

## SIR SANDFORD FLEMING COLLEGE BOARD OF GOVERNORS PUBLIC MEETING AGENDA

**Wednesday, October 24, 2018**  
**1:00 p.m.**

**Frost Campus, Boardroom – Room 252**  
**Lindsay, ON**

Topic	Presenter	Time	Pg
<b>1. Call to Order</b>	D. Marinigh	5 min	
<ul style="list-style-type: none"> <li>• Welcome to the Traditional Territory <i>The Board of Governors will hold this meeting on the traditional lands of the Mississauga and Anishinaabe peoples.</i></li> <li>• Introduction of Guests</li> <li>• Installation of Incoming Governors</li> </ul>			
<b>Approval of Meeting Agenda</b> (enclosed)		1 min	1-2

*MOTION: to approve the Agenda for the October 24, 2018 Public Board Meeting*

<b>2. Declarations of Conflict</b>	D. Marinigh	1 min	
<b>3. CONSENT AGENDA</b>	D. Marinigh	1 min	3
<b>3.1 Approval of the minutes of the September 25, 2018 Public meeting</b> (enclosed)			4-6
<b>3.2 Receive, for information, the Report on Contracts Awarded</b> (enclosed)			7

*MOTION: to approve the Consent Agenda and through this, the items listed*

### REGULAR AGENDA

<b>4. Business Arising from the Previous Meetings</b> (not otherwise covered)			
<b>5. DECISION ITEMS</b>			
<b>5.1 Appointment of External Auditors</b> (enclosed)	F. Clifford	10 min	8
<i>MOTION: to appoint KPMG</i>			
<b>5.2 New Program: Community Pharmacy Assistant</b> (enclosed)	C. Kelsey	10 min	9-49
<i>MOTION: to approve the program</i>			
<b>6. DISCUSSION ITEMS, REPORTS AND INFORMATION ITEMS</b>			
<b>6.1 Frost Campus Update</b> (enclosed)	B. Goodwin	15 min	50-56
<i>MOTION: to receive the report for information</i>			
<b>6.2 Year to Date Financial Statement</b> (enclosed)	B. Baker	10 min	57-59
<i>MOTION: to receive the report for information</i>			
<b>6.3 Report from the Board Chair</b>	D. Marinigh	5 min	

*MOTION: to receive the verbal report for information*

**6.4 Report from the President** (enclosed) M. Adamson 15 min 60-64

*MOTION: to receive the report for information*

**6.5 Property / Projects Update** (enclosed) B. Baker 5 min 65-66

*MOTION: to receive the report for information*

**6.6 Cannabis on Campus** K. Kerford 5 min

*MOTION: to receive the verbal report for information*

**7. Other Business**

**8. Roundtable: “Community Connections”** D. Marinigh 10 min

Invitations Extended to the Board:

- *Installation of President Adamson* – November 1 at 4:00 p.m., Sutherland Campus
- *Fall Open House* – November 17 from 10:00 a.m. to 2:00 p.m. all Fleming campuses

**Next Public Board Meeting: Wednesday, November 28, 2018  
Sutherland Campus, Peterborough  
Time tbc**

**9. Adjournment** (approx. 2:30 p.m.)

*MOTION: to adjourn the Public Board meeting and move to the In-Camera Meeting*

# CONSENT AGENDA

Public Board Meeting  
October 24, 2018

Agenda Item 3

## CONTEXT / PURPOSE

To ensure the Board of Governors has sufficient time at its monthly meetings to deal with substantive policy issues and time to review and strengthen its own operations, minor or non-controversial Board matters will appear on a Consent Agenda for both the public and in-camera meetings. Items listed on the Consent Agenda do not require discussion and are approved en bloc.

## BACKGROUND

- Board Procedure BP-009, *Consent Agenda*

### **Attachments:**

As listed below

## RECOMMENDATION

**THAT the Board of Governors of Sir Sandford Fleming College**

- 3.1 Approve the Minutes of the September 26, 2018 Public Board meeting**
- 3.2 Receive for information the Report on Contracts Awarded June – September 2018**

# Board of Governors PUBLIC MEETING

Wednesday, September 26, 2018  
Sutherland Campus, Scholfield Boardroom – Room B3330  
Peterborough, ON

## MINUTES

*Present:* Mr. Dan Marinigh, Board Chair  
Mr. Paul Downs\*  
Mr. George Gillespie  
Ms. Nicole Grady  
Dr. Aaron Grant  
Ms. Hajni Hos  
Mr. Mike Leonard  
Ms. Katherine MacIver  
Ms. Mary Lou McLean  
Ms. Cathy Praamsma  
Ms. Maureen Adamson, President  
  
Ms. Michele McFadden, Board Secretary

*Regrets:* Mr. Fred Clifford  
Ms. Shelley Knott Fife \*  
Ms. Rosemarie Jung

*Senior Administration:*

- Mr. Brian Baker, Vice-President Finance and Administration
- Mr. Drew Van Parys, Executive Director Marketing and Advancement

*Staff Presenting:*

- Item 6.1: Ms. Kristi Kerford, Associate Vice-President Student Services
- Item 7.1: Ms. Susan Kloosterman, Registrar

*Guest:* Ms. Sara O'Halloran, College Communications; Ms. Chlorissa Craig, Student

\* awaiting confirmation of second term appointment from the Public Appointment Secretariat

### 1. Call to Order

The Chair called the meeting to order at 1:02 p.m. and acknowledged holding the meeting on the traditional lands of the Mississauga and Anishinaabe peoples.

**Quorum** was confirmed, staff and guests were **welcomed**. Three incoming Board members were introduced: Hanji Hos, Mary Lou McLean and Maureen Adamson. The Chair referenced beginning the year with a number of vacancies: re-appointments of Governors Downs and Knott-Fife, Angela Pind moved into a new position at the College, requiring her to relinquish her role as the Academic representative, and completion of the election process for a Student representative.

### 2. Approval of the Agenda

It was moved by Mr. Gillespie, seconded by Dr. Grant and carried to approve the agenda.

### 3. Declarations of Conflict: There were no conflicts disclosed concerning items identified on the agenda.

### 4. Consent Agenda

Governors were afforded the opportunity to identify those items to be removed from the

Consent Agenda and placed on the regular Public meeting agenda.

Moved and Seconded by Ms. Grady and Mr. Gillespie

**THAT the Board of Governors of Sir Sandford Fleming College approve the Consent Agenda for the September 26, 2018 meeting and, through this consent,**

**4.1 approve the minutes of the June 27, 2018 Public Board meeting.**

Motion Carried  
(Resolution BoG Sept26-2018 #1)

## REGULAR AGENDA

**5. Business Arising from Previous Meetings:** None identified

**6. Decision Items**

**6.1 New College Policy – Cannabis Possession and Use:** Ms. Kerford presented the policy, noting various approaches across the college sector. Fleming proposes a stand-alone policy that prohibits the smoking, inhalation, vaping, ingestion, and growing of cannabis or cannabis products on all College property including residences – a similar approach to the alcohol and smoking policies currently in place. The College currently has processes in place to accommodate medical requirements which includes a designated space at the Sutherland Campus; these processes are included as an appendix under the operating procedure. Governors were afforded the opportunity to ask questions.

Moved and Seconded by Dr. Grant and Ms. McLean

**THAT the Board of Governors of Sir Sandford Fleming College approve College Policy #4-429, Cannabis Possession and Use.**

Motion Carried  
(Resolution BoG Sept-2018 #2)

**7. Discussion Items, Reports and Information Items**

Chair Marinigh introduced a new process whereby items presented to the Board for information would be received through motion.

**7.1 Fall Enrolment Report:** College Registrar, Sue Kloosterman, presented Day 10 data for both domestic and international numbers, by School and to the program level. A new reporting format is being built that will reflect consistent, comparable and transparent information; an action plan will then be brought to the Board.

It was moved by Ms. MacIver, seconded by Ms. Hos and carried to **receive for information the Fall Enrolment Report.**

**7.2 Year to Date Financial Statement:** Vice-President Baker presented the statement of revenue and expenditures for the period ending August 31, 2018. Governors were afforded the opportunity to ask questions. The update budget will be presented to the Board at the November meeting.

It was moved by Mr. Leonard, seconded by Ms. Praamsma and carried to **receive for information the financial statements for the period ending August 31, 2018.**

**7.3 Report from the Board Chair:** Board Officers met regularly with the Interim President (Frank Sorochinsky) and engaged President Adamson through the transition phase. The Chair and Past-Chair had the pleasure of introducing the President at all-staff meetings in August.

It was moved by Ms. Hos, seconded by Mr. Leonard and carried to **accept the verbal report of the Board Chair.**

- 7.4 Report from the President:** The Report highlights key activities of each of the core businesses of the College over the summer and into September. Members expressed appreciation for the President's list of key observations and for the detailed summaries.

It was moved by Ms. MacIver, seconded by Ms. Praamsma and carried to **receive for information the President's Report.**

- 8. Community Connections:** Members were afforded the opportunity to share participation in a variety of events in the community.

Attention was drawn to the brochure for the *2018-2019 Board Excellence program*; incoming members and those who have not had the opportunity to take the Good Governance and Board Orientation training were encouraged to participate in the sessions being offered on November 23 and 24. The annual Colleges Ontario conference, the *Higher Education Summit*, takes place November 24 to 26. Members were requested to email expressions of interest to Ms. McFadden; requests would be reviewed and prioritized by the Executive Committee in accordance with Board Procedure BP-011, *Governor Participation at Conferences and Workshops*.

On September 28, the Honorable Maryam Monsef has organized an event in Peterborough to mark Gender Equality Week on the theme of working in non-traditional roles. Speakers include two Fleming representatives, President Adamson and Kristen Scott (Project Lead at our Centre for Advancement of Water and Wastewater Technologies). This dialogue-style event will take place at Fleming's Fulford's restaurant from 1:00 to 2:00 p.m. and is open to the public.

The Chair noted upcoming events as listed on the agenda, highlighting the November 1 "Hold the Date" request to formally install Maureen Adamson as the 6<sup>th</sup> President of Fleming College.

- 9. Other Business:** None identified or brought forward.
- 10.** Presenters and guests were thanked for attending the meeting.
- 11.** It was moved by Dr. Grant, seconded by Ms. Grady and carried to **adjourn the Public Board meeting at 1:38 p.m. and move to Committee-of-the-Whole.**

Period: June 1, 2018 - Sept 30, 2018

Procurement Contract Awards Between \$500,000 and \$999,999.

Award Date	Description	Vendor Name	Contract Amount (tax excluded)
	No items to report		

## SUBMISSION TO THE BOARD OF GOVERNORS

Agenda Item 5.1

**Report Title:** Appointment of External Auditors  
**Report to:** Public Board Meeting **Date of Meeting:** October 24, 2018  
**Requested Action:** Decision / Approval  
**Prepared and Submitted by:** Brian Baker, Vice-President Finance and Administration; Sue Sanders, Director of Finance

### OVERVIEW / BACKGROUND

The appointment of the College's independent external audit firm is required annually during the term of the contract for external audit services.

The Audit Committee is scheduled to meet on October 24, 2018. A responsibility of the Audit Committee is to recommend, for Board approval, the annual appointment of the College's auditors after considering management's evaluation of the incumbent auditors.

The following are relevant background items related to the selection of the external audit firm:

- June 22, 2016 In-Camera Board meeting, award of contract for external audit services
- Ontario Education Collaborative Marketplace (OECM) Master Agreement #2015-24 and RFS #241-FC for External Audit Services

### ANALYSIS / PROPOSED OPTIONS

In June 2016, the College entered into a five-year agreement with KPMG for external audit services, which included fixed rates. The fiscal 2018-19 year is the third year of the agreement with an option to renew for an additional five years.

The fees for 2018-19 are \$58,300 for the Annual Financial Statement Audit, \$12,180 for the Enrolment Audit, and \$2,600 for each separately funded project audit. The number and type of project audits change annually; it is expected that there will be fifteen additional special audits in 2018-19. As the year progresses, the number could increase should any additional funding be received.

KPMG LLP has been the College auditor for sixteen years in total and has consistently provided excellent service. In fiscal 2017-18, KPMG LLP was the audit firm for almost 50% of the colleges resulting in strong experience and expertise in the college sector. As audit and other types of questions occur throughout the year, KPMG promptly identifies the subject matter expert within the firm and provides appropriate, prompt advice.

Upon appointment, the 2018-2019 interim audit work will commence.

### RISK CATEGORY

External Environment     Internal Environment     Financial     Human Resources  
 Information Technology     Legal     Operational     Strategic     N/A

### RECOMMENDATION AND/OR MOTION

It is recommended the Board of Governors of Sir Sandford Fleming College:

**Appoint KPMG LLP as the College's External Auditors for the fiscal year ending March 31, 2019.**

### SUPPORTING DOCUMENTATION

N/A

## SUBMISSION TO THE BOARD OF GOVERNORS

Agenda Item 5.2

**Report Title: New Program - Community Pharmacy Assistant**  
**Report to: Public Board Meeting** **Date of Meeting: October 24, 2018**  
**Requested Action: Decision / Approval**  
**Submitted by: Carol Kelsey, Dean – School of Health and Wellness**  
**Program Proposal prepared by Linda Poirier, Director – Strategic Planning and Program Development**

### OVERVIEW / BACKGROUND

The School of Health and Wellness proposes to launch an Ontario College Certificate in Community Pharmacy Assistant commencing in September 2019.

In October 2013, the Retail Pharmacy Assistant program was presented to the Board of Governors. The Board approved the program. At the time of submitting the program for Ministry of Training, Colleges and Universities funding approval, the approval process for all colleges was halted for a number of months. The Retail Pharmacy Assistant proposal was declined by the Ministry based on a perceived lack of regional need and their opinion that Pharmacists should train Community Pharmacy Assistants on-site.

Employment needs have changed since 2013 and our Pharmacy Technician Program Advisory Committee (PAC) recommended we revise and re-submit our initial proposal. In June 2018, an application to change the program's name from 'Retail Pharmacy Assistant' to 'Community Pharmacy Assistant' was sent to Ontario College Quality Assurance Service for Credential Validation, which was approved. The Ministry has recently approved several Community Pharmacy Assistant programs since our original submission in 2013.

### ANALYSIS / PROPOSED OPTIONS

Student, program, and financial information is provided in the Business Case: Community Pharmacy Development document.

### RISK CATEGORY

Select all that apply

External Environment   
  Internal Environment   
  Financial   
  Human Resources  
 Information Technology   
  Legal   
  Operational   
 Strategic   
 N/A

### RECOMMENDATION AND/OR MOTION

It is recommended the Board of Governors of Sir Sandford Fleming College:

**Approve the *Community Pharmacy Assistant* Ontario College Certificate program with an implementation date of September 2019, for submission to the Ministry of Training, Colleges and Universities for funding approval.**

### SUPPORTING DOCUMENTATION

- Business Case: Community Pharmacy Assistant

# Fleming College

## BUSINESS CASE

# New Program: Community Pharmacy Assistant

Date:	October 24, 2018		
Board of Governors:	<input type="checkbox"/> Feedback	<input checked="" type="checkbox"/> Decision	
Proposed By	Carol Kelsey, Dean		
School of Study:	School of Health and Wellness		
Proposed Launch Date:	Fall 2019		
Offering:	<input checked="" type="checkbox"/> Full-Time	<input type="checkbox"/> Part-Time	
Student Enrolment Target:	YEAR 1 = 20	YEAR 3 = 30	YEAR 5 = 30
Semesters / Hours:	3 Semesters / 710 Hours		
Applied Learning Method(s):	<input type="checkbox"/> Applied Project	<input checked="" type="checkbox"/> Co-op/Placement	<input checked="" type="checkbox"/> Other
First Graduating Class	Class of 2020		
Credential Ontario College (OC):	<input type="checkbox"/> OC Diploma	<input checked="" type="checkbox"/> OC Certificate	
	<input type="checkbox"/> OC Advanced Diploma	<input type="checkbox"/> OC Graduate Certificate	
	<input type="checkbox"/> Fleming College Diploma	<input type="checkbox"/> Fleming College Certificate	
Program Mapping:	Appendix 1		
Career Opportunities:	Pharmacy Assistant		
Tuition (per Semester):	YEAR 1 = \$59,890	YEAR 3 = \$90,400	YEAR 5 = \$90,400
Program Start-up Cost:	\$50,612 for course development, capital, and startup costs		
Program Operating Cost:	YEAR 1 = \$106,874	YEAR 3 = \$113,619	YEAR 5 = \$117,622
Return on Investment:	YEAR 1 = (\$97,597)	YEAR 3 = (\$21,072)	YEAR 5 = \$217,678
OCQAS Program Validation	<input type="checkbox"/> Pending	<input checked="" type="checkbox"/> Approved	APS Number: FLEM 01276

## Review and/or Approval

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Aboriginal Education Council              | <input checked="" type="checkbox"/> Academic Council  | <input type="checkbox"/> Deans Council                         |
| <input checked="" type="checkbox"/> Deans and Chair Committee      | <input checked="" type="checkbox"/> Executive Leaders | <input checked="" type="checkbox"/> Program Advisory Committee |
| <input checked="" type="checkbox"/> Strategic Enrolment Management | <input type="checkbox"/> Other: _____                 |  |

## Acknowledgements

Thank you to the members of the Community Pharmacy Assistant Academic Development Team for their dedication and excellent work in engaging the college community in consultations, research, writing, and responding to feedback. Over the course of our planning and approval process this team involved. Carol Kelsey – Dean, School of Health and Wellness, Nick Stone - Academic Chair, Katie Roy – Faculty, Amanda Mushynski – Faculty, Cheryl Wardell – Library Technician, John Pacey – Budget Services, Linda Poirier – Director, Strategic Planning & Program Development.

