

**From:** Public & Professional Affairs Department  
**Sent:** April 20, 2020 5:06 PM  
**Subject:** The Daily: CPhA's COVID-19 Update for April 20



**April 20, 2020**

## **CPhA**

### ***National survey of community pharmacists and practice challenges during COVID-19: Deadline Tuesday, April 21***

CPhA has launched a survey of Canadian community pharmacists on pharmacy practice challenges during COVID-19. The brief survey asks about key issues and experiences on the front lines of the pandemic with the aim of better understanding the challenges they face as they care for patients and informing our efforts to provide tools and resources and advocate for government protections and supports. The survey will be open until 11:59pm ET on Tuesday, April 21 and is available in [English](#) and [French](#).

### ***CPhA/CPJ seeking your #SteppingUp stories from the front lines***

During these difficult times, pharmacists and their teams have stepped up on the front lines to provide care to stressed and frightened members of their communities. CPhA and the *Canadian Pharmacists Journal (CPJ)* want to highlight your efforts, innovations and challenges during the COVID-19 pandemic. Visit our [website](#) for submission requirements. Deadline is **April 24**.

### ***The COVID Conversations: Supporting Pharmacists' Mental Health and Wellness webinar on Wednesday, April 22***

Front-line health care providers are at increased risk of moral injury when dealing with the challenges of the COVID-19 pandemic. Pharmacists and their teams may be struggling with maintaining mental health and wellness while caring for their patients during this time. Join us on Wednesday, April 22 at 6pm EDT for our latest COVID Conversations webinar where host Shelita Dattani will speak with a panel of pharmacists and mental health experts about strategies and tips to support pharmacy teams during the pandemic. Panellists include Jean-François Desgagné (Pharmacie Desgagné et Martin), Anita Gupta (Clinical, Health & Rehabilitation Psychologist), Heather Scarlett-Ferguson (Alberta Pharmacists' Association) and Karen Wong (Hospital for Sick Children). [Registration is now open](#).

### ***The COVID Conversations: Webinar recordings available to all***

The [COVID Conversations](#) is CPhA's open access webinar series designed to support pharmacists during the COVID-19 pandemic. Recordings of the sessions are available both as a full webinar and broken down into smaller segments so you can access the specific information you're looking for. In case you missed it, check out the recording of our most recent session, Day in the Life of Community Pharmacists During COVID-19: Stories from the Front Line.

CPhA's COVID-19 web pages are being updated regularly at [www.pharmacists.ca/covid19](http://www.pharmacists.ca/covid19) and [www.pharmacists.ca/covid19fr](http://www.pharmacists.ca/covid19fr).

## **Provincial**

### ***NBPA issues statement on professional fees***

The New Brunswick Pharmacists' Association (NBPA) issued [a statement](#) around professional fees in light of a comment made by the government in its daily briefing that encouraged pharmacists to waive the extra copays for private third-party plans and

professional fees for cash-paying clients. “NBPA has been working collaboratively with representatives from the Department of Health to support pharmacy professionals as they continue to provide vital health care services during the COVID pandemic, at risk to themselves and their families,” says interim executive director Janet MacDonnell. “Pharmacies rely on professional fees to sustain their operations including paying pharmacy staff salary. Pharmacists and their staff must be paid for the work they perform so they can continue to provide service to the citizens of New Brunswick. The NBPA is actively working with the New Brunswick College of Pharmacists and Department of Health to find a resolution to address the financial concerns of all parties.”

## **International**

### ***Joint statement on inappropriate prescribing to treat COVID-19 updated***

The American Medical Association, American Pharmacists Association and American Society of Health-System Pharmacists have [updated a joint statement](#) (originally released in late March) on inappropriate ordering, prescribing or dispensing of medications to treat COVID-19. The updated joint statement provides further detail and clarification about key areas that have evolved in recent weeks, including in-patient use of certain medications compared to prophylaxis, the distribution/supply chain, safety considerations and the need for adverse-event reporting, and further supports the need for evidence/science to guide discussions and decisions. The organizations issued the statement to highlight the important role that physicians, pharmacists and health systems play in being just stewards of health care resources during times of emergency and national disaster.

