

# Impact Report 24



Thriving  
Together for  
Tomorrow:  
Global Vision  
and Local  
Action



Neighbourhood  
Pharmacy  
Association of Canada

Association canadienne  
des pharmacies  
de quartier

# Welcome to our Impact Report!

Explore what Neighbourhood Pharmacies has been up to throughout 2024. Read about our achievements, progress, and challenges as we work to make pharmacies stronger so that they can excel as Canadians' community health hub for primary care and public health.

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# Fast facts about community pharmacies

**Leaders in Canadian Healthcare.** Pharmacies play a critical and growing role in healthcare delivery and are integral to the future of primary care and public health. With 95 per cent of Canadians living within five kilometres of a pharmacy, they are a trusted, integral part of keeping Canadians healthy.

Neighbourhood Pharmacies is proud to represent and serve such a resilient and vital sector for Canadians.

Canada's pharmacies represent a wide variety of business models including

- Corporate retail
- Banners and independents
- Specialty pharmacies
- Part of grocery stores and mass merchandisers
- And more non-traditional service models!

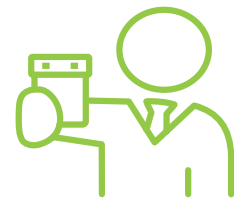
## These pharmacies



Have more than **12,200** locations across the country



Employ more than **59,000** pharmacy professionals on their teams



Dispense more than **847** prescriptions valued at over **\$36 billion** each year



Administer close to **11.8 million** immunizations annually, including COVID-19, influenza and other publicly funded vaccines



Provide over **3 million** assessment and prescribing services, relating to minor ailments, respiratory viral illness and other conditions



Deliver more than **5.5 million** clinical medication review and associated services every year

# Message from the CEO



**Sandra Hanna,  
RPh., LLM, ICD.D**

**Chief Executive Officer**  
NEIGHBOURHOOD PHARMACIES  
ASSOCIATION OF CANADA

## Empowering Pharmacies Today for a Healthier Canada Tomorrow

**2024 was a transformative year for Canadian community pharmacies and for Neighbourhood Pharmacies as an Association.** As we reflect on the progress we've made, it's clear that our collective efforts have not only strengthened our sector but also deepened our role as a cornerstone of primary care and public health across Canada.

Neighbourhood Pharmacies has been at the forefront of pivotal changes, tirelessly advocating for policies that support the sustainability and long-term growth of pharmacies while simultaneously ensuring optimal patient care. This year, we witnessed firsthand the power of unity and collaboration, with our Members and Partners working with us to lead the charge in navigating the evolving healthcare landscape.

Our advocacy efforts in 2024 delivered tangible results, mitigating significant financial risks to pharmacies and ensuring their continued ability to serve communities. We influenced key policy decisions, securing and engaging in critical dialogue resulting in a recognition of the importance of exploring more sustainable funding approaches to protect a thriving pharmacy sector; protecting patient choice; and shaping a

pharmacy landscape that supports both economic viability and high-quality care. Our work in advancing innovative pharmacy-led care models demonstrated the sector's ability to alleviate pressure on the healthcare system, reinforcing pharmacies as essential access points for primary care and public health.

Beyond advocacy, we fostered engagement and knowledge-sharing through impactful events and thought leadership forums. The growth of our industry gatherings—such as Pharmacy EXPO and the Specialty Pharmacy Summit—showcased the strength of our network and our collective commitment to shaping the future of pharmacy. Through ongoing dialogue with policymakers, industry leaders, and pharmacy teams, we have strengthened our ability to drive meaningful change and ensure pharmacies remain at the heart of community healthcare.

As we look ahead, we are excited to launch our 2025-2029 Strategic Plan: Prescription for Success. This bold vision will focus on Leadership, Advocacy, and Research; Financial and Business Success; and Innovation and Integration, ensuring that pharmacies continue

“As we move through 2025, we are dedicated to empowering pharmacies to thrive as accessible, trusted centers for Canadians’ primary care and public health needs.”



to thrive in an evolving healthcare environment. The achievements of 2024 have set the stage for even greater progress, and we remain committed to championing the success of pharmacies as trusted healthcare providers for all Canadians.