# Fleming College

## 1. Executive Summary

The School of Health & Wellness proposes to launch an Ontario College Certificate in Community Pharmacy Assistant commencing in September 2019.

This certificate complements the current offerings in the school as it broadens the health and education program selection for students and provides potential students with different options related to pharmacy work. The proposal revolves around an initial face-to face delivery, progressing to hybrid and online course offerings to complete the certificate over 2 semesters plus field placement.

As the scope of practice for pharmacists and registered pharmacy technicians expands into higher levels of expertise, the role of the pharmacy assistant is becoming critical to the operational effectiveness of pharmacies. This program will help to meet the healthcare industry challenge of recruiting and retaining qualified employees to work with pharmacists and pharmacy technicians within this scope of professional practice. The pharmacist's role is shifting from dispensing and technical functions to service-oriented functions that improve patient outcomes. One potential barrier to implementing these "new" practice opportunities is creating a sustainable pharmacy team model that includes Registered Pharmacy Technicians and Pharmacy Assistants. Several articles, including Carey (2012) illustrate the need for strong pharmacy teams.

This program will help meet the needs of more than 100 pharmacies in Peterborough and surrounding area. With a growing and aging population, these pharmacies will only continue to get busier. According to the 2016 Census, Peterborough has more individuals over the age of 65 per capita than any other city in Ontario. (Census Profile, Statistics Canada, 2016) New pharmacies may open to meet the growth demands while current pharmacies expand their workforce. This underscores the employment opportunities that will be available for graduates of this program within Fleming's catchment area.

The role of the Pharmacy Assistant is becoming critical to the operational effectiveness of the retail pharmacy. This certificate will appeal to a broad base of individuals who are interested in pursuing employment in a retail pharmacy setting and provide an entry point into pharmacy work.

Currently, there are five (5) other English speaking Ontario College Pharmacy Assistant Certificate offerings, none of which offer our proposed hybrid delivery model. The program would be the only one offered in the Eastern Region.

## 2. Program Description

The Community Pharmacy Assistant Program is an Ontario College Certificate with a total of 710 hours. The Ministry of Training, Colleges and Universities (MTCU) Ontario College Credential Framework suggest that a one year Ontario College Certificate consist of 600 to 700 hours of study. This program has been designed to comply with this Framework.

## Fleming College

The Community Pharmacy Assistant Certificate is composed of fifteen courses designed to prepare graduates for employment in retail pharmacies. This hybrid program will allow a number of the courses to be completed online with weekly on-site day(s) to utilize the Pharmacy Technician Lab space and address the applied theory and lab components.

The certificate has been designed to be completed over 2 consecutive semesters plus field placement, and features a flexible, hybrid delivery model. While the first semester is composed of 100% face-to-face course offerings, the second semester is a blend of online and face-to-face offerings and the last semester consists of field placement of 140 hours.

Examining the 2017 application figures (Application Cycle) of the five colleges who have this program, the majority of students were non-direct (did not apply after high school and have been graduated for more than one year). Of 267 applicants, 32 were direct, 96 were non-direct, and 139 were unknown. Looking at the ratio of direct versus non-direct, over 66% of applicants were non-direct.

Applicant Type	2013	2014	2015	2016	2017
DIRECT	24	51	41	24	32
NON-DIRECT	110	115	113	127	96
UNKNOWN	64	98	73	73	138
UNKNOWN	0	0	0	0	1
Applicant Type	198	264	227	224	267

Using OCAS data –Program Groups- Program Counts by Applicant Type, registration into the program, non-direct learners are the majority in the program across colleges.

The rationale for the different designs of the semesters is supported by research into computer literacy issues of this mature/ non-direct learner. Students who increase their computer and information literacy are more likely to complete a program which speaks directly to the college's mandate to improve student retention (Krysiewski, 2018). Another main finding of this type of research was that improving adult learners' computer literacy skills impacted their own self-efficacy towards their ability to use technology (Johnson, et. al., 2018). When students feel comfortable with the technology, they are more likely to be successful in their studies. Recommendations to improve computer literacy include face-to-face instruction in the use of the technology (Ngo-Ye, 2014).

This program will teach these critical skills in the first semester so that students will feel capable using the technology for the rest of the program and other educational or employment opportunities they may pursue in the future.

The concept of this program is a direct result of the continued need for a multi-disciplinary team approach to operating a retail pharmacy. An Ontario College Certificate in Community Pharmacy Assistant will offer students the relevant knowledge and skills needed to work as a Pharmacy Assistant in a retail dispensary.

## Fleming College

The main role of the Pharmacy Assistant is to provide clerical and technical support to Registered Pharmacists and Registered Pharmacy Technicians in a retail pharmacy environment.

To free up their time and let them focus on more important tasks, most pharmacists employ Pharmacy Technicians and Community Pharmacy Assistants to help with routine chores. In a small or low-volume pharmacy setting, a pharmacist might only hire one Technician or Pharmacy Assistant at a time. High-volume pharmacies might employ several Technicians and Assistants to handle the flow of patients and retail traffic.

A Community Pharmacy Assistant often serves primarily as a retail clerk. Though automated pill-counting machines could relieve them of some of their tasks, Community Pharmacy Assistants will continue to take on the basic tasks formerly completed by pharmacists to reduce service costs. In contrast, Pharmacy Technicians are registered professionals and are expected to have a higher level of skill and knowledge, so they can perform many of the pharmacist's lighter duties.

Pharmacists prefer to hire either already experienced pharmacy personnel as Pharmacy Assistants or hire graduates of a related Ontario College Certificate program as it speaks to consistency in standards in pharmacy personnel (see Appendix III). In addition, the training also addresses the essential skills required in the workplace which include reading, document use, writing, numeracy, oral communication, critical thinking, and proficiency with digital technology.

Courses will be offered in a fulltime cohort, online through Fleming College in addition to face-to-face delivery of applied skills content in our specialized Pharmacy Technician Lab. Many assistant jobs also require experience in a pharmacy setting. This lab mirrors a pharmacy and learners will have additional pharmacy training in this lab. The placement gives direct experience in the retail setting.

The certificate has been designed to be completed over 2 consecutive semesters plus field placement, and features a flexible, hybrid delivery model. While the first semester is composed of 100% face-to-face course offerings, the second semester is a blend of online and face-to-face offerings and the last semester consists of field placement of 140 hours as described in the chart below.

<b>SEMESTER ONE COURSES– 18 hours per week</b>				
<b>Code</b>	<b>Name</b>	<b>Hours</b>	<b>Delivery</b>	<b>Development</b>
New	Retail Pharmacy Products	45	Face-to-face	Modify to PA (Pharmacy Assistant?) Scope of Practice
New	Human Health and Disease	30	Face-to-face	New development required
MATH 106	Pharmacy Math	45	Face-to-face	No development required
New	Computers in Pharmacy	60	Face-to-face	Modify COMP 481 to PA Scope of Practice
New	Introduction to Pharmacology	45	Face-to-face	Modify to PA Scope of Practice
COMM 201	Communications 1	45	Face-to-face	No development required
<b>Total Hours Semester 1</b>		<b>270</b>		

## Fleming College

<b>SEMESTER TWO COURSES– 20 hours per week</b>				
<b>Code</b>	<b>Name</b>	<b>Hours</b>	<b>Delivery</b>	<b>Development</b>
New	Standards of Practice and Legislation for Retail Pharmacy Assistants	45	Blended: online and face-to-face	Modify HLTH 255 to include <b>Scope of Practice (what scope? PA?)</b> and standards and convert to blended
New	Field Preparation for Community Placement	15	Face-to-face	Modify FLPL 167 to PA Scope of Practice
New	Community Pharmacy	30	Face-to-face	Modify HLTH 254 TO PA Scope of Practice and convert to online
GEN ED	Student Choice	45		
New	Retail Drug Distribution	45	Blended: online and face-to-face	Modify HLTH 260, 261 for retail only and convert to online
New	Introduction to Compounding	45	Blended: online and face-to-face	Modify HLTH 262 to PA Scope of Practice and online conversion
New	Professional Practice for Community Pharmacy Assistants	30	Online	Modify HLTH 253 to PA scope
New	Retail Dispensing	45	Blended: online and face-to-face	Modify HLTH 261 to PA scope
<b>Total Hours Semester 2</b>		<b>300</b>		
<b>SEMESTER THREE FIELD PLACEMENT</b>				
<b>Code</b>	<b>Name</b>	<b>Hours</b>	<b>Delivery</b>	<b>Development</b>
New	Field Placement for Community Pharmacy Assistant	140	Face-to-face	Modify FLPL 169 to PA scope
<b>Total Hours Semester 3</b>		<b>140</b>		
<b>Total Hours Program</b>		<b>710</b>		

### 2.1. Program Mapping

*See Appendix 1: For Credentials Validation Service documentation*

### 2.2. Essential Employability Skills

See Appendix 2: Essential Employability Skills Outcomes

## Fleming College

### 3. Fleming Student Fundamentals

The Ideal Student for this program is an individual who has a record of working collaboratively in a team setting. A keen interest in working with the public in addition to strong communication skills would also be an asset.

#### 3.1. Admission Requirements

Ontario Secondary School Diploma (OSSD), (with the majority of credits at the College and Open level) or equivalent including the following required courses:

- English – any 11 or 12 (C) or (U), or equivalent
- Recommend Grade 11 or 12 Mathematics (C)

#### Mature Student Status

If a potential student is 19 years of age or older before classes start, and does not possess an OSSD, they can write the Canadian Adult Achievement Test to assess their eligibility for admission. Additional testing or academic upgrading may be necessary to meet specific course requirements for this program.

#### 3.2. Applied Learning Opportunities

Pharmacy Practice courses including content in dispensing and prescription processing, compounding, calculations, law and regulatory issues, pharmacy computer systems, communications, community pharmacy practice, inventory management, patient profiles and billing procedures. These activities will take place in the Pharmacy Lab practice area as well as in a field placement consisting of 140 hours.

#### 3.3. Student Target Audience

This certificate is designed for busy individuals who may be currently working and desire a more flexible delivery model with limited on-site hours at the College. As with the applications from the other colleges, the majority of students will be classified as mature or non-direct learners. This target group, as stated earlier, may also lack computer literacy skills and the program design will assist students in learning these skills in the first semester. This Community Pharmacy Assistant Certificate will attract high school graduates as well as mature students who may potentially apply through the Second Career Strategy initiative which provides an opportunity to unemployed individuals to receive skills-training and financial support to retrain for an in-demand job.

As a vital member of the retail pharmacy healthcare team, the Community Pharmacy Assistant should possess strong-organizational and planning skills, understand pharmaceutical terminology, and possess effective interpersonal skills. Emphasis on visual acuity demonstrating the ability to distinguish details, shapes, and colour is also required.

## Fleming College

### 3.4. Student Benefits

The benefit to the student for choosing the Community Pharmacy Assistant Certificate program would be fulfilling employment as an integral part of the health care and pharmacy care team. The program design provides computer literacy training in the first semester in such areas as our learning management system, Internet search and research, and applicable software programs including Kroll, a software system used in pharmacies. The uniqueness of the Field Placement experiential learning would offer the students a significant advantage in finding employment and certainly offer a measure of confidence as a new employee. Additionally, the design of the program will enable students who are already in the workforce to achieve a credential.

The state-of-the-art pharmacy lab will familiarize students with the pharmacy setting allowing a greater level of comfort for their placements in pharmacies identical to the lab. The newly completed A-Wing not only provides enhanced classrooms but also bright and open sitting areas where students can meet in teams or enjoy time alone for study.

The benefit to the student for choosing Fleming College:

- More than 83% of Fleming graduates who enter the labour force have jobs within six months of graduation.
- Overall student satisfaction at Fleming is 80.3%, well above the provincial average of 76.2%
- Fleming College certificates, diplomas and degrees are widely recognized and valued by employers.
- Fleming achieves a high employer satisfaction rate: 93%.
- Fleming College offers a number of pathways to further education, including formal transfer agreements with universities such as Trent University in Peterborough and the University of Guelph.
- Fleming offers a range of support services from counselling right through to job placement.
- At Fleming, staff are constantly developing and delivering a broad range of programs that reflect the actual job market.
- Fleming College's faculty have extensive experience in the field, strong academic credentials, and teach in well-equipped, up-to-date labs.
- Fleming delivers a range of programming from Academic Upgrading and employability skills to continuing, postsecondary and post-graduate education.
- Every year, Fleming College graduates more than 2,000 students from more than 90 full-time, post-secondary programs.

### 3.5. The Student Experience

Fleming College supports all students to ensure a successful transition to college and access to opportunities throughout their time at Fleming. With state-of-the-art lab facilities and access to professors who are experts in their field and represent Fleming College on provincial pharmacy committees, applicants to the Community Pharmacy Assistant Certificate will enjoy a rich experiential learning environment. The college is also a leader in offering online learning opportunities with technical support systems embedded into the delivery models to provide flexible learning experiences for the students.

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### 3.6. Education Pathway Opportunities

This certificate provides an appropriate and complementary fit with programs being offered in the School of Health & Wellness. This certificate will provide a professional development opportunity for direct and non-direct students. Unsuccessful students in the Pharmacy Technician program may experience success in the certificate program and still meet their career goals to work in a pharmacy. Graduating from this program may also provide impetus for students to enroll in other health and wellness programs offered at the college.

### 3.7. Value Proposition

Fleming's Community Pharmacy Assistant Certificate is spread over 2.5 semesters and will adopt differentiated delivery methods and a schedule structured to provide optimal flexibility for the non-direct student, allowing students to work while completing their studies. With a transition from face-to-face delivery to online delivery over the course of the certificate, this program will allow students to gradually become comfortable with online learning in order to ensure their academic success. Our dedicated pharmacy dispensing lab will provide students the opportunity to practice skills and techniques in a controlled environment that mimics a retail pharmacy, making the transition into placement and the workforce easier. In addition, the placement experience will provide on-the-job training in a pharmacy environment that will increase student job prospects upon completion of the certificate.

## 4. Strategic Alignment

### 4.1. Strategic Mandate Agreement

This new program aligns with the SMA in that it falls into both a program area of strength and intended expansion (health technology). It is innovative and flexible in its delivery of teaching and learning excellence, given its initial, traditional face to face approach which then becomes progressively more online with practical skill labs scheduled on evenings/weekends to accommodate the non-direct student who may be working. A flexible schedule for the 140 hour placement in a 7 week block (could be full or part time over this period) ensures a capstone experiential learning opportunity in a community pharmacy setting.

### 4.2. Fleming College Strategic Plan

The Community Pharmacy Assistant program will be designed to deliver outstanding student learning and experiences in our state of the art pharmacy dispensing lab. Every effort will be made to provide accessible, outcomes-based approaches, applied learning and differentiated, authentic assessment. We hope to grow overall enrolment by providing this new certificate, aimed primarily at non-direct students as indicated by other college numbers with their majority of non-direct applicants.

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### 4.3. Fleming College Business Plan

“High level priorities for 2018-19 include efforts to continue to develop differentiated relevant programs and continue to enhance flexible learning.” This program, designed to be launched in September 2019 will be one of the targeted four sent for Board approval this year.

### 4.4. Fleming College Academic Plan

This new offering will be consistent with the Plan’s intent to “increase flexible and efficient delivery options that meet the needs of students through collaboration with college services and facilities.” The Pharmacy Technician lab space and classroom offer a perfect setting for campus delivery. The School has considerable in-house expertise, who, in collaboration with the Learning Design and Support Team, will create this new offering. Some of the existing Pharmacy Technician curriculum will be converted to a more scope-specific focus for the Pharmacy Assistant, in addition to having its format altered to meet the needs of today’s learners.

### 4.5. Fleming College Sustainability Plan

Every effort will be made to include Fleming’s signature learning outcome: Students will be able to explain the interconnections between the broad principles of sustainability - which include human health and well-being, ecological health, social issues, and secure livelihoods- in order to support a better world for all generations.

### 4.6. Fleming College Internationalization Plan

Because of the program length, it may not be attractive to International students.

## 5. Environmental Scan

### 5.1. Labour Market

Pharmacy Assistants are part of the larger National Occupational Classifications 3414: Other Assisting Occupations in Support of Health Services.

According to Service Canada, the number of workers in other assisting occupations in support of health care (3414) has risen sharply in recent years, mainly because of increased prescription drug use and growing demand in the health sector. Given these ongoing trends and government health care priorities, the number of workers in this occupational group should continue to increase sharply over the next few years.

