Rexall #7110
Rexall #7111
Rexall #7116
Rexall #7122
Rexall #7123
Rexall #7127
Rexall #7129
Rexall #7130
Rexall #7133
Rexall #7137
Rexall #7149
Rexall #7159
Rexall #7161
Rexall #7164
Rexall #7171
Rexall #7177
Rexall #7187
Rexall #7191
Rexall #7193
Rexall #7194
Rexall Direct

Rexall Drug Store #7103
Rexall Drug Store #7114
Rexall Drug Store #7117
Rexall Drug Store #7126
Rexall Drug Store #7128
Rexall Drug Store #7139
Rexall Drug Store #7152
Rexall Drug Store #7154
Rexall Drug Store #7157
Rexall Drug Store #7162
Rexall Drug Store #7169
Rexall Drug Store #7170
Rexall Drug Store #7181
Rexall Drug Store #7182
Rexall Pharmacy #7136
Rexall Pharmacy #7163
Richmond Medical Pharmacy
Ridgeway 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 #1002
Rx Drug Mart #1003
Rx Pharmachoice Pharmacy
RX Ram Pharmacy Specialists
RXCare Pharmacy & Compounding
Safeway Food & Drug Pharma #082
Safeway Food & Drug Pharma #126
Safeway Food & Drug Pharma #140
Safeway Food & Drug Pharma #144
Safeway Food & Drug Pharma #161
Safeway Food & Drug Pharma #165
Safeway Food & Drug Pharma #23
Safeway Food & Drug Pharma #4900
Safeway Food & Drug Pharma #4914
Safeway Food & Drug Pharma #4917
Safeway Food & Drug Pharma #4918

Safeway Food & Drug Pharma #4940
Safeway Food & Drug Pharma #4942
Safeway Food & Drug Pharma #4958
Safeway Food & Drug Pharma #4963
Safeway Food & Drug Pharma #4968
Safeway Food & Drug Pharma #4970
Safeway Food & Drug Pharma #53
Safeway Pharmacy #4901
Safeway Pharmacy #4902
Safeway Pharmacy #4903
Safeway Pharmacy #4906
Safeway Pharmacy #4908
Safeway Pharmacy #4909
Safeway Pharmacy #4911
Safeway Pharmacy #4912
Safeway Pharmacy #4913
Safeway Pharmacy #4916
Safeway Pharmacy #4919
Safeway Pharmacy #4920
Safeway Pharmacy #4924
Safeway Pharmacy #4925
Safeway Pharmacy #4928
Safeway Pharmacy #4931
Safeway Pharmacy #4932
Safeway Pharmacy #4933
Safeway Pharmacy #4934
Safeway Pharmacy #4936
Safeway Pharmacy #4939
Safeway Pharmacy #4941
Safeway Pharmacy #4948
Safeway Pharmacy #4955
Safeway Pharmacy #4956
Safeway Pharmacy #4960
Safeway Pharmacy #4964
Safeway Pharmacy #4967
Safeway Pharmacy #4972
Safeway Pharmacy #4974
Safeway Pharmacy #4976
Safeway Pharmacy #4977
Safeway Pharmacy #4979
Safeway Pharmacy #4980

Saigon Pharmacy
Salmo Valley Pharmacy
Salmon Arm Prescription Centre
Salt Spring Pharmacy
Sam's Pharmacy Ltd.
Sardis pharmacy
Satnam Pharmacy
Save on Foods Pharmacy # 2227
Save on Foods Pharmacy #2246
Save On Foods Pharmacy #2250
Save on foods Pharmacy #2252
Save-On-Foods #918
Save-On-Foods #923 - Tillicum
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 #2214
Save-On-Foods Pharmacy #2215
Save-On-Foods Pharmacy #2216
Save-On-Foods Pharmacy #2217
Save-On-Foods Pharmacy #2221
Save-On-Foods Pharmacy #2224
Save-On-Foods Pharmacy #2225
Save-On-Foods Pharmacy #2228
Save-On-Foods Pharmacy #2235
Save-On-Foods Pharmacy #2242
Save-On-Foods Pharmacy #2244
Save-On-Foods Pharmacy #2249
Save-on-Foods Pharmacy #2255
Save-On-Foods Pharmacy #2263
Save-On-Foods Pharmacy #2289
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 #916
Save-On-Foods Pharmacy #919