Our priorities for 2025 include continuing to protect and pursue sustainable funding for pharmacy scope and service, and driving and fostering an ecosystem that supports innovation in the delivery of those services. We are dedicated to building on the momentum of 2024, driving meaningful, sustainable change in healthcare delivery, and supporting our Members in navigating the opportunities and challenges ahead.

The achievements of 2024 highlight the strength of our community and the impact of collaboration. The milestones reached reflect the dedication of our Members, Partners, and their pharmacy

teams. Together, we’ve reinforced the vital role of pharmacies in Canada’s healthcare system and paved the way for their continued growth as community health hubs.

As we move through 2025, we are dedicated to empowering pharmacies to thrive as accessible, trusted centers for Canadians’ primary care and public health needs. The future is full of promise, and together, we will elevate the role of pharmacies to ensure a healthier Canada for all.

A handwritten signature in black ink, appearing to read 'S. Hanna'.

**Sandra Hanna, RPh., LLM, ICD.D**  
**Chief Executive Officer**

NEIGHBOURHOOD PHARMACIES ASSOCIATION OF CANADA

# 2024 achievements at a glance

**2024 was a year of anticipation, activity, and accomplishment**, where we've been in constant motion, ensuring we remained proactive and captured every opportunity to shine. Here are highlights of our accomplishments and milestones:



Hosted an impactful "Pharmacies on the Hill" day on November 29, 2025, bringing together more than 25 frontline pharmacists and leaders from our membership to connect directly with influential Federal Members of Parliament, Senators, Ministers and other senior staffers in more than 20+ face to face meetings in Ottawa. This impactful day was capped off with an evening social event with the Minister of Health as guest of honour.



Helped federal policy makers better understand the risks to pharmacies and their patients in implementing a comprehensive public single-payer pharmacare program. This advocacy helped avoid a \$1 billion impact to the pharmacy sector and aided in ensuring that pharmacists had a voice on the Pharmacare Committee of Experts.



Led the sector in raising early alarm bells on the potential risks of PBMs and payor directed care and took a bold stance in calling for government oversight to protect patient choice and the sustainability of Canada's pharmacies overall.



Convened our first ever Advocacy Policy Roundtable at the Annual Specialty Pharmacy Summit, where key pharmacy and pharmaceutical stakeholders brainstormed on possible elements of modernized funding strategies for pharmacy services that reflect their value and complexity, particularly for specialty medications.



Inspired both Canadian and international policy makers with the need to fund pharmacy-led primary care clinics, by showcasing the leadership of Nova Scotia Premier Tim Houston and Pharmacy Association of Nova Scotia (PANS) CEO Alison Bodnar in demonstrating the value and outcomes of this model.



Successfully influenced a renewed and improved PMRPB guideline development process more favourable to Canada's pharmacies, preventing an estimated annual loss of \$113 million to the pharmacy sector.

Participated in 27 media engagements and gave 22 presentations to industry leaders and stakeholders.

Hosted 12 virtual events and produced 14 publications including policy analytics, pharmaceutical trends, environmental scans and advocacy toolkits.

Successfully ended reconciliation adjustments in Ontario, preventing a \$57 million impact to pharmacies in FY 24/25.

We added 3 new Members and 13 new Partners to our growing Neighbourhood Pharmacies family.

In addition to direct government advocacy and engagement, also contributed 14 different on record submissions to active federal and jurisdictional public consultations on policies impacting pharmacy operations.

# Advocacy impacts:

*Together with our Members, Partners and our stakeholder community, we have been able to tackle several important issues facing the pharmacy sector.*

## National Pharmacare

**Advocating for pharmacare coverage** that prioritizes the un- and underinsured was a high priority in 2024, with Bill C-64 making its way into legislation. Through our effective and tireless government engagement, stakeholder activation and thought leadership we successfully conveyed to federal policy makers the critical risks to pharmacies in their patients in rolling out a comprehensive public single payor pharmacare program. The government has chosen to take a phased approach that allows for careful review and analysis, beginning with only two classes of medications, **reducing the immediate potential impact on Canada's pharmacies from \$1 billion down to \$43 million**. Further, with the appointment of a pharmacist to the Committee of Experts, we have worked to assure the links between pharmacy funding and pharmacare coverage are presented, and are optimistic of due acknowledgement of the need to sustain pharmacy operations as a fundamental enabler of ensuring affordable medication access for Canadians in the future.