#### Growth & Employment Potential

According to EMSI Analyst, the outlook for other assisting occupations in support of health services in Ontario is expected to grow between the period of 2016 – 2024. This group of occupations has been experiencing significant growth over the last several years.

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Demands for pharmacy services, as a whole, are increasing as a direct result of the increasing elderly population who often need more medications. In 2016, 16.4% of *Ontario's population* was 65 years or older. By 2041, it is projected that 25% of *Ontario's population* will be 65 years or older, almost doubling from 3 million seniors in 2016 to 4.6 million seniors. In 2013-2014, twenty-two percent of seniors perceived their health to be 'fair' or poor' (Queen's Printer, 2017). Chronic diseases and a greater number of drug options for medical conditions, also increases the demand for pharmacy services.

### National / Provincial Outlook

According to PayScale Canada, the average Pharmacy Assistant in Toronto makes \$37,500. The median hourly wage is \$14.43 but this statistic does take into consideration the Ontario minimum wage increases with a target of \$15.00 per hour in January 2019. This position, in many pharmacies, may also offer overtime (PayScale, 2018). By comparison, graduates of a two-year Early Childhood Education program have an average annual salary of \$32,000 or \$14.07 per hour (PayScale, 2018). As an entry level salary and with opportunities for pay increases commensurate with experience, the Community Pharmacy Assistant position is in line with other starting salaries.

The chart below illustrates the potential future growth in occupations in support of health services (3414: Other Assisting Occupations in Support of Health Services).

Source: EMSI Analyst

<b>1,051</b>	<b>1,196</b>	<b>145</b>	<b>13.8%</b>
2016 Jobs	2024 Jobs	Change (2016-2024)	% Change (2016-2024)

National Outlook: 10 Year Projection (2017-2026) for NOC 3413 and 3414

Source: Canadian Occupational Projection System (COPS)

<http://occupations.esdc.gc.ca/sppc-cops/occupationssummarydetail.jsp?&tid=124>

\* Data from COPS encompasses the following Occupation Groups:

- Nurse aides, orderlies and patient service associates (3413)
- Other assisting occupations in support of health services (3414)

Outlook: BALANCE (NOC 3413 and 3414)

Labour demand and labour supply are expected to be broadly in line for this occupation group over the 2015-2024 period at the national level.

Skill Type: Health occupations

Skill Level: Occupations usually require secondary school and/or occupation-specific training

Employment in 2016:	297,400
Median Age of workers in 2014:	42.5
Estimated Median Age of Retirement in 2014:	63

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Over the 2014-2016 period, employment in this occupational group increased at a somewhat stronger pace than the average for all occupations. The unemployment rate slightly declined to reach 3.6% in 2016, below the national average of 7.0%. Little change was recorded in the average hourly wage. Hence, analysis of key labour market indicators suggests that the number of job seekers was sufficient to fill the job openings in these occupational groups.

### Provincial/ Regional Outlook

Regional data below does predict increases in the health occupations. However, these statistics do not indicate which jobs within the health sector will experience growth.

However, the real area of interest is pharmacy personnel growth. In 2017, the Ontario College of Pharmacists registered 1200 new pharmacists and pharmacy technicians, both regulated positions. This demonstrates the increasing need for pharmacy personnel. Last year there were 16,103 pharmacists and 4,597 pharmacy technicians. In 2015, the number of pharmacists was just over 15,000. The growth rate for pharmacists is approximately 4 percent per year (OPC Annual Report, 2017). The Ontario College of Pharmacists does recognize the role of assistants in several of their online training modules such as the Medication Safety Considerations online training (OPC, 2018). With the number of advertised positions for Pharmacy Assistants, it would appear that pharmacies are experiencing higher demands for service from the public with increasing numbers of people over 65. More pharmacists work in community pharmacies while more pharmacy technicians work in hospitals and other healthcare facilities. Given the aging population and medication needs, pharmacy positions will likely continue increase.

### **Regional Occupation Summary for Other Assisting Occupations in Support of Health Care Services:**

Region	2016 Jobs	2024 Jobs	Change	% Change
Region	1,051	1,196	145	13.8%
Peterborough	319	404	85	26.6%
Kawartha Lakes	95	117	22	23.2%
Northumberland	98	114	16	16.3%
Haliburton	29	35	6	20.7%
Cobourg	50	58	8	16.0%

## 5.2. Market Potential

See Appendix III for Employment Postings

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### National Occupational Classification (NOC) 3414: Other assisting occupations in support of health services

Pharmacy Assistants are valued and essential members of Ontario's healthcare teams. They are healthcare providers who work under the direction and supervision of Registered Pharmacists and/or Registered Pharmacy Technicians to support the day-to-day running of a retail pharmacy. In doing so, they may process, prepare, package, and label prescriptions and pharmaceutical products within established policies and procedures, solve problems relating to prescriptions such as adjudication problems, calculations and legality issues and communicate with patients, customers and other health care professionals to provide excellent patient care and customer service.

The role of the Pharmacy Assistant has remained vital in Retail Pharmacies mainly due to concerns with cost control. Pharmacy assistants are less expensive than pharmacy technicians, so assistants are far more cost-effective when it comes to performing routine assignments. For pharmacy assistants, it means more job opportunities that complement the existing Pharmacy team in a cost efficient manner. The role of the Pharmacy Assistant is less technical than the Pharmacy Technician and may be considered more clerical and business customer service oriented.

### Source: Job bank – [www.jobbank.gc.ca](http://www.jobbank.gc.ca) Common Job Titles:

- aide, pharmacy
- aide, supply, processing and distribution – medical
- assistant, herbal medicine
- central supply aide
- central supply room technician – medical
- dispensary assistant
- dispensing assistant, drugstore
- drugstore dispensing assistant
- drugstore side room attendant
- herbal medicine assistant
- medical clinic assistant
- pharmacy aide
- pharmacy supply assistant

### Typical Employers

- hospitals
- medical clinics
- offices of health care professionals
- nursing homes
- pharmacies

A search on the Job Bank, Government of Canada on September 17, 2018 found 169 Pharmacy Assistant jobs in the field. Five were in Ontario. A search on Workopolis on the same date, found 259 related jobs in Ontario. Scanning the first page of 29 positions, two were not Assistant Positions; one

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was a part-time pharmacist and one was a pharmacy technician. Using this analysis, over 200 of the jobs were for Pharmacy Assistants within the province. Of these, 27 relevant positions on the first page of the search, nine were within an hour commute from Peterborough. Many positions are with Shopper's Drug Mart where qualifications include some pharmacy experience as an asset. It should be noted that several of the key responsibilities in *the majority* of positions include the use of pharmacy software, accurate dispensing of medications, and data entry of patient care information which is taught in this program. Our graduates will "hit the ground running" as compared to individuals with little or no formal training.

### 5.3. Evidence of Need

The development of this certificate was initiated by feedback from the current Fleming College Pharmacy Technician Co-ordinator and by the current Pharmacy Technician Fleming College Program Advisory Committee (PAC) April 17, 2013 where rich discussion centered around the on-going need for the Pharmacy Assistant role within the healthcare team in Retail Pharmacy.

Pharmacists on the Pharmacy Technician PAC indicated that their daily responsibilities and staffing models would continue to include Pharmacy Assistants and felt many other retail outlets would continue to do the same.

A subsequent Community Pharmacy Assistant reference group has been formed to direct their attention specifically to this new certificate. The Program Advisory Committee unanimously supported the program at their meeting on May 22<sup>nd</sup>, 2018.

Employment opportunities for graduates include:

- Retail/community pharmacies
- Long-term care pharmacies
- Pharmaceutical distribution wholesalers
- Pharmacy application software vendors
- Pharmacy benefits administration and consulting firms

### 5.4. The Competition

Currently, no College of Applied Arts and Technology offers a hybrid delivery certificate in Community Pharmacy Assistant. All Ontario Colleges mentioned offer 1 year face-to-face Ontario College Certificates. There are a number of public institutions and private organizations that offer Retail Pharmacy Assistant Certificates with a variety of total certificate hours.

Fleming's Community Pharmacy Certificate will offer supportive instruction in face-to-face, blended and online courses and will be scheduled to allow students to work while completing their studies. With dedicated lab space and professors who are Registered Pharmacy Technicians teaching the curriculum, Fleming's certificate will prepare the student well for placement and ultimately for meaningful employment in a community pharmacy setting.

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### Community Colleges

College Boreal \_ French Language Retail Pharmacy

Lambton College – Retail Pharmacy Assistant: 1 year Ontario College Certificate

Niagara College – Retail Pharmacy Certificate: 1 year fulltime Ontario College Certificate

Sheridan College – Retail Pharmacy Assistant: 1 year Ontario College Certificate

Fanshawe College, Community Pharmacy Assistant: 1 year Ontario College Certificate

Mohawk College – Community Pharmacy Assistant: 1 year Ontario College Certificate

### Private Colleges:

Range from 21 - 45 weeks in length

Admission grade 12 or GED

All face to face offerings

### Canadian College of Business, Science and Technology

CDI College

CJI Health Care College

Everest College of Business, Technology and Health Care LKC College

Medix College

North American College

Ontario Works Training Program Pharmaceutical Science College of Canada Trillium College

Trios

## 6. Community Collaboration

### 6.1. Fleming College Board of Governors

Item	Meeting Date	Questions / Comments / Actions / Decisions
Preliminary Program Proposal	September 26, 2018	

### 6.2. Fleming College Councils and Committees

The following committees, councils and/or external community partners were consulted:

Council / Committee	Meeting Date	Questions / Comments / Actions / Decisions
<input checked="" type="checkbox"/> Senior Management Team	January 2018	Full Support
<input checked="" type="checkbox"/> Program Advisory Committee	Jan. 25, 2018	Full Support — endorsed the update to the program name
<input checked="" type="checkbox"/> Strategic Enrolment Management	July 11, 2018	Full Support
<input checked="" type="checkbox"/> Academic Council	Oct. 11, 2018	Full Support

### 6.3. Community, Industry, and Other Partners

*See Appendix IV for letters of support from the Community.*

## Fleming College

### 7. Program Implementation

#### 7.1. School of Health and Wellness

#### 7.2. Staffing Requirements

Faculty for this program will include existing full-time faculty, existing contract faculty and may include some new contract faculty as well.

#### 7.3. Space and/or Equipment Requirements

The college currently houses a Pharmacy Technician Lab that would readily accommodate the applied learning activities required in the Pharmacy Assistant Certificate. It will contribute to optimizing the use of this space.

#### 7.4. Information Technology Requirements

No additional. Current needs in place for Pharmacy Technician software.

#### 7.5. Program Promotion Strategy

##### Fleming Events / Internal Opportunities

- College Open House (Fall and Spring) Events
- Program Advisory Meetings
- Coordinator outreach efforts

##### Recruitment Activities

- Profiled at post-secondary information nights in the GTA and school presentations throughout the province
- Participation in the College Information Program (CIP) on campus
- Promoted at key student recruiting events in Toronto including OCIF
- Promoted through College Contact Centre conversion campaigns

##### Collateral

- Inclusion in the College Viewbook, School of Health and Wellness booklet
- Display banners for events and presentations
- Program sheet and specialty postcards (for distribution at events and direct mail campaigns)

##### Digital

- Digital and Social Media Advertising campaign targeted by demographics, location, key words, and online activity.

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### Web

- Included in featured programs section
- Promoted through high profile banners on home page
- Focus on Fleming blog feature
- Program page

### Social Media

- Promoted through Social Media channels – Facebook, Twitter, and Instagram
- Facebook and Instagram promoted posts

### Direct Mail/e-mail campaigns

- Direct mailings to targeted organizations and influencers (Guidance Channel)
- E-mail campaigns to key audiences

### Public Relations / Media Relations / College Communications

- Press release announcement, media story pitch
- Fleming Ties Alumni Magazine and Alumni Matters newsletter
- Fleming College news

## 7.6. Marketing and Recruitment

Activities will start immediately upon final Ministry of Training, Colleges, and Universities (MTCU) approval.

## 7.7. Office of the Registrar

Upon final MTCU approval for funding, program specifics will be loaded into Evolve.

## 7.8. Timelines

An integrated marketing plan will be developed to promote this program to key target audiences including high school students, non-direct applicants, and influencers.

## 8. Financial

### 8.1. Return On Investment At-A-Glance

Description	Class of '19 (Year 1)	Class of '20 (Year 2)	Class of '21 (Year 3)	Class of '22 (Year 4)	Class of '23 (Year 5)
Revenue	59,980	124,585	176,185	227,785	245,200
Expenses	106,874	110,627	113,619	116,612	117,622
Cumulative Cash-Flow OR ROI	(\$97,597)	(\$83,638)	(\$21,072)	\$90,100	\$217,678

## Fleming College

### 8.2. Program Costing

*See Appendix V for Financial Projections.*

The financial risks include not meeting or maintaining optimal enrolment targets.

### 8.3. Countermeasures

Countermeasures would include initiating an aggressive marketing and recruitment campaign highlighting this particular program.

## 9. Quality Assurance

Fleming College is committed to quality assurance processes that promote excellence in the development, design, delivery, and ongoing review of new and existing academic programs. Mechanisms are in place to demonstrate accountability to Fleming College students, the Board of Governors, the Ministry of Training, Colleges and Universities, and the communities we serve that will ensure all academic program meet or exceed the relevant quality standards including an ongoing and systematic program review process. (See *College Policy #2-213: Program Quality Assurance*)

## 10. Conclusion / Recommendation

THAT the Board of Governors of Sir Sandford Fleming College approve the Community Pharmacy Assistant program for launch in September 2019.

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# Fleming College

## 12. APPENDICES

### 12.1. Appendix I: Program Map

#### Program Vocational Learning Outcomes—Community Pharmacy Assistant

Provincial Program Standard Vocational Learning Outcomes / Description Outcomes (MTCU Code 41624)	Proposed Program Vocational Learning Outcomes	Course Name (and Course Code for existing programs)
<p>1. Comply with all legislation governing pharmacy practice while adhering to established ethical standards and practices.</p> <p>7. Perform all work with precision and accuracy.</p>	<p>1. Perform work safely while complying with all legislation governing pharmacy practice and adhering to established ethical standards and practices.</p>	<ul style="list-style-type: none"> <li>• Computers in Pharmacy</li> <li>• Standards of Practice and Legislation for Retail Pharmacy Assistants</li> <li>• Retail Dispensing</li> <li>• Community Pharmacy</li> <li>• Introduction to Compounding</li> <li>• Field Placement for Community Pharmacy Assistant</li> <li>• Professional Practice for Community Pharmacy Assistants</li> </ul>
<p>2. Perform functional business skills such as cash handling and billing of third party plans, inventory control and purchasing using appropriate computer software applications.</p> <p>9. Implement marketing plans as directed by the Pharmacist and/or Pharmacy Technician.</p>	<p>2. Using appropriate computer software applications, perform functional business skills in cash handling, billing, inventory control, purchasing, pricing and implementing marketing plans as directed by the Pharmacist and/or Pharmacy Technician.</p>	<ul style="list-style-type: none"> <li>• Computers in Pharmacy</li> <li>• Standards of Practice and Legislation for Retail Pharmacy Assistants</li> <li>• Community Pharmacy</li> <li>• Communications 1 (COMM201)</li> <li>• Field Placement for Community Pharmacy Assistant</li> </ul>
<p>3. Solve problems relating to pharmaceutical calculations – dilutions, dosage calculations and conversions using common fractions, decimal fractions, ratios, proportions and percentages.</p> <p>4. Assist a Pharmacist and/or Pharmacy Technician in the dispensing and labelling of prescriptions and preparation of pharmaceutical products within established policies, procedures, legislation, and techniques.</p>	<p>3. Assist a Pharmacist and/or Pharmacy Technician in the processing, preparing and dispensing of pharmaceutical products using pharmaceutical calculations within established policies, procedures, legislation, and techniques.</p>	<ul style="list-style-type: none"> <li>• Human Health and Disease</li> <li>• Computers in Pharmacy</li> <li>• Pharmacy Mathematics (MATH106)</li> <li>• Retail Pharmacy Products</li> <li>• Introduction to Pharmacology</li> <li>• Standards of Practice and Legislation for Retail Pharmacy Assistants</li> <li>• Community Pharmacy</li> <li>• Introduction to Compounding</li> <li>• Communications 1 (COMM201)</li> <li>• Field Placement for Community Pharmacy Assistant</li> </ul>
<p>5. Communicate using good oral, written and interpersonal skills across all mediums, providing excellent customer service.</p>	<p>4. Provide effective and efficient customer service to support optimal pharmacy practice.</p>	<ul style="list-style-type: none"> <li>• Retail Pharmacy Products</li> <li>• Community Pharmacy</li> <li>• Retail Drug Distribution</li> <li>• Communications 1 (COMM201)</li> <li>• Field Preparation for Community</li> </ul>

