



Nova Scotia  
Pharmacy  
Regulator

# Pharmacy Staffing Level Policy

November 2025

## **INTRODUCTION**

The Nova Scotia Pharmacy Regulator (NSPR) is committed to ensuring that a pharmacy is adequately staffed so that pharmacy professionals can provide safe and effective care to their patients.

## **RELEVANT LEGISLATION**

Pursuant to the *Regulated Health Professions Act* s. 14 (o) and *Pharmacy Regulations* s. 22, s. 29, s. 30, the NSPR Bylaws s. 81.2 (i) require that a pharmacy manager establishes a staffing plan commensurate with patient care requirements and that they take reasonable steps to implement it.

Ensuring that a pharmacy has an appropriate staffing plan, and that it is actively implementing, monitoring and updating it is a critical component of ensuring that community pharmacies in Nova Scotia fulfill their responsibility to provide safe and effective patient care.

## **PURPOSE**

The purpose of this policy is to set out the minimum requirements that must be met in satisfying the NSPR Bylaws pertaining to establishing and maintaining adequate staffing of a pharmacy.

## **DEFINITIONS**

“StaffWISE Tool” is the Staffing Score model developed by the NSPR.

“Staffing Score” means the numeric measure of the adequacy of the pharmacy’s staffing level in relation to its workload to meet patient care needs, as established using the NSPR StaffWISE Tool with a score of one (1) demonstrating adequate staffing hours for the measurable volume of work being completed by the pharmacy.

“StaffWISE Data Records” are a pharmacy’s data records used to calculate the pharmacy’s Staffing Score.

“StaffWISE Scorecard” is the report provided to a pharmacy by the NSPR that includes the pharmacy’s Staffing Score, and the pharmacy’s specific StaffWISE Data Records used to calculate the score.

“Staffing Level Review Committee” is a committee appointed by the NSPR Registrar to oversee a pharmacy’s establishment, implementation, monitoring, and updating of its staffing plan.

## **POLICY**

### **Staffing Plan**

1. The pharmacy owner(s) and managers will:
  - 1.1. Establish and implement a written staffing plan for the pharmacy, satisfying the requirements of NSPR Bylaw 81.2 (i) that can reasonably be expected to achieve a Staffing Score of one (1) or higher, including through:
    - 1.1.1. Involving the pharmacy staff team in establishing the staffing plan and in monitoring its effectiveness in ensuring the adequacy of the pharmacy’s staffing to provide safe and effective care; and
    - 1.1.2. Using the StaffWISE Scorecard and associated StaffWISE Data Records to identify actions to improve the pharmacy’s Staffing Score as needed.
    - 1.1.3. Establishing a process by which pharmacy staff can provide suggestions and/or raise concerns about staffing levels, consistent with their professional ethical responsibilities and without fear of repercussion.
  - 1.2. Review and update the staffing plan when:
    - 1.2.1. They are provided with an updated StaffWISE Scorecard for the pharmacy by the NSPR;
    - 1.2.2. There are substantive changes in the pharmacy’s StaffWISE Data Records that are maintained in accordance with section 2;
    - 1.2.3. Information provided by pharmacy staff under section 2 warrants an update; or
    - 1.2.4. When they are provided with direction to do so by the NSPR.
  - 1.3. Submit the pharmacy’s written staffing plan to the NSPR Staffing Level Review Committee upon request and in accordance with the timeline(s) set out by the NSPR.
  - 1.4. Reach agreement with the Staffing Level Review Committee on the pharmacy’s staffing plan and how it is to be implemented, monitored, and updated, including in accordance with timelines set out in the agreement and any ongoing changes that may be required to achieve and maintain this agreement.

## **Pharmacy Data Records**

2. The pharmacy owner(s) and managers will ensure that the pharmacy's StaffWISE Data Records provided by the pharmacy are current and accurate by:
  - 2.1. Providing the NSPR with a completed StaffWISE Data Records request based on current pharmacy records and accounts, and in accordance with the timeline for submission established by the NSPR; and
  - 2.2. Updating the pharmacy's StaffWISE Data Records that are maintained by the NSPR when:
    - 2.2.1. requested by the NSPR or Staffing Level Review Committee; or
    - 2.2.2. There is a change in staffing that may result in a substantive decrease to the pharmacy's staffing score as identified by the pharmacy owner(s)/manager.

## **Compliance and Accountability**

3. A pharmacy owner(s) and/or pharmacy manager that fails to meet their obligations under this policy will be referred by the NSPR Registrar to the NSPR's professional conduct process, with consideration given to the degree of control the individual has over the area(s) of noncompliance.