### Learn more

- [Submission to the SOCI Parliamentary Committee](#)
- [Financial Impact Analysis of pharmacare implementation \(gated\)](#)
- [Pharmacy site visit by Minister Holland to discuss pharmacare impacts](#)
- [Senator Siedman's comments on the importance of pharmacy in the pharmacare dialogue](#)

## Pharmaceutical Price Compression

**In 2024, we collaborated with many aligned stakeholders** to successfully advocate for a renewed and improved Patented Medicine Prices Review Board (PMPRB) guideline development process that included a more comprehensive approach for stakeholder consultation. Our engagement with the PMPRB has been exceptionally positive, including direct acknowledgment of the downstream impact of drug pricing policy on pharmacy funding, and the value of our contributions and recommendations. The revised Guidelines, released in late 2024, were more favourable to Canada's pharmacies than previous iterations; **avoiding a worst case potential annual loss of \$113 million to the pharmacy sector**. The new Guidelines are aligned with our recommendations to use highest international price (HIP) as the main criteria for excessive pricing and ensure an optimal line of site to support predictability and planning.

### Learn more

- [Submission to the PMPRB](#)
- [Recap of our participation at PMPRB stakeholder](#)

# Advocacy impacts:

## Payor-Related Activities

**We have made considerable progress this year** in raising early alarm bells nationally on the potential risks of Pharmacy Benefit Managers (PBMs) and payor-directed care activities (such as Preferred Pharmacy Networks; PPNs). We took a bold stance in calling for government oversight to protect patient choice and the sustainability of Canada's pharmacies overall. Jurisdictionally, our work has focused on Ontario, where both the Ministry of Finance and the Ontario College of Pharmacists are exploring the need for policy measures governing the activities of PPNs. Through our engagement directly in this process, **we have positioned ourselves as an important contributor to this dialogue on both fronts**, leveraging our position that certain elements of PPN design can have negative impacts on patients, the competitive pharmacy landscape, and the ongoing sustainability of the pharmacy sector.

### Learn more

- Watch our [January](#) and [February](#) Advocacy in Action Livestreams discussing the risks of PBMs
- Read [our position on PBMs](#)
- Review our recently submitted [stance regarding potential regulation of PPNs in Ontario](#)

## Regulator Involvement in Pharmacy Operations

**Provincial regulators have taken a heightened interest** in exercising or increasing their regulatory authority over pharmacy operations under their mandate of protecting patient safety. For example, the Nova Scotia College of Pharmacists is introducing a mechanism to assist pharmacies to measure and meet appropriate levels of staff to carry out pharmacy activities.

In 2024, we struck a Task Force to lead our efforts to ensure that pharmacies have the agency to operationalize care in the most efficient and cost-effective way possible, while adhering to all practice standards for patient care and supporting informed patient choice. We are pleased with the results of our thoughtful engagement jurisdictionally and feel we have established our role as an important partner in working with regulators on our combined goals.

### Learn more

- Watch a discussion of this issue via our [October 2024 Advocacy in Action LinkedIn Livestreams](#)
- Read our response to the [Nova Scotia College of Pharmacists](#) regarding their staffing policy



## Advocacy impacts:

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# Protecting Existing Funding/ Pursuing New Models of Funding

## *Enabling Pharmacy-Led Primary Care Clinics*

**We have been a critical proponent of the work done in Nova Scotia** to pilot test the effectiveness and cost implications of pharmacy-led primary care clinics in that province. We showcased the leadership of Nova Scotia Premier Tim Houston and Pharmacy Association of Nova Scotia (PANS) CEO Alison Bodnar in demonstrating the value and outcomes of this model — leading to a Call to Action to other jurisdictions to emulate Nova Scotia and invest in pharmacy services to support access to primary care. We have championed these successes beyond Nova Scotia, with important

influence in Ontario, British Columbia and on the international stage. The outcomes so far of this project have both demonstrated outstanding healthcare system benefits (for example, measurable decreases in ER visits by 9 per cent) but the data will also quantify the gap between current pharmacy remuneration and actual pharmacy costs to deliver services. While the financial outcomes have not yet been publicly disclosed, these successes have the potential to revolutionize how pharmacy is funded, providing critical evidence and data to advocate for appropriate funding.