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Provincial Program Standard Vocational Learning Outcomes / Description Outcomes (MTCU Code 41624)	Proposed Program Vocational Learning Outcomes	Course Name (and Course Code for existing programs)
		Placement <ul style="list-style-type: none"> <li>• Field Placement for Community Pharmacy Assistant</li> <li>• Professional Practice for Community Pharmacy Assistants</li> </ul>
6. Identify non-prescription products and medical devices that support healthy living.  8. Collaborate effectively with members of the healthcare team to support optimal pharmacy practice and inter-professional relations.  10. Discuss commonly encountered medical conditions and the basic pharmacological drug classes which pertain to those conditions using appropriate medical and pharmacological naming and terminology.	5. Collaborate with Pharmacist and/or Pharmacy Technician using appropriate product, medical and pharmacological knowledge and terminology to support optimal pharmacy practice and inter-professional relations.	<ul style="list-style-type: none"> <li>• Human Health and Disease</li> <li>• Computers in Pharmacy</li> <li>• Retail Pharmacy Products</li> <li>• Introduction to Pharmacology</li> <li>• Standards of Practice and Legislation for Retail Pharmacy Assistants</li> <li>• Community Pharmacy</li> <li>• Introduction to Compounding</li> <li>• Retail Drug Distribution</li> <li>• Communications 1 (COMM201)</li> <li>• Field Placement for Community Pharmacy Assistant</li> </ul>

## 12.2. Appendix II: Essential Employability Skills Outcomes

<b>SKILL CATEGORIES</b>	<b>DEFINING SKILLS</b> Skill areas to be demonstrated by the graduates	<b>ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES</b> The graduate has reliably demonstrated the ability to:	<b>COURSE TITLE / COURSE CODE</b>
<b>COMMUNICATION</b>	<ul style="list-style-type: none"> <li>• Reading</li> <li>• Writing</li> <li>• Speaking</li> <li>• Listening</li> <li>• Presenting</li> <li>• Visual Literacy</li> </ul>	<ul style="list-style-type: none"> <li>➤ communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience</li> </ul>	<b>NEW/</b> Human Health and Disease <b>NEW/ Retail</b> Pharmacy Products <b>NEW/</b> Introduction to Pharmacology <b>NEW/</b> Community Pharmacy <b>NEW/</b> Introduction to Compounding <b>NEW/</b> Retail Drug Distribution <b>NEW/</b> Professional Practice for Community Pharmacy Assistants  <b>COMM201/</b> Communications 1  <b>NEW/</b> Field Preparation for

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		<p>➤ respond to written, spoken, or visual messages in a manner that ensures effective communication</p>	<p>Community Placement  <b>NEW/</b> Field Placement for Community Pharmacy Assistant  <b>NEW/</b> Human Health and Disease  <b>NEW/ Retail</b> Pharmacy Products  <b>NEW/</b> Introduction to Pharmacology  <b>NEW/</b> Community Pharmacy  <b>NEW/</b> Introduction to Compounding  <b>NEW/</b> Retail Drug Distribution  <b>NEW/</b> Professional Practice for Community Pharmacy Assistants    <b>COMM201/</b>Communications 1    <b>NEW/</b> Field Preparation for Community Placement  <b>NEW/</b> Field Placement for Community Pharmacy Assistant</p>
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<b>SKILL CATEGORIES</b>	<b>DEFINING SKILLS</b> Skill areas to be demonstrated by the graduates	<b>ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES</b> The graduate has reliably demonstrated the ability to:	<b>COURSE TITLE / COURSE CODE</b>
<b>NUMERACY</b>	<ul style="list-style-type: none"> <li>· Understanding and applying mathematical concepts and reasoning</li> <li>· Analysing and using numerical data</li> <li>· Conceptualizing</li> </ul>	<ul style="list-style-type: none"> <li>➤ execute mathematical operations accurately</li> </ul>	<p><b>NEW/</b> Computers in Pharmacy  <b>MATH106/</b> Pharmacy Mathematics  <b>NEW/</b> Introduction to Pharmacology  <b>NEW/</b> Community Pharmacy  <b>NEW/</b> Introduction to Compounding  <b>NEW/</b> Retail Drug Distribution  <b>NEW/</b> Field Placement for Community Pharmacy Assistant</p>
<b>CRITICAL THINKING &amp; PROBLEM SOLVING</b>	<ul style="list-style-type: none"> <li>· Analysing</li> <li>· Synthesizing</li> <li>· Evaluating</li> <li>· Decision-making</li> <li>· Creative and innovative thinking</li> </ul>	<ul style="list-style-type: none"> <li>➤ apply a systematic approach to solve problems</li> </ul>	<p><b>NEW/</b> Computers in Pharmacy  <b>MATH106/</b> Pharmacy Mathematics  <b>NEW/</b> Introduction to Pharmacology  <b>NEW/</b> Standards of Practice and Legislation for Retail Pharmacy Assistants  <b>NEW/</b> Introduction to Compounding  <b>NEW/</b> Retail Drug Distribution  <b>NEW/</b> Professional Practice for Community Pharmacy Assistants  <b>NEW/</b> Field Preparation for Community Placement  <b>NEW/</b> Field Placement for Community Pharmacy Assistant</p>

Fleming College

<b>SKILL CATEGORIES</b>	<b>DEFINING SKILLS</b> Skill areas to be demonstrated by the graduates	<b>ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES</b> The graduate has reliably demonstrated the ability to:	<b>COURSE TITLE / COURSE CODE</b>
		<ul style="list-style-type: none"> <li>➤ use a variety of thinking skills to anticipate and solve problems</li> </ul>	<p><b>NEW/</b> Computers in Pharmacy  <b>MATH106/</b> Pharmacy Mathematics  <b>NEW/</b> Introduction to Pharmacology  <b>NEW/</b> Standards of Practice and Legislation for Community Pharmacy Assistants  <b>NEW/</b> Introduction to Compounding  <b>NEW/</b> Retail Drug Distribution  <b>NEW/</b> Field Preparation for Community Placement  <b>NEW/</b> Field Placement for Community Pharmacy Assistant</p>
<b>INFORMATION MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Gathering and managing information</li> <li>• Selecting and using appropriate tools and technology for a task or a project</li> <li>• Computer literacy</li> <li>• Internet skills</li> </ul>	<ul style="list-style-type: none"> <li>➤ locate, select, organize, and document information using appropriate technology and information systems</li> </ul>	<p><b>NEW/</b> Human Health and Disease  <b>NEW/</b> Computers in Pharmacy  <b>MATH106/</b> Pharmacy Mathematics  <b>NEW/</b> Retail Pharmacy Products  <b>NEW/</b> Introduction to Pharmacology  <b>NEW/</b> Standards of Practice and Legislation for Retail Pharmacy Assistants  <b>NEW/</b> Retail Dispensing  <b>NEW/</b> Community Pharmacy  <b>NEW/</b> Introduction to Compounding  <b>NEW/</b> Retail Drug Distribution  <b>NEW/</b> Field Preparation for Community Placement  <b>NEW/</b> Field Placement for Community Pharmacy Assistant</p>

# Fleming College

<b>SKILL CATEGORIES</b>	<b>DEFINING SKILLS</b> Skill areas to be demonstrated by the graduates	<b>ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES</b> The graduate has reliably demonstrated the ability to:	<b>COURSE TITLE / COURSE CODE</b>
		➤ analyse, evaluate, and apply relevant information from a variety of sources	<b>NEW/</b> Human Health and Disease <b>NEW/</b> Computers in Pharmacy <b>MATH106/</b> Pharmacy Mathematics <b>NEW/</b> Retail Pharmacy Products <b>NEW/</b> Introduction to Pharmacology <b>NEW/</b> Standards of Practice and Legislation for Retail Pharmacy Assistants <b>NEW/</b> Community Pharmacy <b>NEW/</b> Introduction to Compounding <b>NEW/</b> Retail Drug Distribution <b>NEW/</b> Field Preparation for Community Placement <b>NEW/</b> Field Placement for Community Pharmacy Assistant
<b>INTER-PERSONAL</b>	<ul style="list-style-type: none"> <li>· Team work</li> <li>· Relationship management</li> <li>· Conflict resolution</li> <li>· Leadership</li> <li>· Networking</li> </ul>	➤ show respect for the diverse opinions, values, belief systems, and contributions of others	<b>NEW/</b> Community Pharmacy <b>NEW/</b> Introduction to Compounding <b>NEW/</b> Retail Drug Distribution <b>NEW/</b> Professional Practice for Community Pharmacy Assistants <b>NEW/</b> Field Preparation for Community Placement <b>NEW/</b> Field Placement for Community Pharmacy Assistant

# Fleming College

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE
		<ul style="list-style-type: none"> <li>➤ interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals</li> </ul>	<p><b>NEW/</b> Community Pharmacy  <b>NEW/</b> Introduction to Compounding  <b>NEW/</b> Retail Drug Distribution  <b>NEW/</b> Field Preparation for Community Placement  <b>NEW/</b> Field Placement for Community Pharmacy Assistant  <b>COMM201/</b>Communications 1</p>
<p><b>PERSONAL</b></p>	<ul style="list-style-type: none"> <li>· Managing self</li> <li>· Managing change and being flexible and adaptable</li> <li>· Engaging in reflective practices</li> <li>· Demonstrating personal responsibility</li> </ul>	<ul style="list-style-type: none"> <li>➤ manage the use of time and other resources to complete projects</li> </ul>	<p><b>NEW/</b> Computers in Pharmacy  <b>MATH106/</b> Pharmacy Mathematics  <b>NEW/</b> Standards of Practice and Legislation for Retail Pharmacy Assistants  <b>NEW/</b> Professional Practice for Community Pharmacy Assistants  <b>NEW/</b> Introduction to Compounding  <b>NEW/</b> Retail Drug Distribution  <b>NEW/</b> Community Pharmacy  <b>NEW/</b> Field Preparation for Community Placement  <b>NEW/</b> Field Placement for Community Pharmacy Assistant</p>

# Fleming College

<b>SKILL CATEGORIES</b>	<b>DEFINING SKILLS</b> Skill areas to be demonstrated by the graduates	<b>ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES</b> The graduate has reliably demonstrated the ability to:	<b>COURSE TITLE / COURSE CODE</b>
		➤ take responsibility for one's own actions, decisions, and consequences	<b>NEW/</b> Computers in Pharmacy <b>MATH106/</b> Pharmacy Mathematics <b>NEW/</b> Standards of Practice and Legislation for Retail Pharmacy Assistants  <b>NEW/</b> Introduction to Compounding <b>NEW/</b> Retail Drug Distribution <b>NEW/</b> Community Pharmacy <b>NEW/</b> Field Preparation for Community Placement <b>NEW/</b> Field Placement for Community Pharmacy Assistant

## Fleming College

### 12.3. Appendix III: Evidence of Need – Employment Postings

\* Position with formal education and use of software program

#### **Pharmacy Assistant**

Mississauga, ON

The Pharmacy Assistant works closely on a daily basis with the Member Contact Centre and the Pharmacy to process member prescription requests. The Pharmacy Assistant will be responsible for processing prescription refills through Kroll and responding to and taking action on member requests as appropriate within his/her scope of practice.

#### Essential Functions

- Accurately process prescriptions through Kroll including third party adjudication and rescheduling of next fill
- Recording and maintaining member information in the CRM system
- Answering questions from patients and/or resolve customer issues according to Ontario College of Pharmacist's regulations.
- Uphold quality and productivity standards on all transactions
- collecting information, processing RX orders and other types of service requests
- Obtaining prescription transfers from retail pharmacies
- Fax and call renewal requests to doctors and maintain member communications channels to ensure that the member does not run out of medications
- Support auto- notifications and call members for upcoming refills and renewals
- Ensure accurate and complete documentation is entered into the appropriate systems of all contacts (internal/external) to maintain high quality customer service
- Manage team mailboxes/e-mails
- Aid in management assigned tasks and projects
- Work collaboratively with other Registered Technicians, Member Advisors and Supervisors to ensure that best practices are shared
- Other responsibilities commonly performed by retail pharmacy assistants.

#### Qualifications

- Pharmacy Assistant Diploma or Equivalent Experience
- 0-3 years' retail pharmacy experience
- Knowledge of healthcare/pharmacy, medical supplies & equipment and claims processing
- Excellent written, verbal and oral communication skills, including knowledge about the correct use of grammar, punctuation and spelling
- Experience in a Contact Centre would be an asset
- Team player with the ability to work independently
- Bilingualism (French & English) is an asset

## Fleming College

- Strong customer service focus
- Computer literate, possessing intermediate skills in MS Office (Word, Excel, Outlook)
- Strong interpersonal skills with ability to work independently with minimal supervision
- Flexible to situations and adaptable to change
- A thorough understanding of quality assurance and delivery of service excellence
- Must be able to work within the Pharmacy hours – Monday – Friday 7:30 am to 6:00 pm, occasional Saturdays and statutory holidays. This role may be required to work additional and/or alternate hours/days/shifts when required by management.
- Excellent organizational skills, effective time management, and the ability to shift priorities working within established timelines
- Demonstrates initiative (learn processes and procedures, various benefits) and displays self-motivation to grasp new concepts quickly
- Ability to analyze, problem-solve and mediate difficult situations.
- Results-oriented paying attention to detail
- Ability to multi-task
- Accuracy in Data Entry is mandatory

### About The Department

Pharmacy Operations is responsible for ensuring the efficient operations of the Express Scripts Canada pharmacies. This department is responsible for establishing and maintaining corporate standards of quality, productivity and performance in accordance legislative and regulatory requirements. Further, this department is responsible for overseeing the production levels and service standards associated with pharmacy operations.

---

\* Position with formal training and use of software

### **Pharmacy Assistant**

Medical Pharmacies Group Limited, Mississauga, ON

Permanent

Join One of Canada's Best Managed Companies!

Medical Pharmacies is comprised of committed individuals, each making a positive impact on the well-being of our customers.

Our commitment to you:

- Providing a safe, secure and supportive environment
- Strategies that stimulate job satisfaction, professional growth and development
- Work schedules that allow for a healthy and fulfilling work-life balance
- Providing the tools, training and resources necessary to achieve success
- Continuous improvement, innovation and investment in technology
- Sustaining and strengthening partnerships with the entire health care team
-

## Fleming College

Pharmacy: Long Term Care Pharmacy Environment

Reports to: Pharmacy Manager

No. of Positions: 1

Salary: Hourly, commensurate with experience

Benefits: Yes, comprehensive benefits package including health and dental insurance, disability and life insurance as well as opportunity to participate in a group registered savings plan (RSP)

### Key Responsibilities

- Delivering superior customer service
- Performing all technical aspects of dispensing of prescriptions, including receiving the order/refill, procuring complete and current information, computer entry, preparation and labeling in an efficient, accurate and timely fashion. This may include compounding or reconstituting of delegated by pharmacist
- Inputting prescriptions using pharmacy software, updating patient profile information, generating, maintenance and inputting of long term care data
- Assisting with maintenance of pharmacy equipment including computers, heat sealers, fax machines, PacMed, PacVision, etc.
- Identifying and referring any clinical questions to the pharmacists and management questions to the pharmacist manager or pharmacist on duty
- Clerical duties including completing all records, documentation and patient or third party billings/charges, preparing receipts, invoices, letters, memos and general filing
- Performing duties as assigned

### Qualifications

Minimum 1 year full time working pharmacy experience or completion of technician training required

Minimum 1 year Kroll data entry experience in a Long Term Care or busy retail pharmacy

Excellent customer service, communication, reliability, accuracy, efficiency and team work required

While we thank you for your interest, only select applicants will be contacted regarding the position.

Please cite Job Posting #22-2579 and submit your resume and cover letter in confidence to:

Alexandra MacDonald

Human Resources Coordinator

Medical Pharmacies Group Limited is an inclusive and equal opportunity employer committed to providing diversity and accommodations for applicants upon request at any stage of the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. All applicants must make their requirements known when contacted.

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## Fleming College

### Pharmacy Technician/Assistant

Lincoln Centre Pharmacy Remedy's Rx  
Welland, ON  
Apply Now, Part-time

#### Job Summary

Team work environment for a good Pharmacy Technician / Assistant. We are an independent pharmacy currently looking to fill a Full time/Part –time Pharmacy Technician/Assistant position.

Preference will be given to candidates with:

1- Experience and/or training as a pharmacy Assistant. Candidates must have retail pharmacy experience, or be a candidate or graduate of a pharmacy education program.

2- Good verbal and written communication required

3- Able to work within a team. Good attitude is a Must.

\* Our pharmacy uses Kroll for dispensary software, and experience in Kroll is preferred.

Competitive wage depending on experience.

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\* Position with pay rate and software

Pharmacy Assistant, part-time

QCS, Pharmacy, Toronto, ON

\$17 - \$20 an hour

Located at Yonge and Eglinton in Uptown Toronto. We are a independent Community Pharmacy dedicated to the health of our patients and to our community. We are looking for a enthusiastic Pharmacy Assistant to join our Team.

#### RESPONSIBILITIES

- Assist with the preparation, packaging, and distribution of patient prescriptions
- Monitor inventory levels and expiry dates
- Good communicator both written and verbal
- Assisting with cashier responsibilities as required
- Proficient in computer skills, Fillware experience is an asset
- Strive to deliver quality patient care
- Able to handle variety of situations in a fast-paced, busy environment
- Please submit your resumes electronically only.

