Safety measures implemented in community pharmacies

While pharmacies continue to struggle to supply staff with PPE, a number of other important safety measures have been put in place to keep staff and patients safe.

- **Regular cleaning and disinfecting**: 93%
- **Physical distancing protocols**: 88%
- **Prescription deliveries**: 87%
- **Plexiglass barriers**: 96%
- **Taping ‘distance’ lines on the floor**: 76%
- **Shortened hours**: 63%
- **Personal protective equipment (if available)**: 56%
- **Curbside prescription pick-up**: 39%

Pharmacy status during COVID-19

- The vast majority of community pharmacies (87%) have remained open to the public, but among these pharmacies almost half (42%) have implemented patient screening measures.

Pharmacy deliveries double

- Pharmacies have doubled their daily prescription deliveries during the COVID-19 pandemic to help patients stay safe at home.
- Prior to COVID-19: 15
- Now: 33
- Average daily deliveries

Harassment of pharmacy staff since COVID-19

- Faced with increased workloads, staffing shortages, a lack of PPE and drug supply challenges, pharmacists are still working tirelessly to provide care to their patients during COVID-19. Despite this, 73% of pharmacists are reporting an increase in harassment, verbal abuse and other forms of abuse by patients since the pandemic began.

Pharmacists’ greatest concerns during COVID-19

- Pharmacists report feeling very or extremely concerned about these top 4 issues during COVID-19:
  - **My safety and the safety of pharmacy staff**: 62%
  - **Drug shortages**: 60%
  - **Workload/staffing shortages**: 44%
  - **My mental health**: 42%

The survey was disseminated to community pharmacists in French and English through the CPhA database and through CPhA social media channels from April 17 to April 21, 2020. We received a total of 1,654 responses from pharmacists across Canada, including 1,451 English and 203 French responses.