### Learn more

- Read [our Call to Action](#) to all provincial governments to follow suit
- Review our [Fall 2024 Gazette](#) for a timely overview of progress in all jurisdictions
- Watch our [Pharmacy EXPO highlights](#)

## Advocacy impacts:

### Remuneration and Delivery of Services

**We have taken every opportunity** to educate federal and provincial policy makers on the critical need for sustainable funding for Canada's pharmacies, to continue to deliver necessary care to Canadians in all communities. In particular, we have focused on jurisdictions with real and present threats. For example, in Ontario, **we successfully ended reconciliation claw backs, preventing a planned \$57 million from being further cut from pharmacies in 2024.** In parallel we advocated at multiple tables for synergistic expansion to the scope of practice of pharmacy professionals to deliver healthcare services that fill gaps in care, while also ensuring appropriate remuneration for these services. 2024 saw notable scope and service expansions in many provinces including more minor ailments in British Columbia and Ontario, increased prescribing abilities in Saskatchewan, and expanded opportunities to provide immunizations in multiple jurisdictions.

#### Learn more

- Review our [Ontario Markup Submission](#)
- Review our [response expanded routine immunization scope in Ontario](#)
- Review our [federal budget submission](#)

### Funding for Complex Care

**We continue to educate governments and stakeholders** on the need to develop models of pharmacy funding based on the complexity of care provided. Our 2024 Specialty Pharmacy Summit '*Innovation and action to ensure sustainable pharmacy services for patients taking specialty medications*' featured a targeted program focused on fostering dialogue and policy recommendations to secure sustainable funding for a thriving specialty pharmacy sector. The Summit opened with a powerful address from a patient advocate, setting the tone for patient-centered care conversations, and the speaking roster included diverse perspectives from payors, manufacturers, patient support programs (PSPs), community pharmacies with niche specialty practices, and technology vendors, enriching the discussions with multi-stakeholder insight. These important perspectives paved the way for our first ever Policy Round Table focused on addressing the sustainability challenges of pharmacy funding in Canada.

#### Learn more

- [2024 Specialty Pharmacy Summit Highlight Video](#)
- [Recap of Specialty Pharmacy Summit in the Winter 2024 Gazette](#)

# Events and stakeholder engagement

The Association’s events remain an integral part of our work, providing opportunities to connect, educate and motivate our Members and Partners.



## June 25-27, 2024, Halifax, NS

Our 2024 Pharmacy EXPO was an overwhelming success with more than 245 industry stakeholders attending, representing a growth of 18 per cent over 2023. Fifteen companies participated for the first time, making for an exciting exhibit hall with over 50 exhibitors.

The Pharmacy EXPO featured captivating content in both the opening and closing keynotes that highlighted both successes, challenges and future opportunities for the business of pharmacy. Back by popular demand was an even better ‘Speed Dating’ day filled with fast-paced productive discussions that saw countless new connections made and existing relationships continue. These meetings, coupled with the longer Member - Partner meetings during the ‘Meet-the-Sector’ days accounted for over 1,200+ meetings. All of these were booked and managed by Neighbourhood Pharmacies, creating efficiencies that were highly regarded by all.

The Pharmacy EXPO continues to be the flagship event for Neighbourhood Pharmacies due to the incredible opportunity it provides to bring the sector together.

“Attending Neighbourhood Pharmacy EXPO for the first time was an incredible experience! The opportunity to connect and network with industry peers was invaluable, and the vendor meetings were such a unique and impactful feature. We’ve already built on the relationships we developed at the event.”