#### Experience

Customer Service: 1 year (Required)

Fillware: 1 year (Required)

# Fleming College

\*Local Position

## **Pharmacy Assistant (PA)**

Position Summary

Job Id: 1109787

Location: 1875 LANSDOWNE STREET WEST

Store Number: 1017-SDM

Position Type: Full Time

### JOB DESCRIPTION

Key responsibilities of a Shoppers Drug Mart Pharmacy Assistant include:

- Patient greeting and confirmation of accuracy of all pertinent prescription information prior to filling,
- Data entry of patient care information into HealthWatch,
- Third Party adjudication (if necessary),
- Accurate dispensing prescription medications,
- Maintenance of pharmacy stock through inventory control systems,
- General OTC enquiries from patients and referral to Pharmacist where required and necessary,
- Handling customer prescription pick up,
- Assisting with cashier responsibilities as required in the Pharmacy

### QUALIFICATIONS

- Experience as a Pharmacy Assistant is an asset
- Excellent organizational skills and detail orientation;
- Strong communication skills;
- Demonstrated customer service experience;
- Strong motivation to succeed;
- Proficient computer/data/entry skills.

### WORK HOURS

Flex schedule - some weekends and evenings

---

# Fleming College

The screenshot shows a web browser window with the URL <https://www.workopolis.com/jobsearch/pharmacy-assistant-jobs/peterborough-ontario>. The search criteria are "pharmacy assistant" and "peterborough ontario". The page title is "Pharmacy Assistant Jobs In Peterborough Ontario".

**Refine your search:** Within 50 km

**Location:**

Peterborough, ON	6
Cobourg, ON	3
Port Hope, ON	3
Bobcaygeon, ON	2
Lindsay, ON	1

**Company:**

Shoppers Drug Mart / Pharmaprix	9
Port Hope Pharmasave	1
Walmart Canada	1
Pharmasave	1
Brookdale IDA	1

**Job Listings:**

- Pharmacy Assistant - Sioux Lookout (Sioux Remedys RX - Ontario)
- Pharmacy Assistant (Pharmasave - Peterborough, ON)
- Pharmacy Assistant (PA) (Shoppers Drug Mart / Pharmaprix - Peterborough, ON)
- Pharmacy Assistant (Pharmasave - Peterborough, ON)
- Pharmacy Assistant (PA) (Shoppers Drug Mart / Pharmaprix - Bobcaygeon, ON)

**Pharmacy Assistant Jobs In Nearby Cities:**

- Markham, ON
- Scarborough, ON
- Whitby, ON
- Belleville, ON
- Oshawa, ON
- Aurora, ON
- Port Perry, ON
- Pickering, ON
- Port Hope, ON
- Courtice, ON
- Trenton, ON
- Cobourg, ON
- Rowmanville, ON

The screenshot shows the same search results page with additional filters applied. The URL is the same as the previous screenshot.

**Part-time:** 9

**Full-time:** 7

**Contract:** 1

**Permanent:** 1

**Job Source:**  Include Staffing Jobs

**Job Listings:**

- Pharmacy Assistant (PA) (Shoppers Drug Mart / Pharmaprix - Lindsay, ON)
- Pharmacy Assistant/Technician (Brookdale IDA - Peterborough, ON) - 9d
- New Pharmacy Assistant (Contract) (Medical Pharmacies Group Limited - Peterborough, ON) - 2d
- Pharmacy Assistant (PA) (Shoppers Drug Mart / Pharmaprix - Port Hope, ON)
- New Pharmacy Assistant (PA) (Shoppers Drug Mart / Pharmaprix - Cobourg, ON) - 1d
- Pharmacy Assistant (Walmart Canada - Cobourg, ON) - 6d
- Pharmacy Assistant/TECHNICIAN (COMMUNITY CARE PHARMACY - Port Hope, ON)
- Pharmacist (P)

**Pharmacy Assistant Jobs In Nearby Cities:**

- Haliburton, ON
- Sutton, ON
- Bobcaygeon, ON
- Newmarket, ON
- Newcastle, ON
- Bancroft, ON

## Fleming College

### 12.4. Appendix IV: Letters of Support

Remedy's Rx on Kent  
108 Kent St  
Lindsay, ON  
K9V 2Y4  
705-324-0500  
705-324-6837 (fax)

To whom it may concern;

I am writing to express my approval and support for the creation of a Pharmacy Assistant Program, with the School of Community Development and Health at Sir Sandford Fleming College. The proposed start date of this program would be September 2015.

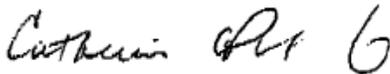
I am currently Chair of the PMH Advisory Committee. I have been involved with the Registered Pharmacy Technician program at Fleming since its infancy. As a pharmacist in a community pharmacy, I am excited to see the growth of my profession to include this new level of professionals. I am very proud that Fleming is offering a fabulous program for this new health care profession.

Changes in the pharmacy industry in the last 10 years have been exponential and I see this trend, and thus the need for adaptation, continuing. Retail pharmacy has traditionally relied on store-trained staff to work as assistants. With the introduction of registered technicians, the face of pharmacy in a retail setting can and will change quickly. Access to properly trained pharmacy assistants will be a huge benefit to the retail pharmacy owner. The possibility of a pharmacy assistant program providing bridging into the registered technician program is also an exciting aspect of this proposed program.

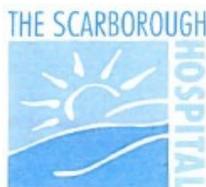
There currently are not many reliable pharmacy assistant programs offered in Ontario. I feel that this would be a valuable addition to the programs currently offered at Fleming. The proposed program would also be accessible for those who need to continue working to subsidize their schooling - another aspect that is not currently offered, as far as I'm aware.

The ideal team in a retail pharmacy would be well trained pharmacy assistants working with registered technicians to ensure 100% accurate dispensing freeing the pharmacist to spend more time on clinical duties such as therapeutic recommendations and patient education.

Please don't hesitate to contact me if you require any other information.



Catherine A Puffer RPh BScPhm CDE



September 27, 2013

General Campus  
3050 Lawrence Ave. E.  
Scarborough, ON  
M1P 2V5  
Tel: 416-438-2911  
Fax: 416-431-8204

Birchmount Campus  
3030 Birchmount Rd.  
Scarborough, ON  
M1W 3W3  
Tel: 416-495-2400  
Fax: 416-495-2631

Hemodialysis Services  
Bridgepoint Centre  
14 St. Matthews Rd.  
Toronto, ON  
M4M 2B5  
416-461-8252

Hemodialysis Services  
Corporate Drive Centre  
78 Corporate Drive  
Scarborough, ON  
M1H 3G4  
416-438-2911

Hemodialysis Services  
Yee Hong Satellite Unit  
60 Scotfield Drive  
Scarborough, ON  
M1S 5T7  
416-438-2911 Ext. 8700

Community Outreach Services  
Kennedy Road Centre  
1225 Kennedy Rd.  
Unit J,  
Scarborough, ON  
M1P 4Y1  
416-431-8230  
416-431-8160  
(Day Clinic)

Community Mental Health  
Outpatient Services  
Eglinton Avenue Centre  
2425 Eglinton Ave. E.  
Suite 301  
Scarborough, ON  
M1K 5G8  
416-431-8135

Residential Support Services  
Manse Road Centre  
125 Manse Rd.  
Scarborough, ON  
M1E 3V2  
416-286-0766

Urban Outreach Health Centre  
3000 Lawrence Avenue East  
Building A, 2<sup>nd</sup> floor  
Scarborough, ON  
M1P 2V1  
416-431-8224

[www.ish.to](http://www.ish.to)

Carol Kelsey, Dean  
School of Community Development and Health  
Sir Sandford Fleming College  
599 Brealey Drive  
Peterborough, Ontario K9J 7B1

Dear Carol:

I am currently a member of the Pharmacy Technician Program Advisory Committee at Flemming College. I support the proposed Ontario College Certificate in Retail Pharmacy Assistant program at Flemming College. I believe the program offers some unique features and flexibility for the mature student with the combination of on-line and in class training whereas other programs require full time face to face classes at their respective community college.

I am in favor of the proposed future bridging to the Pharmacy Technician Program. The Ontario College of Pharmacists has set a deadline of 2015 for Pharmacy Assistants currently working in the field (hospital and community) to complete the required bridging courses and complete the other examinations (PEBC and Jurisprudence) to become Registered Pharmacy Technicians. Most of my Hospital Pharmacy Director peers have made the decision to only hire Registered Pharmacy Technicians to work in hospitals. For those individuals who did not complete the bridging courses prior to 2015, the proposed Pharmacy Assistant program and future bridging, offers an alternative solution.

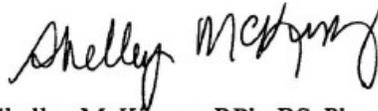
As a former President of the Ontario College of Pharmacists (2005-2006) and Chair of the Accreditation Committee, I have observed that medication errors can be attributed to lack of knowledge and safe systems in retail pharmacies. I believe there is a need to have well trained Pharmacy Assistants, working in collaboration with the Registered Pharmacy Technicians and Pharmacists the retail setting.

I believe that the public is becoming increasingly aware of the impact of medication errors on patient safety and in the future will expect that all staff working in retail pharmacies have completed appropriate training and

education. The recent over dosing of Chemotherapy which was reported in the news this summer, has heightened the awareness of medication errors on public safety.

Should you have any further questions regarding my support of the proposed program, I welcome the opportunity to speak to you in person.

Sincerely,



Shelley McKinney, RPh, BScPharm, MBA  
Pharmacy Director, The Scarborough Hospital  
3030 Birchmount Road  
Scarborough, Ontario  
M1W 3W3  
[smckinney@tsh.to](mailto:smckinney@tsh.to)

Kaylynn Brown, RPhT  
21 Kawartha Heights Blvd,  
Peterborough, Ontario  
K9J 6X5

July 5, 2018

To Whom It May Concern:

As a Pharmacy Technician I believe the Pharmacy Assistant Certificate Program would be an asset to Fleming College, Community Pharmacies, and Peterborough County. The course is well thought out to give the students all the theoretical knowledge and practical training they will need to seamlessly transitioning into the workforce. Employing Pharmacists will be more inclined to hire an educated pharmacy assistant because there is less training time involved. With an easy transition into their new employment the students will be able to impress their employer and the patients too. Often Pharmacy Assistants are the first face a patient will see or speak to in the pharmacy and/or over the phone; having a knowledgeable Pharmacy Assistant on the front line will allow for less questions for the Pharmacists and allow the Pharmacists to be able to provide optimal clinical and therapeutic care for the patients. In addition, Peterborough County has a large population of elderly patients in the community that is continually becoming greater. This population causes for a high demand of pharmacies in Peterborough County meaning there is no shortage of employment for the graduates of the Pharmacy Assistant Program. The graduates from the Pharmacy Assistant Program will benefit the healthcare profession as it currently stands and as Pharmacist and Pharmacy Technician's scope of practice expands.

Kind Regards,

*Kaylynn D. Brown*

Kaylynn Brown, RPhT

12.5. Appendix V: Financial Projections

**Sir Sandford Fleming College - Program Costing**

**Program Name: Community Pharmacy Assistant**

Net Tuition (per semester)	\$	1,130
BOG (per FU)	\$	4,500
Attrition		20%
WFU (per semester)		0.43

(All values expressed in current dollars)

	Startup	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
First Semester		20	30	30	30	30	30
Second Semester		17	26	26	26	26	26
Third Semester		16	24	24	24	24	24
<b>Revenues</b>							
Tuition Fees	\$ -	\$ 59,890	\$ 90,400	\$ 90,400	\$ 90,400	\$ 90,400	\$ 90,400
MTCU Operating Grant Received		-	34,185	85,785	137,385	154,800	154,800
<b>Total</b>	<b>0</b>	<b>59,890</b>	<b>124,585</b>	<b>176,185</b>	<b>227,785</b>	<b>245,200</b>	<b>245,200</b>
<b>Expenses</b>							
Academic Direct		75,246	75,246	75,246	75,246	75,246	75,246
Program Coordinator		20,155	20,155	20,155	20,155	20,155	20,155
Course Supplies and Instructional Costs		3,000	3,000	3,000	3,000	3,000	3,000
Technician		5,000	5,000	5,000	5,000	5,000	5,000
Dean & Other academic costs		3,474	7,226	10,219	13,212	14,222	14,222
<b>Total</b>	<b>\$ -</b>	<b>\$ 106,874</b>	<b>\$ 110,627</b>	<b>\$ 113,619</b>	<b>\$ 116,612</b>	<b>\$ 117,622</b>	<b>\$ 117,622</b>
<b>Net Contribution or (Cost) of Proposed New Program before Overheads</b>	<b>-</b>	<b>(46,984)</b>	<b>13,958</b>	<b>62,566</b>	<b>111,173</b>	<b>127,578</b>	<b>127,578</b>
<b>Contribution %</b>		<b>(78.5%)</b>	<b>11.2%</b>	<b>35.5%</b>	<b>48.8%</b>	<b>52.0%</b>	<b>52.0%</b>
<b>Startup and Replacement Capital Costs</b>							
<b>Development Costs</b>	50,612						
<b>College Overhead</b>		19,524	40,615	57,436	74,258	79,935	79,935
<b>Net Contribution or (Cost) of Proposed New Program</b>	<b>(\$50,612)</b>	<b>(\$66,508)</b>	<b>(\$26,656)</b>	<b>\$5,129</b>	<b>\$36,915</b>	<b>\$47,643</b>	<b>\$47,643</b>
<b>Cumulative Cash Flow</b>	<b>(\$50,612)</b>	<b>(\$97,597)</b>	<b>(\$83,638)</b>	<b>(\$21,072)</b>	<b>\$90,100</b>	<b>\$217,678</b>	<b>\$345,256</b>

**Assumptions:**

1. Dean and other academic administrative expenses allocated at 5.8% of revenue
2. College overhead is allocated at 32.6% of revenue
3. TCH covered 75% by Contract Faculty and 25% by Full time faculty

School of Community Development and Health

Sep-13

Pharmacy Assistant - Fulltime hybrid flex offering

Sept 2015 intake - 30 students, no increase over years unless enrollment dictates

Co-ordinator required

No shared TCH's with fulltime programs

tech required for labs of 30 students

field placement will require 1 instructor responsible for 30 students

SEMESTER ONE – 12 hours per week F2F					TCH
Course Code	Course Name	Course Hours	Weekly Delivery	Course Development	
NEW	Retail Pharmacy Products	45	F2F	Modify to PA Scope of Practic	42
NEW	Human Health and Disease	30	F2F	New development require d	28
MATH 106	Pharmacy Math	45	F2F	No development required	42
NEW	Computers in Pharmacy	60	F2F	Modify COMP 481 to PA Scope of	56
NEW	Introduction to Pharmacology	45	F2F	Modify to PA Scope of Practice	42
COMM 201	Communications 1	45			42
<b>TOTAL SEMESTER ONE</b>		<b>270</b>			<b>252</b>
SEMESTER TWO – 10 hrs per week F2F					
Course Code	Course Name	Course Hours	Weekly Delivery	Course Development	

NEW	Standards of Practice and Legislation for Retail Pharmacy Assistants	45	blended	Modify HLTH 255 to include Scope of Practice and standards and convert to blended	42
NEW	Field Preparation for Community Placement	15	F2F	Modify FLPL 167 to PA Scope of Practice	14
NEW	Community Pharmacy	30	F2F	Modify HLTH 254 TO PA Scope of Practice and convert	28
GEN ED	Student choice	45			42
NEW	Retail Drug Distribution	45	Blended online, F2F	Modify HLTH 260, 261 for retail only and convert to online	42
NEW	Introduction to Compounding	45	Blended online, F2F	Modify HLTH 262 to PA Scope of Practice and online conversion	42
NEW	Professional Practice for Community Retail Assistants	30	Online	Modify HLTH 253 to PA scope	28
NEW	Retail Dispensing	45	Blended online and F2F	Modify HLTH 261 to PA scope	42
<b>TOTAL SEMESTER</b>		<b>300</b>			
<b>SEMESTER THREE</b>					
					280

Course Code	Course Name	Course Hours	Weekly Delivery	Course Development
NEW	Field Placement for Community Retail Assistant	140	F2F	
<b>TOTAL SEMESTER THREE HOURS</b>		<b>140</b>		
<b>TOTAL PROGRAM HOURS</b>		<b>710</b>		

77.41935

609.4194

Average salary of existing FT Faculty (Pharmacy Tech)	106531	
Average TCH covered by FT Faculty		
14 hours per week for 28 weeks	392	
Estimate of Pharmacy Assistant (20%)	78.4	
Cost allocated to co-ordinator	20154.514	
Costs allocated to Teaching	32247.222	
Total TCH to be covered in Pharmacy Assistant	609.41935	
Less amount covered by FT	156.8	0.257294
To be covered by PT/PL	452.61935	0.742706
PT/PL Rate (including Benefits)	95	
Cost of PT/PL	42998.839	
Cost of Technician - based on existing EHW Technicians		
Estimate Hours per Week	13	Revised Tech
Estimated wages and benefits	40	Costs
Number of weeks	28	per Carol
		are \$5k
		per year
	14560	
Development costs for startup		
Done over the summer by 2 FT Pharm Tech Faculty		
	42612.4	
CLT Development Tim: 8000 Per Trudy		
Annual development by FT Faculty		
Estimated at 25% of development time	5326.55	

# SUBMISSION TO THE BOARD OF GOVERNORS

## Agenda Item 6.1

**Report Title: Frost Campus Update**  
**Report to: Public Board Meeting**  
**Requested Action: For Information**  
**Date of Meeting: October 17, 2018**  
**Prepared and Submitted by: Brett Goodwin, Dean – School of Environmental and Natural Resource Sciences**

This report provides an update to the report on activities which was presented to the Board at the March 2018 meeting.