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 #940
Save-On-Foods Pharmacy #942
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 - Quesnel
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 #982
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 #990
Save-on-foods Pharmacy #991
Save-On-Foods Pharmacy #992- Willoughby
Save-On-Foods Pharmacy #993
Save-On-Foods Pharmacy #995 - Pitt Meadows
Save-On-Foods Pharmacy #996
Save-On-Foods Pharmacy #999
Scottcare Pharmacy
Service Plus #3
Seymour Pharmacy #2
Shafa Pharmacy
Shopper Drug Mart # 291
Shoppers Drug Mart
Shoppers Drug Mart #0201
Shoppers Drug Mart #0202
Shoppers Drug Mart #0203
Shoppers Drug Mart #0204
Shoppers Drug Mart #0205
Shoppers Drug Mart #0209
Shoppers Drug Mart #0210
Shoppers Drug Mart #0211
Shoppers Drug Mart #0212
Shoppers Drug Mart #0214
Shoppers Drug Mart #0216
Shoppers Drug Mart #0217
Shoppers Drug Mart #0219
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
Shoppers Drug Mart #0251
Shoppers Drug Mart #0252
Shoppers Drug Mart #0253
Shoppers Drug Mart #0254
Shoppers Drug Mart #0258
Shoppers Drug Mart #0260
Shoppers Drug Mart #0261
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 #0280
Shoppers Drug Mart #0283
Shoppers Drug Mart #0286
Shoppers Drug Mart #0287
Shoppers Drug Mart #208
Shoppers Drug Mart #2100
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 #213
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 #221
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 #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
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 #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 #248
Shoppers Drug Mart #255
Shoppers Drug Mart #257
Shoppers Drug Mart #262
Shoppers Drug Mart #274
Shoppers Drug Mart #279
Shoppers Drug Mart #281
Shoppers Drug Mart #288
Shoppers Drug Mart #290
Shoppers Drug Mart #3005
Shoppers Drug Mart #3007
Shoppers Drug Mart #3076
Shoppers Drug Mart #3077
Shoppers Drug Mart #3079
Shoppers Drug Mart Store #2130
Shoppers Drug Mart Store #2134
Shoppers Drug Mart Store #2262
Shoppers Drug Mart #2118
Shoppers Simply Pharmacy #2285
Shoppers Simply Pharmacy #3082
Shoppers Simply Pharmacy #3087
Si Global Pharmacy #2
Sidney Pharmacy II
Silvermere Pharmacy
Silvermere Pharmacy #2 Ltd
Similkameen Pharmacy
Sina Pharmacy
Skaha Rexall Pharmacy #7179
Somerset Pharmacy Services

Southland Pharmacy
Sparwood Remedy's Rx
Squamish Pharmacy
Srx Pharmacy (#1)
SRx Pharmacy (#3)
St Anthony's Clinic Pharmacy #2
St Georges Pharmacy
Stein Valley Pharmachoice
Sterling Centre Remedy's Rx
Steveston Pharmacy
Strathcona Pharmacy
STS Pain Pharmacy
Sullivan Pharmacy Inc
Summerland Guardian Pharmacy
Sun Peaks Pharmacy
Sunnyside Evergreen Pharmacy
Sunrise Pharmacy
Sunset Pharmacy Ltd
Sunwest Pharmacy
Super Grocer & Pharmacy
Surlang MedCentre
T & T PHARMACY (METROTOWN)
T&T Pharmacy Landsdowne
Tablet Pharmacy
Tang's Prescriptions
Terra Nova PharmaChoice
The Drive Pharmacy
The Medicine Shoppe Pharmacy #367
The Pharmacy Kitilano
The Pharmacy Langley
The Pharmacy Main Street (Pharmachoice)
The Pharmacy West End
The Pharmacy Westview
The Village Pharmacy
Third Ave Evergreen Pharmacy
Thrifty Foods and Pharmacy #06
Thrifty Foods and Pharmacy #10
Thrifty Foods and Pharmacy #13
Thrifty Foods and Pharmacy #19
Thrifty Foods and Pharmacy #23
Thrifty Foods and Pharmacy #24