“We really appreciated the format and fact that our meetings were booked for us. It made our time at the EXPO really productive, worthwhile and fun!”



**Watch the 2024 Pharmacy Expo highlight reel**

## Events and stakeholder engagement

NEIGHBOURHOOD PHARMACY ASSOCIATION OF CANADA

### SPECIALTY PHARMACY SUMMIT

**November 28-29, 2024, Toronto, ON**

For the third consecutive year, our Specialty Pharmacy Summit, Canada's only specialty pharmacy focused event, brought together over 230 virtual and in-person attendees. It was a chance to once again learn about current market trends in this growing space, practice innovations supporting specialty pharmacy services, patient perspectives on care and new developments in the policy landscape that impact the delivery of care and pharmacy services for patients on specialty medications. New this year was a featured patient advocate, who shared her family's story with attendees and truly helped reinforce the importance of tailored and customized specialty pharmacy care.

If you missed it, it's not too late! Registrants can still access all sessions on the [virtual portal](#) (log-in required).



**Watch the 2024 Specialty Pharmacy Summit highlight reel**



If you'd like to watch past event sessions or want information about our future events, please [click here](#) or contact [events@neighbourhoodpharmacies.ca](mailto:events@neighbourhoodpharmacies.ca).

## Events and stakeholder engagement

# Leadership Events

In 2024, we held three leadership events for our Members and Premium Partners.

### Annual Chair's Dinner

Our Board Chair kicked off the Pharmacy EXPO at the Annual Chair's Dinner, where we also celebrated our Association's award winners (see next page).



### Pharmacies on the Hill Reception

This reception capped off our full day of meetings on parliament hill. Our guest of honour, the Minister of Health, the Honourable Mark Holland, joined our Members and Premium Partners to share remarks on the vital role pharmacy teams play in delivering accessible, timely healthcare across Canada.



### Leadership Dinner

*Future-Ready Specialty Care: Bridging Today's Patient Support Models with Tomorrow's Breakthroughs*

At our Specialty Pharmacy Summit, we held a Leadership Dinner featuring Sandra Hanna, CEO, in conversation with special guests Bettina Hamelin, CEO, Innovative Medicines Canada (IMC), and Mike Woolcock, SVP, Biosimilar and Specialty, Apotex and Chair of Biosimilars Canada. The fireside chat explored the future of specialty drugs and complex care, addressing how current patient support programs can evolve to ensure community pharmacies are prepared to deliver and support the next wave of pharmaceutical innovation.



## Events and stakeholder engagement

# Virtual Events

### In the Know webinars

Neighbourhood Pharmacies' *In the Know* webinars continued to be a valued resource for Members and Partners, offering an accessible platform to stay informed on policy developments impacting pharmacy operations and the broader healthcare system. This year, a primary focus was the legislative journey of *Bill C-64: An Act respecting pharmacare*. We were pleased to feature government relations experts in our sessions, providing in-depth insights into the bill's progress and addressing key questions to ensure participants had a clear understanding of this critical issue.

These sessions were complemented by 24 editions of our Pharmacare Watch updates, delivering timely, critical information to our Members as developments unfolded. Each update featured expert insights and analysis from government relations experts, ensuring Members had immediate access to the latest intel on national pharmacare and related policy changes.

Webinar themes included:

- [The Pharmacare Act - What we Know and What Comes Next \[Part 1\] \(March 2024\)](#)
- [The Pharmacare Act - What we Know and What Comes Next \[Part 2\] \(May 2024\)](#)
- [The Pharmacare Act - Understanding the Latest on Bill C-64 \(October 2024\)](#)

Past webinars are available for Member and Partner viewing on the [Neighbourhood Pharmacies website](#).

### Advocacy in Action

Our regular LinkedIn Livestreams and advocacy emails keep our pharmacy stakeholders apprised of our proactive outreach, outcomes-focused thought leadership and facilitates opportunities for Members and Partners contribution to the work of the Association.

Past recordings and email communications are available for Member and Partner viewing on the [Neighbourhood Pharmacies website](#).

Follow us on [LinkedIn](#) to get access to *Advocacy in Action* and to keep up to date with all future Association activities.