### Student Body

To provide a sense of the student body at the School of Environmental and Natural Resources Sciences (SENRS) we can look at some data.

After historic first semester numbers in the fall semester of 2017-18, there has been a slight pull back in new student enrolments for the fall semester of 2018-19, though it is still the second highest number of entering students in the past 11 years (Figure 1). Given the large entering enrolments last year and reasonable retention (despite the potential impact of the strike last fall) total enrolment in the fall semester of 2018-19 was comparable to last year (Figure 2).

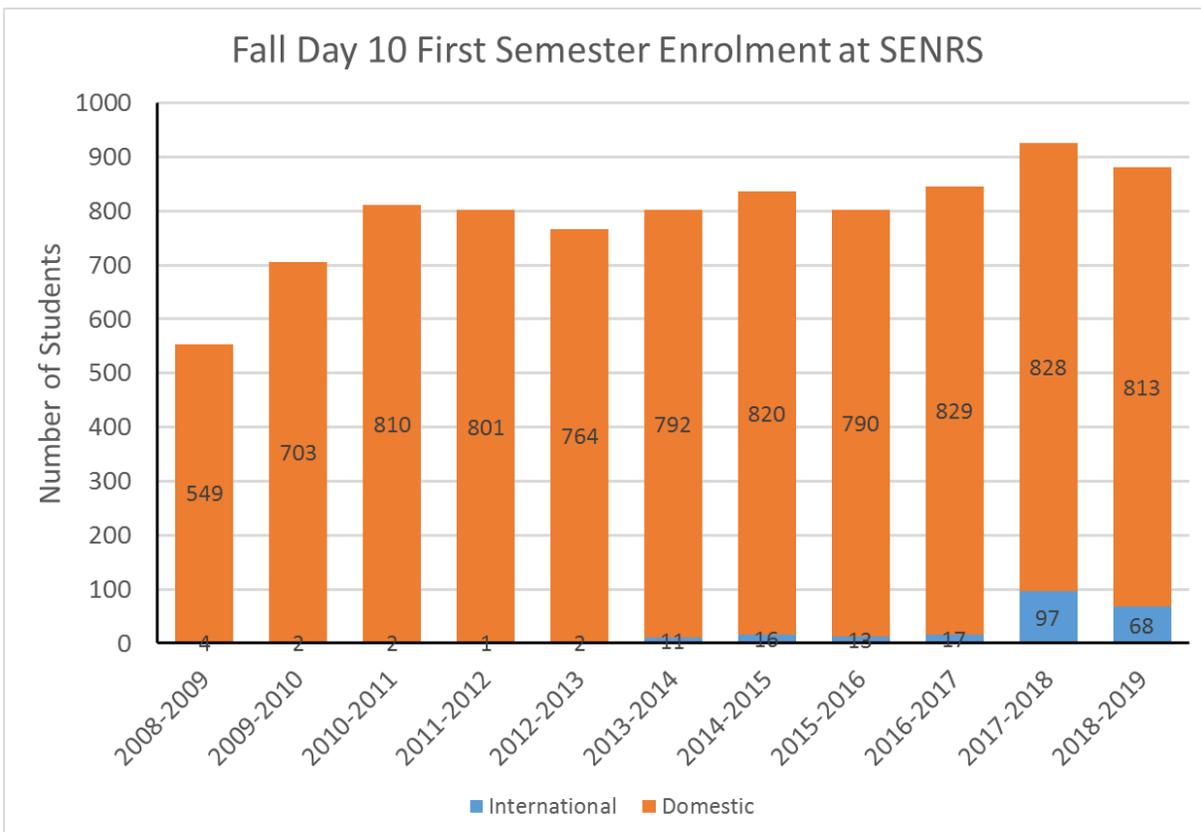


Figure 1: Fall day 10 first semester enrollment for all SENRS programs. Domestic students (orange bars) are differentiated from international students (blue bars).

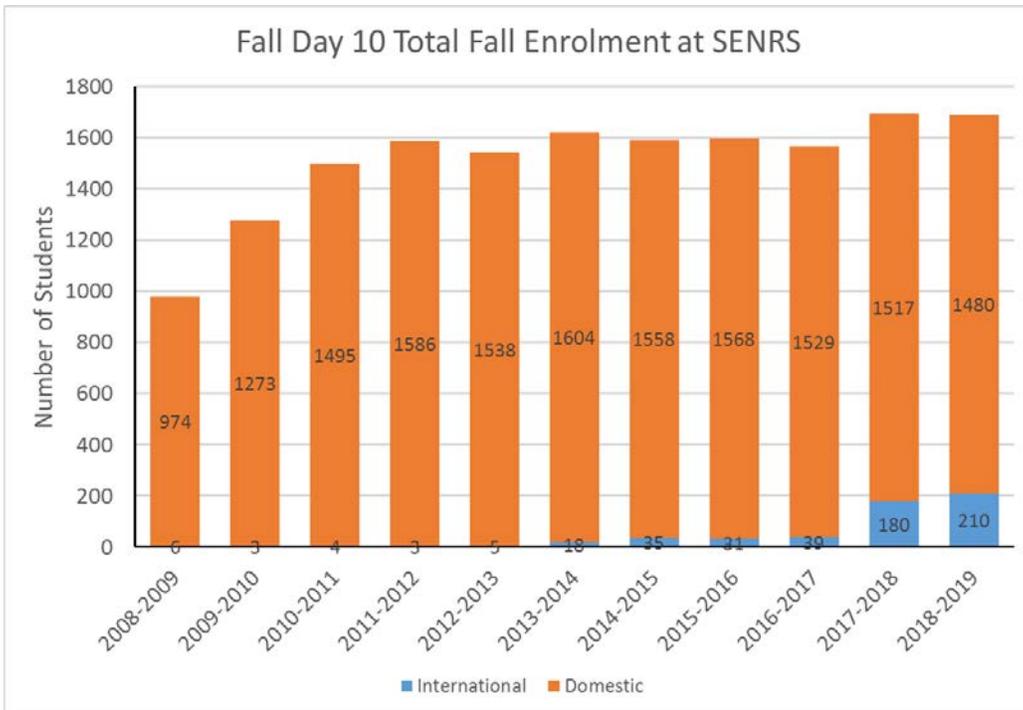


Figure 2: Fall day 10 enrolment for all semesters (new and returning students) in all SENRS programs. Domestic students (orange bars) are differentiated from international students (blue bars).

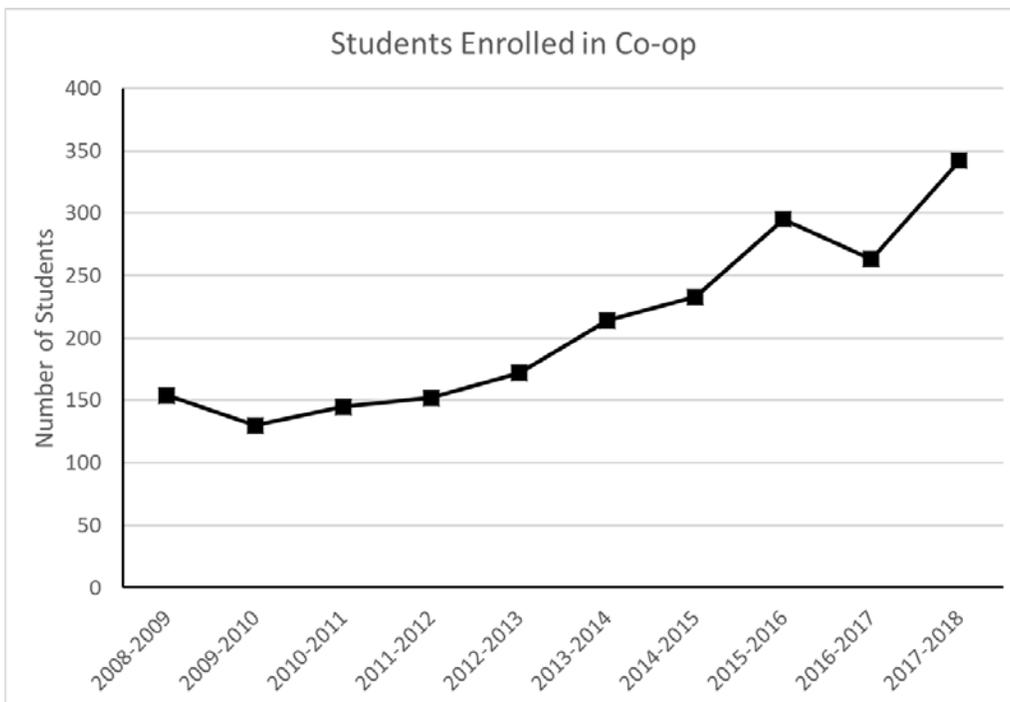


Figure 3: Historical trend in the total number of students enrolled in a program with a co-op. Data for 2018-19 were not yet available.

Over the last 10 years the number of students either enrolled in a program with a required co-op placement or enrolled in an optional co-op increased dramatically (Figure 3). This trend is driven by three factors: 1) adding programs with required co-ops (e.g., Sustainable Agriculture and Advanced Water Systems Operation and Management); 2) increasing enrolment in programs with required co-op; and 3) increasing the number of programs with optional co-ops.

The student body attending SENRS programs at Frost campus are drawn from broad geographic distribution. Over time, the proportion of SENRS students coming from the local catchment, that is the counties that house all Fleming campuses, has gradually declined while the proportion coming from the Greater Toronto Area has gradually increased (green vs. orange lines in Figure 4). Furthermore, there has been a recent sharp increase in international students and a sharp drop off in students from Ontario beyond the local catchment and the Greater Toronto Area (GTA) (black and blue lines in Figure 4). Looking at the most recent data available (2017-18) there are striking differences between the students at Frost vs. those from the rest of Fleming (Figure 5). The student body at SENRS has a much lower proportion of local and international students compared to the rest of Fleming and many more students from Ontario compared to the rest of Fleming (Figure 5). About 75% of SENRS students come from Canada but beyond the local catchment area.

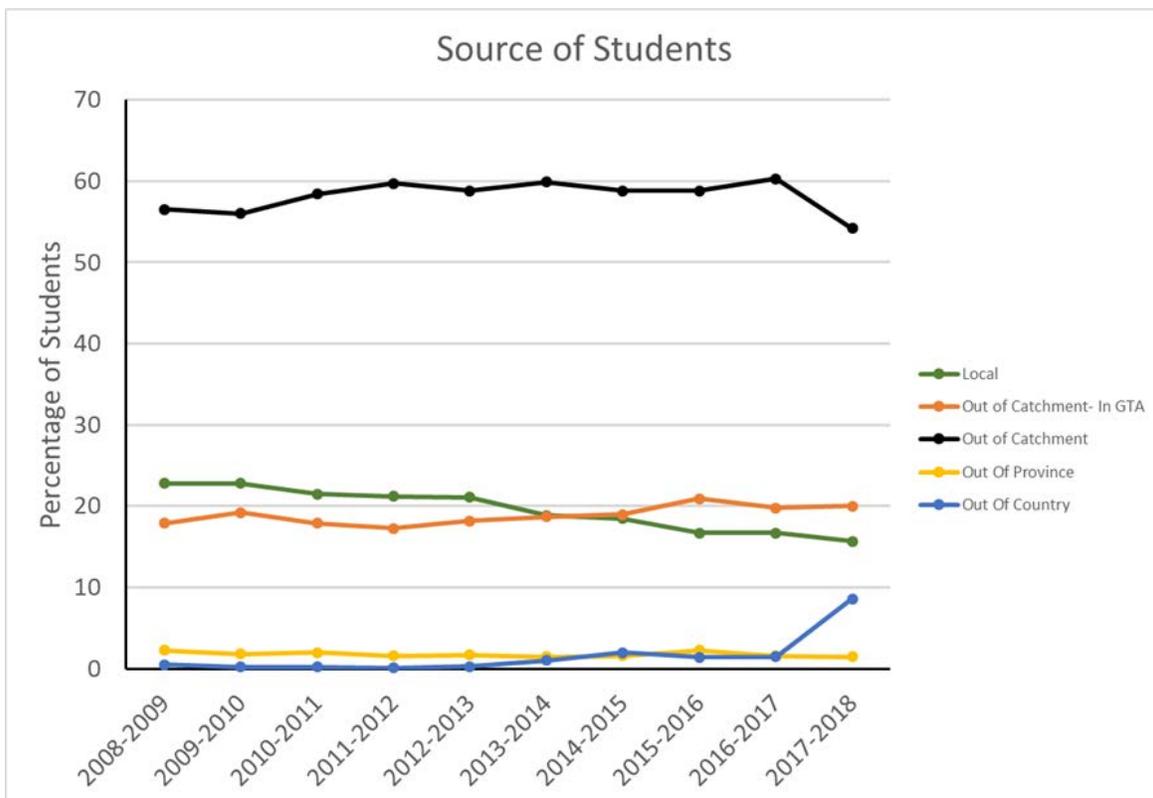


Figure 4: Trends over time in geographic sources for students attending SENRS programs. Local students refer to students from the counties that contain all Fleming campuses. Out of catchment refers to students from Ontario but not the local catchment and has been split between those from the GTA and the rest of Ontario.

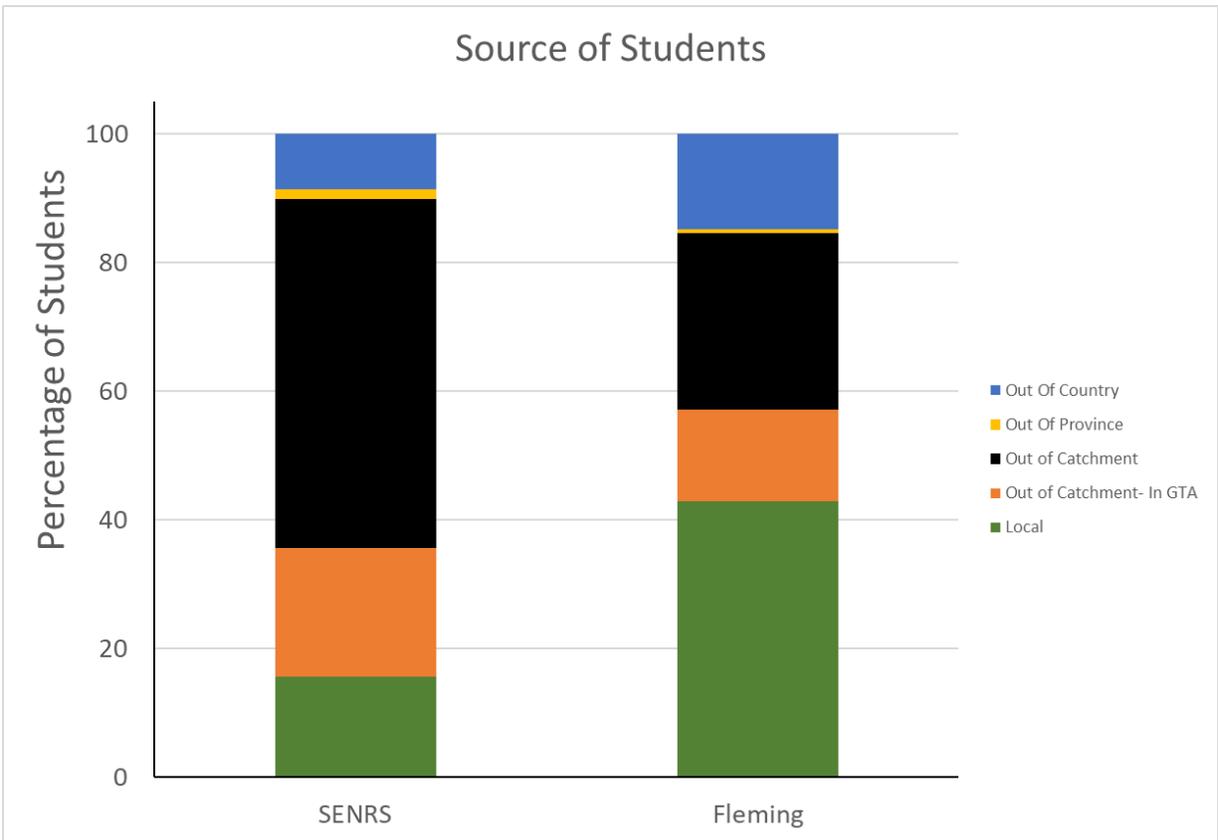


Figure 5: Comparison of geographic source of students attending SENRS versus the rest of Fleming using data from the 2017-18 academic year. Categories of students as described in Figure 4.