Thrifty Foods and Pharmacy #29
Thrifty Foods and Pharmacy #9464
Thrifty Foods and Pharmacy #9481
Thrifty Foods Pharmacy #9471
Thrifty Foods Pharmacy #9480
Town Centre Pharmacy
Townline Pharmacy
Tsawwassen Pharmacy
Ucluelet Co-op Pharmacy
ULTRACARE GUARDIAN PHARMACY #2
Universal Pharmacy
University Heights Pharmacy
University Pharmacy
Uptown Drugs Peoples Pharmacy
Urban Fare Pharmacy #7614
Valley Evergreen Pharmacy
Vanderhoof Medicine Centre
Vicon Pharmacy No. 2
Victoria Compounding Pharmacy
Victoria Health Unit Clinical Pharmacy
View Pharmacy
Village Pharmacy
Vital Health Pharmacy
Viva Med Pharmacy
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 #1181
Wal-Mart Pharmacy #1192

Wal-Mart Pharmacy #1206
Wal-Mart Pharmacy #1213
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 #5777
Wal-Mart Pharmacy #5834
Wal-Mart Pharmacy #5838
Wal-Mart Pharmacy #5853
We Care Pharmacy
We Care Pharmacy #2
WellCare Rx
Wellness Pharmacy
Wellness Pharmacy #2
Wellness Pharmacy No. 5
Wellness Pharmacy No.13
Wellness Pharmacy NO.3
Wellness Pharmacy No.6
Wellness Pharmacy No.8
Wellness Pharmacy No.9
Wescana Pharmacy #02
Wescana Pharmacy #03

Wescana Pharmacy #06
West 10th Medical Pharmacy
West End Medicine Centre
Westin Pharmacy and Medical Supplies LTD
White Rock Pharmacy
Whole Health Pharmacy
Willowbrook Pharmacy
Wilson Pharmacy
Winfield IDA Pharmacy
Winmed Pharmacy
Yale Pharmacy
Yale Road Pharmacy
YNP Dunbar Pharmacy
York Pharmacy
Your Community Pharmacy
Yyoung Medicine Mart
YYoung Medicine Mart Main



Appendix 6 – 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, 2021:

- 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 misstatement when it exists. Misstatement 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. The nature, timing and extent of procedures selected depend on our professional judgment, including an assessment of the risks of material misstatement, whether due to fraud or error, and involve obtaining evidence about the preparation of management's statement in accordance with the applicable criteria.

Marcil Lavallée

OTTAWA
400-1420 place Blair Towers Place
Ottawa ON K1J 9L8
T 613 745-8387
F 613 745-9584

Marcil-Lavallee.ca
Comptables professionnels agréés
Chartered Professional Accountants

Cabinet indépendant affilié à
Independent firm affiliated to



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, 2021 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, 2021, is prepared, in all material respects, in accordance with the applicable criteria.

Purpose of the Information

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 30, 2022

Marcil Lavallée

HEALTH PRODUCTS STEWARDSHIP ASSOCIATION

APPENDIX 1
DECEMBER 31, 2021

3

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 2021 – 1,203	Pages 3 and 16 Appendix 2: Regional District Summary Report Appendix 5: BC Collection Sites
In 2021, a total of 1203 BC retail pharmacies or 84.5% of total accredited pharmacies in British Columbia were registered as HPSA collection sites (-7.65% decrease from 2020)	Section 1: Executive Summary (page 3)

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 1st to December 31, 2021.
- 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, 2021

4

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	
Disclosure per Annual Report	Reference
In 2021, HPSA disposed 100% of the unused and expired Pharmaceuticals collected in British Columbia through incineration at Suez (Alberta)	Page 14

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: Whitecap Environment Services.
- 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 all the Certificates of Destruction provided by SUEZ North America since it's this company that was responsible of the 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 1st to December 31, 2021. 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 (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, 2021

5

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
In 2021, the quantity of pharmaceuticals collected for disposal was 98,166.9 kg	Pages 6, 14 and 16 Section 6, Table 1 Appendix 2: Regional District Summary Report
In 2021, the average volume of post-consumer pharmaceuticals returned per capita was 0.0190 kg representing a total volume of 98,166.9 kg of pharmaceuticals returned for disposal. The highest volume of return for a regional district was Metro Vancouver at 46,490.5 kg followed by Capital at 11,689.6 kg.	Section 6: Product sold and collected and recovery rate (page 14)

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, Whitecap Environment Services.
- 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 1st to December 31, 2021.

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 (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, 2021

6

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, 2021 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, 2021 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