## Congratulations to our 2024 award recipients

### Len Marks Pharmacy Advancement Award:



**FAMILLE COUTU**  
(Jean-Michel Coutu pictured)

The Len Marks Pharmacy Advancement Award was established in memory of pharmacist Len Marks, who was an advocate for community pharmacy. This award recognizes an individual or team whose passion for the advancement of pharmacy helps lead change in the areas of education, pharmacy practice, advocacy, and collaboration.

### Distinguished Partner of the Year Award:



**MIKE DUTTON**  
Vice President & General Manager of Pharmascience

The Distinguished Partner of the Year Award honours a Neighbourhood Pharmacies Partner in good standing who displays a commitment to the Association's initiatives and committees and contributes to the advancement of the community pharmacy industry.

## Events and stakeholder engagement

# Neighbourhood Pharmacy Gazette: Insights. Advocacy. Healthier Canadians.

Our digital publication, the *Neighbourhood Pharmacy Gazette*, features the thought leadership of our Members, Partners, sector and Association. Designed for the pharmacy sector and broader stakeholder community, the Gazette showcases dynamic content on the most critical topics in pharmacy today, highlighting our Association's research, insights, and advocacy and how you can become involved.

Don't miss out on the opportunity to be "in the know" on the hottest topics in pharmacy today. **Subscribe for free today!**



### **SLIPPERY SLOPE:** Navigating the Evolution of Pharmacy Benefits Managers in Canada

Our Spring edition delved into the risks posed by the unregulated expansion of PBMs in Canada, lessons we can learn from the PBM experience in the United States and our recommendations for any regulatory conversations on PPNs or PBMs that move forward in Canada.



### **BLAZING TRAILS:** How Community Pharmacy is Embracing Technology to Meet Growing Demand for Clinical Services

The Summer issue dug into the expansion of technology in the pharmacy sector, exploring how these tools enhance efficiency, safety, and interoperability among healthcare providers.



### **TURN OF THE SEASON:** Community Pharmacy is Making its Mark in Primary Care

The Fall issue explored pharmacy integration into primary care across Canada, with case studies from Nova Scotia, Alberta, and New Brunswick. Pharmacy leaders from each province offered their unique perspectives on their experiences in developing and rolling out these programs, highlighting key lessons, challenges and enablers for success.



### **FERTILE GROUND?:** Exploring the Roots of Public Funding for Pharmacy Services in Canada

Our most recent Winter issue looked at the challenges in the pharmacy sector, as expanded scopes of practice, complex drug dispensing, and rising demand for wrap-around care strain operations. Traditional funding models are no longer enough to sustain the sector in this critical time for Canadian healthcare.

## Events and stakeholder engagement

# Neighbourhood Pharmacies Resources and Benefits

In 2024, our resources and benefits continue to serve Members' and Partners' information needs in an ever-shifting landscape, including:

### Neighbourhood News\*

- Daily media monitoring to ensure Members and Partner stay informed of press coverage and other industry and Association news.

### Advocacy in Action

- [Open-access livestream](#) and regular communication to keep Members and Partners and stakeholders in the know on trends in the pharmacy sector and broader health system, our proactive advocacy, outcomes-focused thought leadership and how Members and Partners can contribute to the work of the Association to create progress for pharmacy in Canada.

### Pharmacy Services and Remuneration Report\*

- A regularly updated cross-Canada overview of the remunerated services pharmacy offers and a reference to make interprovincial comparisons of services and reimbursement.

### Horizons Report\*

- Published three times a year, bringing together a wide variety of data and presenting the economic outlook for both front shop and dispensary operations, with the goal of helping Members and Partners improve their business planning.