Demographically, there has been a slow, steady increase in the proportion of female students (Figure 6). The student body at SENRS is of typical college age with the bulk of students aged between 18 and mid-twenties (Figure 7).

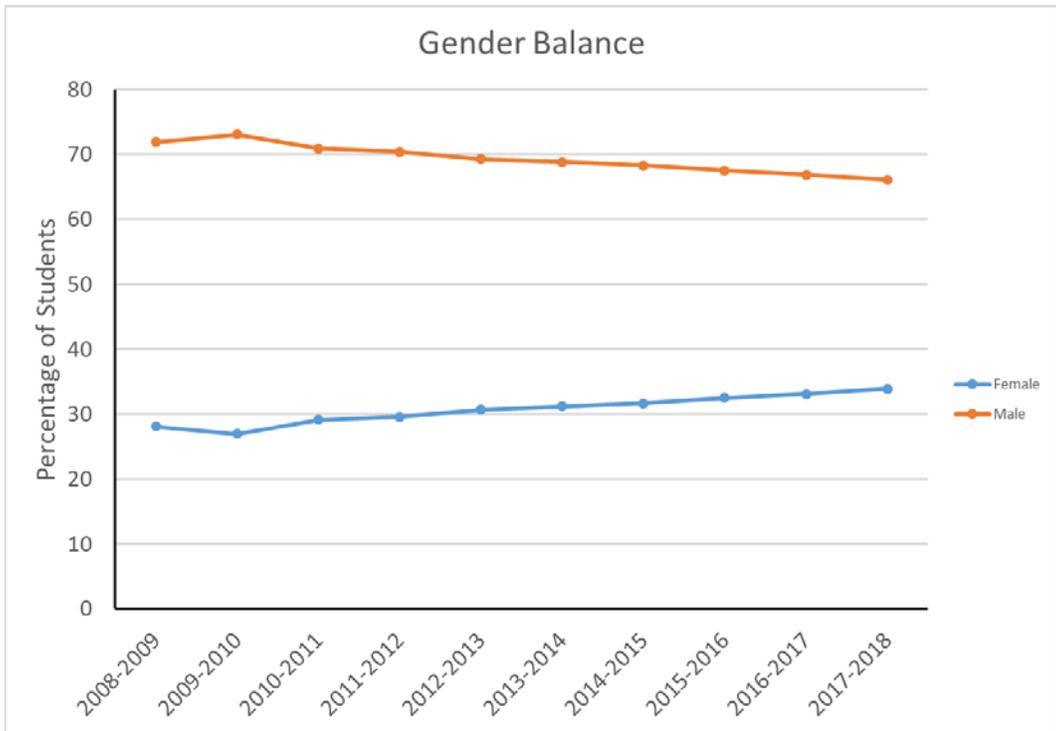


Figure 6: Percentage male or female full-time students enrolled in SENRS programs over time.

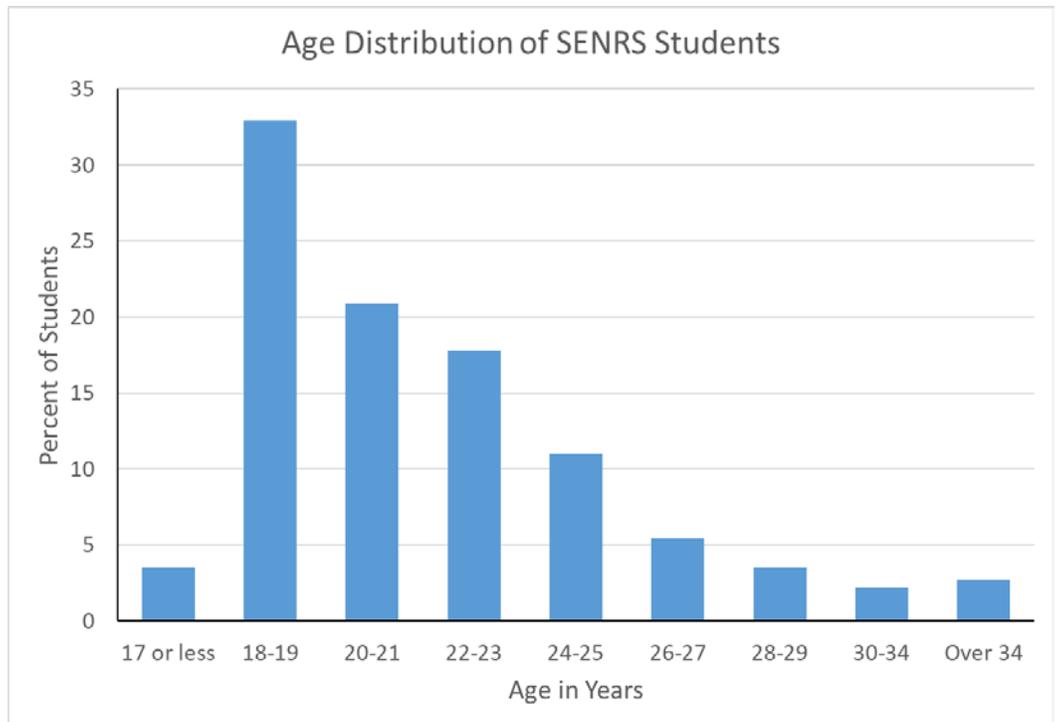


Figure 7: Age distribution of full-time students enrolled in SENRS programs in the 2017-18 academic year.

## **Academics**

The new program Applied Environmental Planning is in its second year with about the same enrolment as last year. The new program Sustainable Waste Management ran for the first time this fall. This program was originally meant to start in fall 2017 but was delayed due to lack of interest. This year there are over 20 students enrolled, exceeding our enrolment target of 15.

We hired five new faculty. A brand-new faculty position for Sustainable Agriculture and four retirement replacements (2 for Common First Semester, 1 for Environmental Technician, and 1 for Heavy Equipment Techniques). We are currently running a search for one more retirement replacement in Geographic Information System (GIS). Additionally, we hired a technician to support our chemistry lab as a retirement replacement. There have also been leadership changes at Frost. One academic chair left Fleming in May and has been replaced with an interim chair, Tania Clerac. The second academic chair has announced his plans to retire at the end of October and search for his replacement is underway.

The first Ecosystem Management semester abroad in South Africa was a success. Students met all their learning objectives for the semester at Pidiwa Nature Reserve and with the help of faculty from the University of Witwaterstrand. A second semester abroad is planned for this coming winter semester. The dean of SENRS will be traveling to South Africa to meet with counterparts at Pidiwa and Witwaterstrand to explore furthering the relationship, specifically with an eye for reciprocating the exchange so students from South Africa can spend a semester at Frost. Along with the semester abroad we continue to offer 1- and 2-week international trips and placements across a number of programs which include destinations like China, Costa Rica, Iceland, and South Africa.

There has been an increasing amount of applied research conducted or planned by faculty and techs at Frost. Faculty have contributed expertise to the new Center for Sustainable Municipalities. Forestry and Urban Forestry techs and faculty have been working with a company, Cupolex, that manufactures and installs soil cells to create a demonstration and research site on campus. Finally, the Aquaculture group has been awarded a number of Natural Sciences and Engineering Research Council (NSERC) grants to support feed-trial research, both on campus and with industry partners. Interest in Aquaculture research is quite high at the moment.

## **Community**

We are continuing to work to improve the attractiveness of the campus to the surrounding community. The agreement for the Community Garden to use space on campus was renewed for another 5-year term and Heavy Equipment Operator students helped construct an improved composter for the garden. We continue to work with the Kawartha Trans Canada Trail Board (the Dean is a member of the board) to nurture the local section of the Trans Canada Trail which includes a section running through campus. Last fall we broke ground on the Arboretum and over the summer approximately 50 native trees were planted and the trail through the Arboretum was created. All trees were either purchased using grants that were submitted by techs and faculty or reared onsite (primarily rare species that are difficult to purchase). Along with developing the Arboretum extensive work was done this summer, primarily by student employees, to attempt to combat a number of invasive species on campus.

Students are contributing to the broader community. The Ecosystem Management and GIS programs continue to integrate a major project which provides technical expertise to community clients (such as Conservation Authorities, Lake Associations, and Environmental Non-profits) as part of their course work. We are pursuing a relationship with U-Links, a community research and service learning organization focused on the Haliburton region, to help other programs provide such opportunities to their students and the community.

A major community partnership was just announced where the United Way in the City of Kawartha Lakes, Crayola, and Frost will be working together to develop a large community garden on a vacant lot beside the Crayola building in Lindsay. The project will allow Frost students, faculty, and techs (primarily from Sustainable Agriculture) to help support the development and maintenance of a large garden which will serve both a community education function and provide much needed fresh produce to numerous food programs in the region.

## SUBMISSION TO THE BOARD OF GOVERNORS

Agenda Item 6.2

<b>Report Title: Year to Date Financial Statement</b>	<b>Date of Meeting: October 24, 2018</b>
<b>Report to: Public Board Meeting</b>	
<b>Requested Action: For Information</b>	
<b>Prepared and Submitted by: Angie Sims, Director Budget Services</b>	

### OVERVIEW / BACKGROUND

An update on the year-to-date financial position of the College as at September 30, 2018.

### ANALYSIS / PROPOSED OPTIONS

Overall, our assessment of the financial position of the College at September 30, 2018 is that the College remains on track to generate a considerable surplus at year end, contributing to our long range budget strategy of building College reserves.

During the upcoming Budget Update process, all revenues will be reviewed and adjusted to reflect changes, particularly the impact of actual summer and fall enrolments, as well as a revised winter enrolment plan. In anticipation of a tuition revenue increase, the College is evaluating options to allocate a portion of these funds to support enhancing College operations.

A reforecast of the College budget along with distribution of the College contingency funding is required to ensure the College meets priorities as set out in the College Business Plan and manages risks as identified through the College Risk Register.

The College is currently developing a Budget Update, and Administration will present a revised Financial Plan to the Board for approval at the November meeting. Revised budgets are required to be submitted to the Ministry in early January.

### RISK CATEGORY

External Environment     Internal Environment     Financial     Human Resources  
 Information Technology     Legal     Operational     Strategic     N/A

### RECOMMENDATION AND/OR MOTION

It is recommended the Board of Governors of Sir Sandford Fleming College:  
Receive the Report for information.

### SUPPORTING DOCUMENTATION

- Statement of Revenue and Expenditures as at September 30, 2018

**SIR SANDFORD FLEMING COLLEGE**  
**Statement of Revenue and Expenditures**  
**For the Period Ending September 30, 2018**



	Current Year			Prior Year			Variance
	Actual To 30-Sep-2018	Budget Current Year	YTD/Budget %	Actual To 30-Sep-2017	Actual Prior Year	YTD/Year %	Difference %
<b>Revenue</b>							
<b>Grants and Reimbursements</b>	\$ 24,222	\$ 49,520	48.9%	\$ 22,540	\$ 47,093	47.9%	1.1% F
Full-time Tuition	-40,220	-53,214		-24,270	-40,464		
Part-time Tuition	-2,406	-3,480		-2,136	-2,950		
<b>Student Tuition Fees</b>	42,626	56,694	75.2%	26,405	43,414	60.8%	14.4% F
<b>Contract Training</b>	194	1,006	19.3%	464	1,166	39.8%	-20.5% U
<b>Other Income</b>							
Other Income	4,887	10,170	48.0%	3,944	9,665	40.8%	7.2% F
Ancillary Fees	3,356	5,671	59.2%	2,722	5,023	54.2%	5.0% F
<b>Total Other Income</b>	8,243	15,842	52.0%	6,666	14,688	45.4%	6.6% F
<b>Amortization of Deferred Capital Contributions</b>	2,225	4,450	50.0%	2,052	4,104	50.0%	0.0% U
<b>Total Operating Revenues</b>	77,509	127,512	60.8%	58,127	110,465	52.6%	8.2% F
<b>Skills Programs</b>	1,796	3,650	49.2%	1,810	3,752	48.2%	1.0% F
<b>Tuition Holdback Bursaries</b>	602	3,050	19.7%	538	2,123	25.4%	-5.6% U
<b>Ministry Bursaries</b>	175	282	62.0%	131	595	22.0%	39.9% F
<b>Special Projects</b>	1,449	4,140	35.0%	1,079	2,954	36.5%	-1.5% U
<b>Facilities Renewal and Renovation Projects</b>	233	810	28.7%	967	623	155.1%	-126.4% U
<b>Ancillary Operations</b>	3,442	5,698	60.4%	3,206	5,632	56.9%	3.5% F
<b>Total Revenue</b>	\$ 85,205	\$ 145,141	58.7%	\$ 65,858	\$ 126,144	52.2%	6.5% F

**SIR SANDFORD FLEMING COLLEGE**  
**Statement of Revenue and Expenditures**  
**For the Period Ending September 30, 2018**



	Current Year			Prior Year			Variance
	Actual To 30-Sep-2018	Budget Current Year	YTD/Budget %	Actual To 30-Sep-2017	Actual Prior Year	YTD/Year %	Difference %
<b>Expenditures</b>							
<b>Salaries and Benefits</b>							
Salaries, Full Time	\$ 22,083	\$ 47,824	46.2%	\$ 20,440	\$ 41,309	49.5%	-3.3% F
Salaries, Part Time	7,405	18,750	39.5%	4,702	13,514	34.8%	4.7% U
Benefits	6,385	14,336	44.5%	5,596	11,249	49.7%	-5.2% F
<b>Total Salaries and Benefits</b>	<b>35,873</b>	<b>80,910</b>	<b>44.3%</b>	<b>30,738</b>	<b>66,073</b>	<b>46.5%</b>	<b>-2.2% F</b>
<b>Non-Salary Expenses</b>							
Instructional Support Costs	3,210	5,762	55.7%	2,745	5,299	51.8%	3.9% U
Professional Development	102	612	16.7%	112	310	36.1%	-19.4% F
Travel	431	1,267	34.0%	327	1,031	31.7%	2.3% U
Advertising	358	1,069	33.5%	364	938	38.9%	-5.3% F
Telephone, Audit, Legal & Insurance	1,074	3,746	28.7%	642	2,633	24.4%	4.3% U
Equipment Maintenance	343	643	53.3%	358	595	60.1%	-6.8% F
Renovations	2	232	1.1%	7	36	18.2%	-17.2% F
Plant and Security	657	2,765	23.8%	687	2,619	26.2%	-2.5% F
Rentals and Taxes	603	1,053	57.3%	599	708	84.6%	-27.4% F
Utilities	816	2,557	31.9%	1,083	3,167	34.2%	-2.3% F
Contract Services Trent	0	2,280	0.0%	0	2,295	0.0%	0.0% U
Bursaries and Scholarships	13	386	3.5%	4	30	14.5%	-11.0% F
Services & Other	3,689	7,748	47.6%	1,768	7,065	25.0%	22.6% U
Long Term Debt Interest	22	188	11.6%	24	47	51.3%	-39.6% F
Amortization of Capital Assets	3,221	6,442	50.0%	2,798	5,596	50.0%	0.0% U
<b>Total Non-Salary Expenses</b>	<b>14,542</b>	<b>36,749</b>	<b>39.6%</b>	<b>11,517</b>	<b>32,369</b>	<b>35.6%</b>	<b>4.0% U</b>
<b>Total Operating Expenditures</b>	<b>50,415</b>	<b>117,659</b>	<b>42.8%</b>	<b>42,255</b>	<b>98,442</b>	<b>42.9%</b>	<b>-0.1% F</b>
<b>Investments</b>	<b>917</b>	<b>2,424</b>	<b>37.8%</b>	<b>228</b>	<b>3,624</b>	<b>6.3%</b>	<b>31.5% U</b>
<b>Skills Programs</b>	<b>1,487</b>	<b>3,650</b>	<b>40.7%</b>	<b>1,464</b>	<b>3,752</b>	<b>39.0%</b>	<b>1.7% U</b>
<b>Tuition Holdback Bursaries</b>	<b>602</b>	<b>3,050</b>	<b>19.7%</b>	<b>538</b>	<b>2,123</b>	<b>25.4%</b>	<b>-5.6% F</b>
<b>Ministry Bursaries</b>	<b>175</b>	<b>282</b>	<b>62.0%</b>	<b>131</b>	<b>595</b>	<b>22.0%</b>	<b>39.9% U</b>
<b>Special Projects</b>	<b>1,449</b>	<b>4,140</b>	<b>35.0%</b>	<b>1,079</b>	<b>2,913</b>	<b>37.0%</b>	<b>-2.0% F</b>
<b>Facilities Renewal and Renovation Projects</b>	<b>233</b>	<b>919</b>	<b>25.3%</b>	<b>967</b>	<b>1,682</b>	<b>57.5%</b>	<b>-32.1% F</b>
<b>Ancillary Operations</b>	<b>2,558</b>	<b>5,635</b>	<b>45.4%</b>	<b>2,364</b>	<b>5,200</b>	<b>45.5%</b>	<b>-0.1% F</b>
<b>Total Expenditures</b>	<b>\$ 57,836</b>	<b>\$ 137,759</b>	<b>42.0%</b>	<b>\$ 49,026</b>	<b>\$ 118,331</b>	<b>41.4%</b>	<b>0.6% U</b>
<b>Net</b>	<b>\$ 27,369</b>	<b>\$ 7,383</b>	<b>370.7%</b>	<b>\$ 16,832</b>	<b>\$ 7,813</b>	<b>215.4%</b>	

## PRESIDENT'S REPORT

### Public Board Meeting – October 24, 2018

### Agenda Item 6.4

The following is a summary of key updates of the President to the Board of Governors since the September 2018 Board meeting.