### ***Abusive and aggressive incidents against pharmacy staff on the rise***

An [article](#) in the UK’s *Pharmaceutical Journal* reports that [results from a survey](#) of more than 1200 pharmacists conducted by the Pharmacists’ Defence Association (PDA) found that more than 90% of respondents had witnessed abusive or aggressive incidents in their pharmacies in the past month. It also revealed that 80% of respondents thought that abusive or aggressive incidents had increased in the past month, compared to normal levels. “We’ve campaigned for zero tolerance of abuse in pharmacies for a long time, and it has got worse during the COVID-19 pandemic,” says Paul Day, director of the PDA. “The issue has developed a higher profile because of COVID-19: the frequency and seriousness of incidents seems to be going up. But even in normal times it is unacceptable, so we continue to call on employers to adopt a zero tolerance approach.”

### ***Some pharmacies turn down offer of NHS volunteers for deliveries***

Some pharmacies have said they will not use National Health Service (NHS) volunteers for delivering medicines to vulnerable patients during the COVID-19 pandemic, after [guidance from the Pharmaceutical Services Negotiating Committee \(PSNC\)](#) has stated they would be responsible for ensuring that safety checks on volunteers had been carried out. All pharmacies, other than distance selling pharmacies, must now provide an essential pandemic medicines delivery service for shielded patients (those who have been told they must self-isolate for 12 weeks), while contractors can choose to provide an advanced delivery service. Under the essential service, pharmacies must provide advice to patients who cannot arrange to have their prescription collected, covering how to find a volunteer who can deliver their prescription. If this is not possible, the pharmacy must deliver the medicine themselves as part of the advanced delivery service or find another pharmacy who can arrange a delivery.

### ***PSA welcomes additional flu vaccine stock amid pandemic***

The Pharmacy Guild of Australia has welcomed an [announcement](#) by the federal government that an additional 3 million doses of influenza vaccine will be made available to Australians this flu season. These additional vaccines will be available through community pharmacies and GPs over April, May and June. “While flu vaccination does not prevent against COVID-19, vaccination against the flu is critical to protecting the general health of Australians,” says the guild’s national president, George Tambassis. “Both influenza and COVID-19 cause serious respiratory illness. The combination of both diseases can be life threatening, especially for our vulnerable people - so a flu vaccination is a very wise precaution in 2020.” The guild also welcomed an announcement that additional protective face masks have been secured for the national stockpile for use by frontline health workers including community pharmacies.

## **Newsworthy**

### ***CPhA’s Shelita Dattani shares a pharmacist’s perspective on the Roy Green Show***

On Sunday, April 19, Shelita Dattani, CPhA's director of practice development and knowledge translation, discussed the challenges Canadian pharmacists are facing during the COVID-19 pandemic with the [Roy Green Show](#) on Global News Radio. "Thank you to you and your fellow pharmacists for what you're doing for all of us... it really matters," Roy began the segment.

### **Worth Repeating**

"This morning I spent 25 minutes on hold with my wholesaler to plead for two extra salbutamol (Ventolin) inhalers and called eight pharmacies to see if they have stock of a particular eye drop. When none of them did, I then communicated with the physician to obtain an alternative prescription for their patient with glaucoma. This is an average day in the life of a pharmacist in this new COVID-19 reality." — Winnipeg pharmacist Jason Hoepfner in a Letter to the Editor of the *Winnipeg Free Press*, explaining pharmacy life during COVID-19

This daily COVID-19 update is compiled by the Canadian Pharmacists Association. To unsubscribe, please reply to this email with "Unsubscribe" in the subject line.

Please note that this publication is meant to inform and is not a comprehensive list of information available. Be sure to check with your provincial regulatory authority or advocacy association for province-specific information. While we aim to ensure all information contained in this update is accurate, the situation is evolving rapidly and CPhA does not take responsibility for the content provided by other organizations and sources.