### Industry Analytics\*

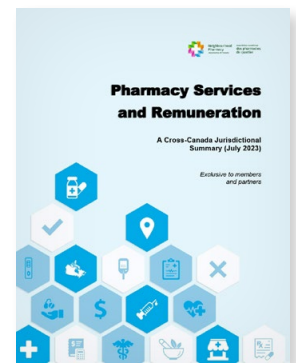
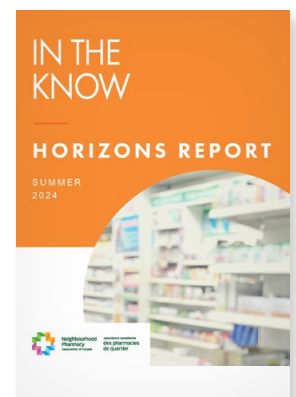
- Developed on an as-needed basis, exclusive analyses of the impacts of a variety of policies on pharmacy business.
- [Financial Impact Analysis of Pharmacare Legislation\\*](#)

### Pharmacy Market Insights\*

- A twice-yearly pharmaceutical industry intelligence tool developed exclusively for Members and Partners.

### Mid-Year Report

- Bolstered by the innovative leadership and strategic vision of our incredible Members and Partners, this mid-year report brings you up to speed on the status of our Strategic Plan.



\*Exclusive to Members and Partners



# 2025 Priorities

**As we close 2024, Neighbourhood Pharmacies is proud to reflect on a year of progress and momentum, setting the stage for even greater impact ahead.**

Kicking off 2025, we are excited to launch our bold new strategic plan, Prescription for Success: 2025-2029. This forward-thinking roadmap underscores our commitment to advancing innovative pharmacy business models and ensuring that community pharmacies continue to be vital pillars of Canada's healthcare system.

Centered around three transformative pillars—*Leadership, Advocacy, and Research; Financial and Business Success; and Innovation and Integration*—our plan reflects a deep dedication to supporting our Members and driving meaningful, sustainable change in healthcare delivery.

Together, we are building a thriving future for pharmacies and the communities they serve.



“  
**Our North Star is clear:** integrating innovative pharmacy business models into the healthcare system, expanding Canadians' access to care while supporting your business success. This guiding purpose fuels every goal, action, and decision in our strategic plan.”





Neighbourhood  
Pharmacy  
Association of Canada

Association canadienne  
des pharmacies  
de quartier

# About Neighbourhood Pharmacies


**Neighbourhood Pharmacies is a national, not-for-profit trade association that delivers insights and solutions as a knowledgeable, experienced stakeholder and sought-after thought leader in public health, primary care, and policy development.**


With a distinct, pan-Canadian perspective on the frontlines of healthcare and a high-performing leadership role in community health, we are the voice of the pharmacy business in Canada, representing our member organizations as a trusted partner to government within and across jurisdictions.

We represent pharmacy organizations with varied business models, including chain, banner, grocery, specialty, long-term care, and mass merchandisers with pharmacies. We leverage the diverse strength of our members and partners, including the pharmaceutical supply chain and manufacturers, and work together with the common policy objective to improve access to healthcare. Our Association represents the delivery of care through more than 12,000 pharmacies, where pharmacy teams serve as integrated healthcare hubs, creating capacity in local communities across Canada. Our purpose is to advocate for community pharmacy's potential to improve Canadians' health and contribute as sustainable partners to the shared vision of a robust, resilient health system.

The [Members](#) and [Partners](#) of the Association are at the forefront of influencing positive change for our innovative, growing sector. Our Association exists for one reason: to make pharmacies stronger so that they can excel as Canadians' community hub for primary care and public health. And when our sector plays a strong leading role – together – we can contribute so much more to the health and well-being of Canadians from coast to coast.

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 Neighbourhood Pharmacy Association of Canada

Neighbourhood Pharmacy  
**Gazette**  
INSIGHTS. ADVOCACY. HEALTHIER CANADIANS.

## GET INDUSTRY INSIGHTS

Sign up for our *Neighbourhood Pharmacy Gazette*, the free quarterly thought-leadership publication of the community pharmacy sector in Canada. [Subscribe today!](#)

## JOIN US

Our sector is rapidly changing and growing. Bring your voice to the table, network with peers, grow your business, and impact the health and well-being of Canadians locally and nationally by [joining or renewing](#) with Neighbourhood Pharmacies today.

# About Neighbourhood Pharmacies 2024 Board of Directors

**Karl Frank**

**Managing Director**

BAYSHORE SPECIALTY RX

**Chris Dalseg**

**VP, Strategy and Growth**

BIOSCRIPT PHARMACY LTD.