#### College System Update

- Central bargaining continues with the part-time support worker staff. Scheduled dates continue through to mid-December - approximately 27 days of scheduled negotiations. Progress has been characterized thus far as good by both parties and agreement reached on a number of non-monetary elements. Negotiations are now focussing on more substantive items. A negotiating mandate regarding monetary demands has yet to be finalized.
- The Colleges and Institutes Canada (CICan) Leaders Forum will be held in Ottawa November 5 and 6, 2018.
- The Higher Education Summit, hosted by Colleges Ontario, will occur November 25 and 26 in Toronto, and is inclusive of the Premier's Awards.
- Colleges are currently collaborating to ensure each college implements a policy on free speech by January 1, 2019. Ontario's colleges have established a task force to create a sector-wide policy that will be approved via the Committee of Presidents, along with communications materials.

#### Government Relations

- The Deputy Minister of Training, Colleges and Universities visited Fleming College on October 1, 2018. The Senior Management Team presented a comprehensive overview of the College to Deputy Zegarac including challenges and areas of success. There was a robust interactive question and answer session. The Deputy was toured through many of the renovated areas within the College with an emphasis on the Kawartha Trades and Technology Centre.

Key messages from the Deputy were: the government's focus on trades and apprenticeships with a view to job creation; an understanding of, but no specific position on the balance of international students, the relationship to the Federal government and the funding provided by the province; and that polytechnical schools would not be supported by the provincial government. There is also an appetite to reduce red tape and "focus on the worker" which aligns well with the college sector. These messages were congruent with those of the political staff leads that spoke to the Committee of Presidents in late September.

- The CEO of Colleges Ontario has met with the Chief of Staff to the Minister of Training, Colleges and Universities. The Minister is extremely interested in streamlining the process for the management of apprenticeships.
- President and local political leaders meetings continue such as MP Jamie Schmale, Chief of Police Scott Gilbert most recently.
- Provincial Ministerial Mandate letters are not public.
- The Committee of Presidents meeting was held on October 16. It was reported that the Council met with Treasury Board officials regarding Executive compensation. Early indications are that the government's position will be to ensure that compensation is within the accountability of Boards.

## **Fleming Strategy**

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- A process for approaching strategic planning at Fleming will be presented at the Board meeting. This process will be approximately four to six months and will include a scope of consultations within and external to Fleming. A representative steering committee will be established. The process will be led by the President with external advice and facilitation employed to enable an objective and robust process. The internal secretariat that will support the process and the President will include the Director of Quality Assurance, Planning & Academic Operations, the Director of Strategic Planning & Product Development, and the Director of Institutional Research Office and Project Management Office

Once the Board is in a position to approve a final plan, an implementation plan will be monitored by the Board on an ongoing basis. Performance objectives of the entire team will be aligned with the strategic direction/objectives to ensure that there is an accountability framework for effective delivery.

- My listening tour continues with several common themes evolving; need to enhance our corporate services in key areas such as IT, Physical Resources to name a few; challenges in the residual activities of redevelopment; and rebalancing our domestic/international student population.
- An approach to review the efficacy of College programs is underdevelopment and will be shared with the Board later this Fall.
- Early results from air testing in C-Wing and other areas in the college are within acceptable levels. This has been communicated college-wide and the detailed report is available on our website. Other testing with respect to radon continues and will be completed within a 3-month period.
- President's installation is scheduled for November 1, 2018 as an outreach opportunity for Fleming with business and community partners as well as a signal of renewal.

## **Fleming Operations**

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- Dr. David Francis, was has presented to the Board in his role as Dean of Flexible Delivery and Contract Training, left Fleming College earlier this month to become a Dean at Loyalist College in Belleville. Dr. Brent Wootton assumed the leadership role of these areas of responsibility as well as continuing in his role as the lead for applied research for the College, with the title Vice-President Applied Research and Business Development.
- Significant upgrades/projects will be completed in the upcoming Fall break week, including a "current upgrade" project for PeopleSoft (our enterprise business system, Evolve). The upgrade will provide security updates and increased functionality for business units. This project has been six months in planning across multiple departments.
- The Winter Enrolment Plan is being reviewed using historical retention rate averages for flow through from Semester 1 to Semester 2. Upper semester targets will be adjusted downward to reflect Fall intake decreases.

The 2019-2020 Enrolment Plan will be built within the next few months. Key criteria will be new programming, domestic and international ratios by program, and corridor funding limits. The corridor funding limits will help inform (drive) the percentage of international students needed to meet budgets.

More work is to be done with retention. Evidence will assist in programs that require more student advising. Graduate certificates have an almost 100% retention rate from Semester 1 to Semester 2. Business programs require more attention and a robust advising plan.

- Our Enactus team, which has been supported by faculty in the School of Business, won Canadian runner-up in our National Enactus competition. Enactus is an international student organization which uses business concepts to solve issues that evolve from the United Nation's 17 Sustainability Development goals.
- A detailed summary on applied research is attached, for information.

### **In Our Community**

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- An event marking *Gender Equality Week* was held at the Sutherland Campus on September 29, 2018, hosted by MP Maryam Monsef. Five women of diverse backgrounds shared their perspective on women's leadership and gender equality in the workplace: an agricultural entrepreneur, a welder, a digital marketing entrepreneur and educator, a project lead from Fleming's Centre for the Advancement of Water and Wastewater Technologies, and myself
- A community engagement session was held at the Haliburton Campus on October 4, 2018. This was following a listening session with all staff and was aligned with the all candidate debate at the Campus; turnout was very good.
- The 36<sup>th</sup> Annual Loggersports Competition takes place on November 3, 2018 at the Frost Campus, showcasing 23 teams from 7 postsecondary institutions from across the county, including 4 teams from Fleming. Opening ceremony at 8:00 a.m., events begin at 8:30 a.m.
- Fleming College will host a voting station for the upcoming municipal election.
- My column, published in the October 6, 2018 edition of The Peterborough Examiner, is attached.
- Many of these events are highlighted on [social media](#); my Twitter feed is @Fleming\_Pres

### **Fleming in the News**

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- [Frost Campus to 'Stomp Out Stigma' for Mental Illness Awareness Day](#)
- [Fleming ECE students welcome families to 2018 Interactive Learning with Children and Families program](#)
- [Fleming College unveils first permanent rainbow crosswalk at Sutherland Campus](#)
- [Cannabis legalization and campus policy](#)

## Applied Research

### Project Funding Recently Awarded

- CAWT: \$150,000 NSERC ARD plus \$37,000 industry cash, “Development and Optimization of an Eco-Engineered Bioreactor System to Treat Mining Influenced Waters” (Newmont Mining)
- CAWT: \$12,500 NSERC Engage Plus, project extension (Waterloo Biofilter)
- CAWT: \$20,000 OCE VIP1 plus \$5,000 industry cash, “Investigation and Optimization of an Innovative Ozone System for Municipal Wastewater Treatment” (Aclarus Corp.)
- Other (aquaculture): \$25,000 NSERC Engage, “Novel Feed Additive Analysis for Early Life Stage Rainbow Trout” (Oreka Solutions)

### Project Funding Recently Submitted

- CAWT: \$20,000 OCE VIP1 plus \$5,000 industry cash, “Rapid industrial composting of compostable foodware” (MASS Environmental);
- CSM: \$20,000 OCE VIP1 plus \$5,000 industry cash; “Development of LPWAN Telegram Splitting Multiple Access Starter Kit” (BTI Inc.)

#### Active Applied Research Projects

CAWT: 24

CSM: 3

Other: 2 (aquaculture)

#### Projects in Development or Pending

CAWT: 5

CSM: 2

Other: 3+ (aquaculture)

### Other Updates

The [Federal Economic Strategy Tables](#) have released their final reports. The recommendations of the [Clean Technology Table](#) are excellent. The Southern Ontario Water Consortium (SOWC) of which Fleming is the only college member is one of the few organizations that are mentioned (as a model of a pilot program to help municipalities innovate and pilot new technologies).

#### *NSERC Technology Access Centre (TAC):*

The TAC renewal application (2019-2024; \$1,750,000) and 54-month report for the CAWT are due to NSERC on Nov. 1, 2018. Brent Wootton attended the TAC Workshop at Olds College, Alberta (Oct. 15-16); he spoke to NSERC representatives and other TACs about the renewal process.

#### *Future NSERC Funding:*

At the Tech Access Workshop, NSERC announced the budget for awards next year; there are opportunities for funding under several programs. The budget for the CCIP program in 2018 is \$140M; they will be funding 8 new IRCC Chairs, the ARTI fund is \$2M; CUI2I (College and University linkage program) will be relaunching this fall; and there will be no further CCSIF competitions in 2018. Fleming is consulting with partners on which of these programs to pursue.

#### *Videos:*

1. Southern Ontario Water Consortium (SOWC): The SOWC released a short video on October 2<sup>nd</sup> that portrays one of the Fleming CAWT projects undertaken with the SOWC and Greyter Water Systems Inc. The video was shared widely on social media. <https://youtu.be/7po2LqlowpQ>
2. Peterborough Innovation Cluster: The Innovation Cluster released a video on September 26<sup>th</sup> that promoted Peterborough as a destination for watertechnology startups. Brent Wootton and the CAWT were featured in the video. [https://youtu.be/wHY\\_dKTuEIo](https://youtu.be/wHY_dKTuEIo)
3. Molok North America: The CSM is preparing a project proposal (NSERC Engage \$25,000) for Molok, an innovative waste management company. On October 10<sup>th</sup>, Brent Wootton participated in the filming of a documentary on Molok and the future of waste management, produced by New Economy Magazine (based in London UK).

CAWT: Centre for Advancement of Water and Wastewater Technologies

CSM: Centre for Sustainable Municipalities

**Fleming College: New president is inspired by possibilities**  
**Maureen Adamson is the first alumnus to take the helm**

I am Maureen Adamson, and I am proud and honoured to serve our communities as the new president of Fleming College.

As a proud Fleming alumnus, and after spending most of my career in Toronto, I am thrilled to return to my hometown of Peterborough. As the former Deputy Minister of Tourism, Sport and Culture, and the Deputy Minister, Status of Women, I saw the tremendous power and potential of collaboration between government, communities and stakeholders across the province.

I am excited to begin working with our students and our communities to take Fleming to the next level of excellence. This venerable institution representing Peterborough, Lindsay, Haliburton and Cobourg has a long history of societal contributions that shape our community value systems. Our students deepen the social and cultural fabric of our communities and Ontario. My goal is to ensure that Fleming becomes an even greater source of skilled talent and quality resources.

Our annual economic contribution to the region is now almost one half billion dollars and growing. As a key economic driver, Fleming brings more than 6,000 students to Peterborough, Lindsay, Haliburton and Cobourg from all over the world, strengthening our global network and international connections. We have over 530 full-time and 700 part-time employees who are an important part of the fabric of our community through their expertise, leadership, philanthropy and volunteerism. From local to national to global connections, our students and more than 74,000 alumni give back to our communities by sharing their work, their learnings, mentorship and life experiences.

The services that Fleming offers the community range from physical assets to training and support. We have an amazing athletic centre and sports fields on the Sutherland Campus that is shared by students and the community. We also provide services to support our regional workforce in transitioning and re-skilling as we experience industry disruptions such as those that Canadian General Electric and Sears have been through recently. In turn, our students have also been the privileged recipients of many generous bursaries and donations that are a testament to the value that our community places on our students and our future.

I am eager to continue our partnerships with each of our local communities including a special emphasis on our First Nations communities. Perhaps most importantly, I want to hear from you with respect to your views and your ideas for how Fleming can support all of our communities and businesses.

As I have been actively listening for the last few weeks, I have been most impressed by the commitment and passion of all faculty, staff and leaders of Fleming. Fleming has remained incredibly stalwart and resilient through some recent disruptions, including significant construction projects to enhance our physical spaces. I have sat with faculty, students and leaders at all four campuses to hear their concerns and ideas for the future.

I recognize that we have a lot to do. I want to ensure that Fleming is an even more capable and engaging partner and an even more attractive destination for prospective students. I am inspired by the possibilities for Fleming and our community and I am humbled by the knowledge, skills and tenacity of all things Fleming.

## SUBMISSION TO THE BOARD OF GOVERNORS

Agenda Item 6.5

**Report Title: Projects and Property Update**  
**Report to: Public Board Meeting** **Date of Meeting: October 24, 2018**  
**Requested Action: For Information**  
**Prepared and Submitted by: Brian Baker, Vice-President Finance and Administration;**  
**Terry Williams, Director Physical Resources**

### Projects in Progress

#### **A Wing Renewal** – Sutherland SIF Health Cluster Project

- All spaces occupied
- Siding installation is progressing, West side 90% complete, East side 70% complete
- Roof replacement completed
- North addition (stairwell) is in use - finishing in progress, to be complete by November 2
- Sidewalks and landscaping to be complete by end of November 2
- Remaining project work to be complete by November 23

#### **GeoCentre and Environmental Sciences Renewal** – Frost SIF Project

- Addition is fully occupied; new elevator is in use; working through deficiencies
- Project is 99% complete – full completion expected by November 2

#### **Greenhouse Gas Campus Retrofits Program** – Sutherland Geothermal Project

- Geothermal project design completed by Perkins-Will architects
- Detailed design completed
- Tender documents have been released to the market place
- Tender closing on October 22, 2018
- Project substantial completion scheduled for June 2019; Ministry funds to be spent by March 31, 2019

#### **Interior Master Space Plan Implementation** – Sutherland Campus

- Educational Consulting Services (ECS) completed the Student Services space plan in 2017
- Working in tandem with Campus Master Plan (DTAH, 2018)
- Completing capital projects based upon space plan provided by ECS (Phases 1 and 2)
- New space for Health Services and Counselling complete

#### **Next Phases:**

##### International and Student Life Office Space

- Scope defined with Executive Director for the International Office
- Scope defined for Student Life offices
- Drawings created for each set of offices
- Final review of drawings required before tendering works
- Construction completion targeted in time for January start-up 2019

##### Academic Office – Sutherland

- Contract awarded to replace carpet, repaint offices and change lights for LED fixtures
- Furniture will be added from stock to increase capacity of existing offices
- Work to be completed by beginning of November 18

#### **Sutherland B-Wing Siding Replacement (stacked brick)**

- Safety Issue – failing siding at risk of falling off building – replacement material approved

- Contract has been signed – competitive tender process, awarded to WS Morgan Ltd
- Shop drawings are being reviewed by the Architect
- Work scheduled to start in October 2018 – Phase 1 is front of building (2018-19 budgetary limit)
- Phase 2 - remainder of exterior to be completed in 2018-19 (to include in capital plan)

**Coffered Ceiling Replacement – B Wing – Sutherland**

- Tender was released to market and has closed
- Contract awarded to Wallans Construction Ltd
- Currently negotiating scope based upon approved budget
- Works to start in October 2018
- Works to be complete at night and weekends to minimise disruption to the College

**Other Projects Planned for 2018-2019**

**Portable Complex – Sutherland**

- 3 Portables are left to be relocated – due October 2018
- Balance to be removed from site by end of 2018

**CAWT CFI Greenhouse – Frost**

- Multi-year Funding requires structure design completion by Spring 2019
- Architect tender package in development for design

**Small Project List for Balance of 2018-19 – All locations**

- LAN room cooling unit replacement - Sutherland
- Wayfinding signage update - All Campuses
- Roof replacement B wing - Sutherland
- Paving repairs 80% complete - Frost/Sutherland
- Flooring and Paint upgrades - All
- Window replacements - Frost
- CAWT office refresh - Frost
- Concrete pad and fencing (new) - Frost
- Washroom upgrades - Frost/Sutherland
- 41 other renewal initiatives

**Projects Completed**

**ECS Phase 1 – Health Services and Counselling Space – Sutherland**

- Space redesign and construction complete
- New furniture added
- Improved space and enhanced client interface created in high visibility area – A-wing

**Swing Spaces – Sutherland**

- A Wing is now occupied so staff and Faculty are moving into their permanent spaces
- Old Counselling space being renovated for International and Student Life
- Office C1109 refreshed for HR staff

**Swing Spaces – Frost**

- Temporary Faculty offices established in 206 and 189 areas
- Principal/ Dean office has been renovated and relocated to 202 area
- Career Services has been refreshed and relocated to 289 area