**Renée St-Jean**

**Senior Director, Pharmacy Services**

INNOMAR STRATEGIES INC.

**Smita Patil**

**Vice President, Retail Member Relations &  
Professional Affairs**

MCKESSON CANADA

**Marie-Claude Vézina**

**Board Chair**

**SVP and Chief Network Officer**

METRO INC.

**Rita Winn**

**Board Past Chair**

**Director**

NEIGHBOURLY PHARMACY INC.

**Sherif Guorgui**

**Co-CEO**

ONPHARM-UNITED

**Jon Johnson**

**President & CEO**

PHARMACY BRANDS CANADA

**Jeff Boutilier**

**Vice President, Pharmacy Business Development**

REXALL PHARMACY GROUP

**Bev Herczegh**

**VP, Strategy & Business Development**

SENTREX

**Jim Johnston**

**VP & GM National Pharmacy**

SOBEYS NATIONAL PHARMACY GROUP

**Adesh Vora**

**President & CEO**

SRX HEALTHCARE SOLUTIONS

## About Neighbourhood Pharmacies

# Neighbourhood Pharmacies Staff



**Sandra Hanna,**  
RPh., LLM, ICD.D  
Chief Executive Officer



**Courtney Secord**  
Chief Operating Officer



**Shelita Dattani, Pharm.D, RPh**  
Senior Vice President,  
Pharmacy Affairs and  
Strategic Engagement



**Tracy Cutts**  
Director, Business Development



**Heather Mohr**  
Director, Pharmacy Affairs



**Kaitlin Mooney**  
Senior Manager, Special Projects



**Alison Kraayvanger**  
Manager, Communications  
and Strategic Engagement



**Maxine Cato**  
Administrative Assistant



**Deborah Lanktree, CPA, CA**  
Finance & H.R. Advisor

# Neighbourhood Pharmacies Members and Partners

## WHO WE REPRESENT



## OUR PREMIUM AND ASSOCIATE PARTNERS

**Abbott Laboratories Co.\***  
**AbbVie\***  
 Accord Healthcare  
**Amgen Canada Inc.\***  
**ANB Canada\***  
**Apotex Canada\***  
 Astellas  
**AstraZeneca Canada Inc.\***  
**AuroPharma Canada\***  
 Auxita  
 Bausch Health Inc.  
 Bavarian Nordic  
**BD\***  
 Biocion  
**Canada Health Infoway\*\***

**Canopy Growth Corporation\***  
 CAPT (Canadian Association of Pharmacy Technicians)  
 Communimed  
 Cold Chain Science Enterprises  
 Cedarlane Cold Chain Solutions  
 Delivery Ease  
 Dexcom  
**Dr. Reddy\***  
 Ecolopharm  
 Embecta  
 Emerson Canada  
**GSK (GlaxoSmithKline)\***  
 Healthmark Ltd.  
 Imperial Distributors Canada Inc. (IDCI)  
**IQVIA Solutions Canada Inc.\***

**Jamp Pharma Corp.\***  
 Jones Healthcare Group  
 JUNO Pharmaceuticals  
 Kenvue  
 Knapp  
 Kohl & Frisch Ltd  
 Lundbeck  
 Lupin  
 MedMe Health  
**Merck\***  
**Mint Pharmaceuticals\***  
**Moderna\***  
 Odan Laboratories  
 Organon  
 Pear Healthcare Solutions

**Pfizer Canada Inc.\***  
**Pharmascience Canada\***  
 Replete Labs  
**Sandoz Canada Inc.\***  
 Sanofi Pasteur Ltd.  
 ScriptPro Canada Ltd.  
 Sterimax Inc.  
 Telus Health  
 TempAid  
 Tension Packaging & Automation  
**Teva Canada\***  
 The Pangaea Group  
**Viartis\***  
 Vigilance Santé  
**Zonnic Canada\***

\*Premium Partners; \*\*Special thank you to PrescribelIT®, Canada's national e-prescribing service, for their support and partnership